

# REMOTE LEARNING TECHNOLOGY SUPPORT GUIDELINES

1. If you are experiencing issues with your child's physical Chromebook and/or charger, please complete this form. [Chromebook Device Support Form](#) - Upon receipt of the completed request for support, a member of our "technology team" will respond to your request within the next business day.
2. **Issues that do not relate to the physical device**, kindly reach out to your building support personnel during the hours of 8:00AM to 4:00PM. All requests will be addressed in a timely fashion.

## Building Computer Technicians

- a. CRES- Gayle Ostic [ostic@coltsneckschools.org](mailto:ostic@coltsneckschools.org)
- b. CDMS - Stephen Toscano [toscano@coltsneckschools.org](mailto:toscano@coltsneckschools.org)
- c. CRPS- Rosalba Serrentino [serrentino@coltsneckschools.org](mailto:serrentino@coltsneckschools.org)

## Technology Department

Dominick Petrillo [petrillo@coltsneckschools.org](mailto:petrillo@coltsneckschools.org) (Network Engineer)

3. Replacing Device - The district will make every effort to support student Chromebooks. However, if a student Chromebook is in need of replacement, we cannot guarantee that a loaner device will be available. Please refer to the Colts Neck Township School District Student Handbook 1:1 (**District - Issued Device Undergoing Repair**)

### District-Issued Device Undergoing Repair

- *A student will be issued a temporary replacement device **ONLY** when the student's district -issued device is undergoing repair.  
**IMPORTANT:** A replacement device is issued upon availability.*

4. **Please refer to the Colts Neck Township School District Student Handbook 1:1 [District 1:1 Student Handbook](#)**
5. If a loaner device is not available, students are encouraged to use a device from home to support remote learning. Support will be provided to navigate the student's Google account. Please be aware:  
*Our district owned student Chromebooks are configured to use special web software to proactively monitor a student Chromebook 24 hours a day, please be aware that these web filtering services are not configured on non -district owned devices.*