


PROPER USE OF SCHOOL EQUIPMENT

Students enrolled in Agora Cyber Charter School are issued a loaner computer. All provided materials are school property and must be kept in good condition. Parents are responsible for the repair or replacement of all lost, stolen, or damaged school property. Every parent or guardian of a student enrolled in Agora should be aware that the use the computer is solely for the education of the student and not for the benefit of any other person or for any other purpose. Below are some helpful tips and guidelines to keep your student and loaner computer safe.

CUSTOMER SUPPORT

You can call the Stride Help Line
Monday-Friday 8:00AM-8:00PM .

 855-412-3712

 <https://www.help.k12.com/s/>

STUDENT HANDBOOK GUIDELINES

- Abuse of Computers/Internet Privileges, page 38
- Acceptable Use of School Property. Pages 51-52
- [Student Handbook](#)

COMPUTER OPERATING TIPS

- Keep all food and drink away from computer equipment.
- Wash your hands before using.
- Restart the computer at least once a week.
- Never install random software from the internet, including games and software from pop-ups.
- Only use your K12-loaner computer for schoolwork.
- Keep up with all computer updates.
- Clear the browser cache regularly.
- Do not leave the laptop on furniture other than a desk or table. Doing so could result in the laptop overheating or being knocked off and broken.
- Do not leave the laptop on the floor to be stepped on.
- Scan any files you download with the antivirus program prior to opening.
- Do not run other Programs- Slow speeds can occur when other programs are running in the processor, such as games, Netflix, social media, email, etc. Speeds are considerably worse when a student is actively playing a game, streaming, etc. Many services continuously run

in the processor, leeching tons of RAM, even when not in use or even open.

- Do not sign into personal email accounts- signing into personal Google accounts can mix things up. Google defaults to the first account logged in, this creates the rule. Unless users actively sign out of their personal account(s) – not just pause them – every time without fail, there are problems.

POLICIES

[Acceptable Use and Internet Safety Policy](#)

USER SAFETY TIPS

- Always keep a current backup of your important files.
- Never post confidential or identifiable information online, such as your name, address, school, etc.
- Never speak with a stranger online.
- If you get pop-ups when opening a web page, do not click inside the pop-up window to close it. Click the red “X” in the upper right corner of the pop-up window.
- Avoid free downloads unless it is part of a course or is recommended by the instructor for the purpose of completing coursework.
- K12 will never ask you for money to fix the loaner computer. If you receive a call or pop-up window suggesting that you have a virus on the computer and need to provide money to have it repaired, immediately call our Customer Support at (866) 512-2273.
- Do not open emails that you do not recognize, especially if there is an attachment.
- Never open an attachment from a sender you do not know, and never open an unexpected attachment from someone you do know without verifying with them first.
- Do not download software (games)- Many are loaded with viruses and may corrupt the laptop.
- Do not Online shop

PARENTAL CONTROLS

The K12 support desk can walk you through some options to safeguard your computer.