Staff Handout Guide

Student Equity Laptop
giving a prepared laptop to a student

This guide is for **school staff** who give a prepared Student Equity laptop to a student. You do not need to know anything about computers. The student follows the **Student Setup Guide**. Your job is to get everything ready, hand it over, stay nearby, and contact IT if the student gets stuck.

What you need before you start

1. The prepared laptop (the asset # matches what IT has)
2. The charger (power cord)
3. A network cable
4. A network adapter (dongle)
5. A working wired network connection (a live wall port)
6. The printed Student Setup Guide

Do the first setup **at school**, with you or another staff member nearby.

How to read this guide

1. **Orange numbers** show the order to do things: 1, then 2, then 3.

Green box = On track. If the student's screen looks like this, setup is going well.

Yellow box = Wait. The laptop is working. This is normal. Do not touch anything.

Red box = Stop. Something needs fixing. Read the box, or contact IT.

The 3 golden rules

1. IT must have the **asset #**, the **student's name** and the **student ID #** before you hand out the laptop.
2. Give the student the **network cable**, the **network adapter** and a **wired network connection**. Setup cannot finish without them.
3. Keep the charger and network cable plugged in until the desktop picture appears. Never turn the laptop off or reset it during setup.

PART 1

Before you hand out the laptop

Steps 1 to 3. Do these before the student sees the laptop.

STEP 1 — Give IT the details

Done before the laptop and guide go to the student

Send IT these three things for **each** student, using your school's usual IT request method:

What IT needs	Where to find it
Device asset #	The SD42 asset label on the laptop
Student's full name	Your school's student records
Student ID #	Your school's student records

STOP - do not hand out the laptop yet

IT must have **all three** before the student gets the laptop and the guide. IT uses them to match the laptop to the student and to help if something goes wrong. Check the asset # against the label on the laptop itself.

STEP 2 — Gather what the student needs

Tick each one off

- ☐ The **laptop** (the asset # matches what you sent IT)
- ☐ The **charger** (power cord)
- ☐ A **network cable**
- ☐ A **network adapter (dongle)** to connect the cable to the laptop
- ☐ A printed **Student Setup Guide**
- ☐ The student knows their **SD42 username and password**

The network cable is required

The laptop **cannot finish first setup over Wi-Fi**. It needs a network cable and a live wired connection. Do not tell the student to pick a Wi-Fi network.

STEP 3 — Get the setup spot ready

Before the student sits down

1. Pick a desk **close to a live network port** (the wall socket the cable plugs into) and a **power outlet**.
2. Not sure the wall port works? **Ask IT before the student starts.**
3. Allow enough time. Some parts of setup have **long waits**. That is normal.

PART 2

Handoff day

Steps 4 to 7. Stay nearby while the student follows their guide.

STEP 4 — Hand over everything

Laptop, charger, cable, adapter and guide

1. Check the **asset #** on the laptop matches your record, and that you have the right student.
2. Give the student the **laptop**, **charger**, **network cable**, **network adapter** and the **Student Setup Guide**.
3. Point out the **3 golden rules** on page 1 of the student's guide.
4. Check the student has their **SD42 username and password** ready. You do not need to see or write down their passwords.

STEP 5 — Help the student plug in

Do this before the laptop is turned on

1. Plug the **charger** into the laptop and into the wall.
2. Plug the **network adapter** into the laptop.
3. Plug the **network cable** into the adapter. Plug the other end into the live wall port.
4. Push each end in until you hear or feel a small **click**.

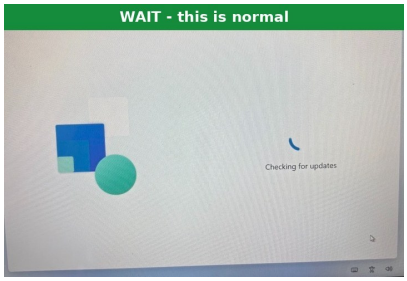
> **Tip**
> The student does the clicking and typing. You are there to help if something unexpected shows up.

STEP 6

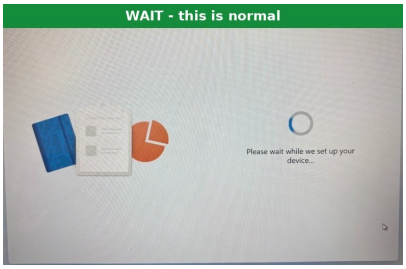
Let the student follow their guide

Student Setup Guide Steps 1 to 7

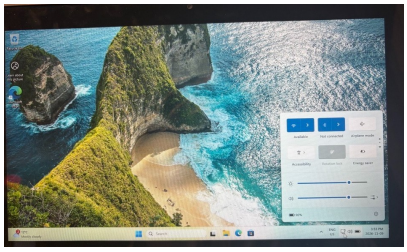
The student turns on the laptop and follows the **Student Setup Guide**, one step at a time. If their screens match these, setup is on track.



