Frequently Asked Questions

Do Chromebooks work offline?

- Yes, lots of aspects do. You can use offline-ready apps to keep using a Chromebook when it's not connected to the Internet. Below are some examples:
- Read and write emails with Offline Gmail
- Write a note or make a list with Google Keep
- Create and edit documents, slides, or spreadsheets with Google Drive apps (Google Docs, Sheets, and Slides)
- View and RSVP to events with Google Calendar
- View and edit photos saved with the builtin photo editor
- Enjoy music or movies with the built-in media player

When you are next connected to the internet any changes will save to the cloud.

What is the lifecycle of a Chromebook?

Chromebooks have an auto update expiry when the device will stop receiving security and other updates. This is generally after 5 to 7 years. At this point the device is still operational but without updates the device will become less secure and will eventually become unable to cope with new web technologies. This is not an issue for AMSI as all devices last for a minimum of 5 years. It is estimated that students will be able to get around 2 years of use from Chromebooks beyond their auto update expiry.

Are students expected to bring Chromebooks into school each day? What happens if they forget them?

There is no expectation for students to bring their chromebooks to school. This will be something we will look at a later stage.

Is there a chance that students will misuse Chromebooks in lessons?

Students will be taught to be responsible users of technology. While there is some chance students may go off task using their Chromebooks, skilled teachers ensure students remain on task during all types of learning activities. This is mitigated by the fact teachers will be able to see the work produced in lessons through submission via google classroom or sharing a google doc/sheet/slide. All chromebooks used on our school domain are monitored for safeguarding purposes. Any suspicious activity or inappropriate access is flagged up to our Safeguarding Team. This is then addressed with students and parents.

How are devices monitored and controlled in and out of school?

The Chromebook devices are all registered to the school's domain and, therefore, use of the device is managed by the school. When students are in school the use of the Chromebooks is controlled and monitored through London Grid for Learning's (LGfL) web filtering. When students are off site and logged into their Chromebooks the school is still able to monitor their activity and web filters still apply. AMSI also monitors students' devices through the use of eSafe to detect early warning signs of risk to safety. This includes students' searching for inappropriate content and online safety.

Can I connect the Chromebook to the internet at my house? Can students complete work without internet access?
Chromebooks use wireless to connect to a network, so you will need WiFi at home to use the Chromebook on the Internet. If you have WiFi, your network security key can be added to the Chromebook before logon. If you don't have WiFi at home, the Chromebook will still work for many things (for example editing Google Docs, Google Slides and Google Sheets all works offline). Free internet access is provided at all public libraries in London.

Can parental control be applied to the Chromebook?
Parents cannot have controls on the Chromebook as they are managed and maintained by AMSI. However, should a parent want to block a website then they can do so through making a request to the school by emailing chromebooks@amsi.school

Once a student leaves school will the Chromebook still be maintained by the school?
When a student leaves school, purchased Chromebooks will be released fromAMSI's device management system. This is done remotely so there is no need to bring the device into school. Chromebooks loaned to students will be returned to the school.

What happens if the Chromebook is lost or stolen?
If a Chromebook is lost or stolen, it is important that it is reported to AMSI immediately by emailing chromebooks@amsi.school.AMSImwill block the device remotely and render it completely unusable. However, the payments will still need to be made.

How will the Chromebook be backed up?
The Chromebook is always backed up and our students have unlimited storage space in the Google Drive.

Are Chromebooks secure?
Yes. Chromebooks are designed with multiple layers of security to keep them safe from viruses and malware without any additional security software. A full 10% of boot time is dedicated to re-verifying that the device has not been tampered with, so every time you power on a Chromebook, your security is checked. Google also adheres to all data policies including GDPR and does not share data with any third parties.