



Sir Henry Floyd Grammar School Lockdown Chromebook Procedure.

During the January – February Lockdown, SHFGS are offering full support on Chromebook issues and offering loan devices to students that are having issues with their Chromebook or students who do not have a Chromebook.

If your Child does not have a Chromebook:

Please contact ben.phillips@eac-ns.co.uk and Ben will organise a loan Chromebook for the student to use over the lockdown period. This will need to be picked up from the school office at a time agreed between yourself and Ben.

If your Child has a Chromebook, but it is faulty:

Please contact ben.phillips@eac-ns.co.uk with the serial number of the device and the problem that the Chromebook is having. The serial number will be checked against warranty / insurance from the supplier. If the Chromebook is insured and/or under warranty we ask that the parent/guardian brings the faulty device to school for the device to be sent to the insurance company, in the same trip we will supply the student with a temporary loan Chromebook that can be used until the device has been sent back from the insurance company.

When contacting Ben regarding the Chromebook, please also include the best telephone number to get back to you on to organise the pickup of the loan device.