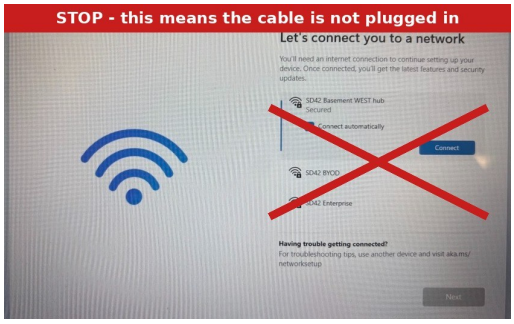
Student Step 5: "Checking for updates". Wait.



Student Step 7: "Please wait while we set up your device". The longest wait.



Done: the desktop picture. The cable can come out.



STOP if you see "Let's connect you to a network"

This means the network cable is **not working**. The student must **not** pick a Wi-Fi network from the list.
Check the cable and adapter are clicked in at both ends and the wall port is live. The screen moves on by itself once a working cable is connected. Still stuck? Contact IT.

Long waits are normal

Setup can take a long time. Keep both cables plugged in. Do not turn the laptop off, restart it, or close the lid.

On track when the student sees the desktop picture

A picture fills the screen with a bar along the bottom. Part 1 of the student's guide is finished and the network cable can be unplugged.

STEP 7

After the desktop: school Wi-Fi

Student Setup Guide Steps 8 to 14

The student gets their own Wi-Fi password, then connects to **SD42 BYOD**. They follow their guide. Here is what happens:

1. The student joins **SD42 Guest** from the network icon near the clock.
2. The SD42 Wi-Fi web page should open. If it does not, they open **Edge** and go to **wifi.sd42.ca**.
3. They agree to the terms, pick **Username and Password**, and sign in with their SD42 account.
4. They copy the **personal Wi-Fi password** shown, then connect to **SD42 BYOD** with it.
5. Under SD42 BYOD it says **Connected**.

This might pop up: a Microsoft Edge welcome screen

The first time Edge opens, it may show a welcome or "Customize your browser" screen. This is expected. **The student should not click or allow anything on it.** They close that Edge tab with the small **X** on the tab, then go to **wifi.sd42.ca**.

PART 3

If something goes wrong

Look for what you see, then do what it says.

What you see or what happened	What to do
"Let's connect you to a network" with a list of Wi-Fi names (during setup)	Do **not** pick a network. Check the cable and adapter are clicked in at both ends and the wall port is live. Still stuck? Contact IT.
A screen that is not in the student's guide	Stop. Don't click anything. Contact IT.
The username or password does not work	Check the typing once (watch for Caps Lock). Then contact IT. The account may not be ready yet.
Stuck on the same screen for a long time	Do not turn it off or restart it. Check the cable is still plugged in, then contact IT.
The laptop never reaches the desktop picture	Do not keep resetting the laptop. Do not let the student keep retrying. Contact IT.
No web page opens after joining SD42 Guest	Open Edge and type **wifi.sd42.ca** in the address bar, then press Enter. Still nothing? Contact IT.
SD42 BYOD says the password is wrong	Join SD42 Guest, go to **wifi.sd42.ca** in Edge, and follow student Steps 10 to 13 to get the password again. Then try Step 14.

When you contact IT, have this ready

The laptop's **asset #** and the **student ID #** • The **step** the student is on • What the screen says, including any error code • Whether the cable and adapter were plugged in

PART 4

Before the student leaves

Check that setup is finished, then fill in the record.

- ☐ The student reached the **desktop picture**
- ☐ Under **SD42 BYOD** the laptop says **Connected**
- ☐ The student ticked every box on the checklist at the end of their guide
- ☐ The student has the **charger** and the **Student Setup Guide**
- ☐ The **network cable and adapter** are handled the way your school decides (handed back or kept)
- ☐ You reminded the student: save schoolwork in the **school-approved place**, not only on the laptop. A reset deletes anything saved only on the laptop.

Handout record

Fill in one record for each student.

Student name	
Student ID #	
Laptop asset #	
Date given	
Given by (staff name)	
Items given	☐ Laptop ☐ Charger ☐ Network cable ☐ Network adapter ☐ Student Setup Guide
IT has asset #, name and student ID	☐ Yes
Setup finished (desktop reached)	☐ Yes ☐ No Date: _____
Connected to SD42 BYOD	☐ Yes ☐ No
Notes	