# Chromebook Helpdesk Support

This document shows the approval process for common requests.

### Child forgets password to Chromebook

* Social Worker or Business Support request password reset to [Michael Stickler](mailto:Michael.Stickler@surreycc.gov.uk) (1st contact) or [Schools ICT](mailto:schoolsict@eastsussex.gov.uk).
* The password will be given to Social Worker or Business Support who pass onto Child, Parent or Carer.

### Child requests an Application is unlocked from Google Play Store (this will make the app available to All children)

* Social Worker to request authorisation from [Stacey.mccabe@surreycc.gov.uk](mailto:Stacey.mccabe@surreycc.gov.uk) (Surrey Virtual School)

### Child requests a Web Page is unblocked (which is blocked by Surrey County Council G Suite set up, not Child’s home broadband or DFE 4G filtering)

* Stacey McCabe (Surrey Virtual School) [Stacey.mccabe@surreycc.gov.uk](mailto:Stacey.mccabe@surreycc.gov.uk) authorisation required

### Device is faulty (not accidentally or deliberately broken) which needs to be returned under warranty.

* Contact the Laptop Scheme [dfe.laptopscheme@surreycc.gov.uk](mailto:dfe.laptopscheme@surreycc.gov.uk) who will liaise with Computacentre for a replacement

### New/Cease User Accounts

* Social Worker or Children’s Services Business Support to request via [Schools ICT](mailto:schoolsict@eastsussex.gov.uk).

### Moving Child from Webcam to No Webcam Group or vice versa:

* Social Worker to request authorisation from [Stacey.mccabe@surreycc.gov.uk](mailto:Stacey.mccabe@surreycc.gov.uk) (Surrey Virtual School)

## Key Contacts

Key Contact: **Stacey McCabe**, **Assistant Head Teacher, Surrey Virtual School** [Stacey.mccabe@surreycc.gov.uk](mailto:Stacey.mccabe@surreycc.gov.uk)

**DfE Laptop Scheme** [dfe.laptopscheme@surreycc.gov.uk](mailto:dfe.laptopscheme@surreycc.gov.uk)

Computacentre Warranty returns: email Dell Service Tag and Fault reason to [DepartmentforEducation@computacenter.com](mailto:DepartmentforEducation@computacenter.com) and copy in [Victoria.Phillips@computacenter.com](mailto:Victoria.Phillips@computacenter.com)

Schools ICT: Surrey Local Contact: [Michael Stickler](mailto:Michael.Stickler@surreycc.gov.uk). Main Service Desk: [schoolsict@eastsussex.gov.uk](mailto:schoolsict@eastsussex.gov.uk) 01273 482519 (this applies to young people receiving a laptop through Surrey County Council).