

SDMS Technology FAQ for Parents

Where do I find the KCS Technology Help Website?	https://www.knoxschools.org/Page/23160
Where can I find KCS If this, Then that help?	https://www.knoxschools.org/Page/23517
Where can I find KCS 1:1 Device Info?	https://www.knoxschools.org/Page/21955
Did you receive a Chromebook bill?	Device damage payments can be made online at SchoolCash Online SchoolCash Online login link: https://knoxschools.schoolcashionline.com/ Click here for directions on how to create a SchoolCash Online account and add your children (you will need your child's student ID number).
I received a bill for Chromebook damages, and I have questions. Who do I contact?	KCS Technology Help Desk: (865) 594-1830 https://www.knoxschools.org/Page/2304 SDMS Contacts: SDMS Technician Roy Smith - roy.smith2@knoxschools.org SDMS TPaCK Brittany Burgess - brittany.hunt@knoxschools.org
What does the chromebook insurance I purchased at the beginning of the 22/23 school year cover?	Device Protection Plan Coverages <ul style="list-style-type: none">● Accidental Damage: The plan pays for drops, liquid damage, or other unintentional acts of damage to the device. This includes, but is not limited to the screen, keyboard, bezel, ports/buttons, or battery.

- **Theft:** Damage or loss due to theft. The claim requires the student or family to submit a police report.
- **Fire:** Pays for loss or damage due to fire; requires a report from the investigating authority.
- **Electrical surge:** Pays for damage due to electrical power surges.
- **Natural disaster:** Pays for damage caused by a natural disaster.

Limits

- The device protection plan will cover one total loss within a three-year time frame. Covered accidental repairs will remain covered, even after a total device claim.
- **Example:** Your student accidentally spills liquid on their Chromebook and has insurance. The student will receive a replacement Chromebook at no additional cost. Later that same year, the same student breaks a Chromebook screen. The student will not be charged for that Chromebook repair. The family will incur a replacement fee if the student has another total loss over the next two years.

Device Protection Plan Exclusions

- **Intentional Damage.** The protection plan does not pay for damage caused by negligent or intentional acts. Damage determined to be intentional will incur a replacement fee.
- **Lost/Damaged Consumables.** Power adapter (\$20 replacement cost) is not covered under the plan.
- **Lost/Missing devices are not covered under the insurance plan** (\$250 replacement cost).
- **Cosmetic alterations.** Any device personalization will be charged for the replacement cost of the damaged part(s). This includes stickers, markings, graffiti, etc.
- **Hacking.** Damage caused by illegal access to any system is not covered. "Jailbreaking" or "rooting" the device in an attempt to remove built-in system protections may be assessed a fee.
- **Liability.** Knox County Schools is not liable for any loss or damages including, but not limited to accidental, consequential, or punitive damages caused directly or indirectly by the equipment.