



Technology Services
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Chromebook FAQ

UCPS 1:1 Chromebook Program

Why is the district deploying a Take Home 1-to-1 Chromebook Program in grades 2-12?

UCPS is dedicated to continuing our student's studies even during extreme conditions.

What devices will students be using?

UCPS Students will use a Lenovo Chromebook provided by the district.

What are my options for obtaining a device?

All 2nd – 12th grade students in UCPS are eligible to obtain a device.

What does "district-managed" mean?

District-managed means that your device is enrolled in the district's Google Chrome Management console. Once enrolled, the district can push out policies, filter web content, and manage apps and extensions. It also allows for additional web and content filtering.

Does the district offer Accidental Damage coverage?

Yes, our devices are covered for any accidental drops and/or breakages. The student must provide a "valid" statement to UCPS on how the incident occurred.

What happens if a chromebook is stolen?

Please provide a police report indicating the chromebook was stolen to your home school.

Technical Support

What if my student's chromebook needs tech support or servicing?

There are multiple ways to receive support. Opening a helpdesk ticket is the quickest way to receive support. Students must go to <https://studenthelpdesk.ucps.k12.nc.us> and use their own login. UCPS has also provided a helpdesk hotline number to leave a message for support. The number for your home school is attached.

Will technicians be on campus to assist with troubleshooting and basic repairs?

Yes, our Systems Engineers will be available during "posted" times for support. The engineer will also schedule times for pickups and drop-offs of damaged and repaired chromebooks.

Will my student be provided a loaner chromebook if their device needs repair?

Yes, our intention is to make sure every child has a Chromebook device at all times.

Growing Possibilities.

Cluster Support Number Schools

Weddington 704-292-7950 Weddington ES/MS/HS, Antioch ES

CATA 704-292-7951 CATA, UCEC, Wolfe, WBEC, UC Virtual

Central Services 704-292-7952

Cuthbertson 704-292-7953 Cuthbertson MS/HS, Kensington ES, New Town ES

Forest Hills 704-292-7954 Forest Hills HS, East Union MS, Marshville ES, Rock Rest ES, Union ES, Wingate ES

Marvin 704-292-7955 Marvin Ridge MS/HS, Marvin ES, Rea View ES, Sandy Ridge ES

Monroe 704-292-7956 Monroe MS/HS, Benton Heights ES, East ES, Rocky River ES, Walter Bickett ES

Parkwood 704-292-7957 Parkwood MS/HS, Prospect ES, Waxhaw ES, Western Union ES

Porter Ridge 704-292-7958 Porter Ridge ES/MS/HS, Hemby Bridge ES, Poplin ES, Sardis ES, Stallings ES

Sun Valley 704-292-7959 Sun Valley MS/HS, Indian Trail ES, Shiloh Valley ES/PS, Wesley Chapel ES

Piedmont 704-292-7960 Piedmont MS/HS, Fairview ES, New Salem ES, Unionville ES

Growing Possibilities.



In compliance with federal law, UCPS administers all educational programs, employment activities and admissions without discrimination against any person on the basis of gender, race, color, religion, national origin, age or disability.