# 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 (1st contact) or Schools ICT.
* 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 (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 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 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.

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

* Social Worker to request authorisation from 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

**DfE Laptop Scheme** dfe.laptopscheme@surreycc.gov.uk

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

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