



LONGFELLOW MS ♦ LANCERS

FCPSOn HEALTH CHECK

As we approach the fourth quarter, we need to make sure your FCPSOn laptop is healthy and ready for the end of the year!

If there are any issues with the device, submit a ticket using the Parent/Student Ticket portal (<https://itweb.fcps.edu/itsupport/>) or by calling 833-921-3277 *as soon as possible*. Replacement chargers can be purchased using the *MySchoolBucks* link on the Longfellow website (<https://longfellowms.fcps.edu/>).

End-of-year device collection will take place during June 2021.

If the student is only attending classes virtually:

- Charge the battery and then turn off the laptop before leaving home.
- Go to an FCPS site where FCPS WiFi is available in the parking lot (most middle and high schools - the outdoor WiFi at Longfellow is strongest in the front parking lot near Door 12).
- Once on site, turn on the laptop and sign in.
- Double-click the *FCPSOn_Healthcheck.exe* icon on the desktop. Wait for the app to open.
- Once the *FCPSOn HealthCheck* app is open, *restart* the laptop by clicking on the  Start menu, then the  Power icon, and then  Restart. Wait for the device to restart.
- When the device has completely restarted, sign into the device again.
- Double-click the *FCPSOn_Healthcheck.exe* icon on the desktop. Wait for the app to open.
- Properly shut down the computer by clicking on the  Start menu, then the  Power icon, and then  Shut down. *Do not shut down the device by pressing the power button.*
- After the device has completely shut down, return home.
- At home, turn on the device, log in, and make sure you're connected to the internet.
- Leave the device on, logged in, plugged in to power, and with the lid open for several hours (overnight is even better) so the device can download and prepare updates.
- Each day, log on to the device and leave it on for at least 30 minutes and then  Restart. (Make sure to  Restart instead of  Shut down so that updates are installed.)

If the student attends classes on site some days:

- While on site, restart by clicking on the  Start menu, then the  Power icon, and then  Restart. For days when the student is off site, restart the device at least once each day.