



Student Devices / Technology

If schools and parents are asking below is what is being distributed to students who have requested devices:

- If they asked for **internet and a device** (all grades) they are getting an iPad with LTE.
- If they asked for **just a device** and are **JK-2**, they are getting an iPad with wifi.
- If they asked for **just a device** and are **Grade 3 – 12**, they are getting a Chromebook.

What if I received a device and do not need it anymore?

- *Please hold on to the device and there will be a process on collecting them when school reopen.*

What if I received a device and it is defective?

- *Please send an email to studentdevicesupport@tdsb.on.ca and provide them with the information on the issue you are having. Please tell them to include the child's name and school along with their (parents) name. The principal can always send the email on behalf of the family.*

What if I missed the delivery of the device I requested?

- *Parents would have received a phone call 24 hours prior to the delivery informing them the device will be delivered. If they miss the delivery the item will be returned back to TDSB. They will have to wait to be notified again. Please do not request another device.*

What if I want to cancel my request?

- *IT is not taking cancellations. Just ask the parents to refuse the delivery of the device when they are notified or just not accept it at the door. It will be returned to IT.*

What if we have moved since I put in my request?

- *IT does not make address changes to the submitted request. When the parcel is returned to TDSB the parents will be contacted*