



## **Bronx High School for Law and Community Service**

500 East Fordham Road | Bronx, NY 10458 | (Phone: (718) 733-5274)

**FOR USE WITH YOUR “SMARTPHONE” ONLY, THESE ARE INSTRUCTIONS ON HOW TO INQUIRE ABOUT THE STATUS OF THE DELIVERY OF YOUR iPad, AS WELL AS HOW TO RESUBMIT A REQUEST IF YOU HAVE NOT RECEIVE ANY EMAILS FROM DOE CONTAINING A TRACKING NUMBER & THE NAME OF A DESIGNATED CARRIER. AND OR, IF YOU RECEIVED SUCH BUT HAVE NOT RECEIVED YOUR iPad AS OF YET**

**Perform the following steps:**

- 1) Go to [www.schools.nyc.gov](http://www.schools.nyc.gov)
- 2) Scroll down and press on "*Student Learn at Home*".
- 3) Scroll down to "*Event Details*", there at "*Get Learn at Home resources including activity packets, learning tools and support and teacher information.*" press on the underlined "*Learn at Home*"
- 4) Scroll down to "*Technical Tools and Support*" and press it.
- 5) Scroll down to "*Technical Support for Families*" and press it.
- 6) Scroll down to the blue rectangle titled "*Technical Support for Families*" and press it.
- 7) Scroll down to "*Main Topics*" and press "*Select Topic*" and then press "*Status of iPad Request*"
- 8) At "*Issue Details*" press "*Select issue detail*"
- 9) If you **NEVER** received a TRACKING NUMBER along with a notice of who your CARRIER suppose to be via email, then select: "*I submitted a request for an iPad, but I haven't heard from the DOE. How can I find out the status of my request?*" And do **Steps 10-27**

If you **DID** receive a TRACKING NUMBER or and CAN'T find it, choose instead from the list presented "*I received a tracking number but my iPad never arrived.*" And skip **Steps 10-27** and read and follow ↑ *the instructions in the box below.* ↓

**Note:** That in the above choice you should have received a confirmation email, including a tracking number and who the CARRIER would be, either UPS or FedEx. The telephone for each carrier is located in the **BLUE SHADED** area, choose the telephone number that applies to your carrier and give the carrier the tracking number. If you received a tracking number but cannot find it or if you still need assistance then provide the information that is needed in fields located just below the blue shaded area where it states: "Parent/Guardian Information". Complete the "Student Information" that follows. The last section is to be **IGNORED** if a school staff member is **NOT** helping you fill out the form. Then **SUBMIT** it.

10) If you NEVER received an email from DOE with a TRACKING number concerning the status of your initial request, then press **"Resubmit an iPad Request"** located at bottom the blue shaded area written in **RED INK**.

11) Then fill out the **"Remote Learning Device Request"** form. If a parent/guardian is filling out this form ignore the **first three small box** choices and go directly to the **Parent/Guardian Information** section below. There the parent/guardian's **"First Name"**, **"Last Name"**, **"Email"**, **"Phone"**, and at **"Relationship to Student"** the parent presses **"Select"** and indicates whether she or he is **"Mother"**, **"Father"** or **"Other Guardian"**

12) at **"Do you have access to a computer?"** the parent selects **"Yes"** or **"No"**

13) at **"Do you have a Smartphone?"** the parent selects **"Yes"** or **"No"**

14) at **"Do you have internet access?"** The parent selects **"Yes"** or **"No"**

### WHAT FOLLOWS IS STUDENT INFORMATION

15) indicate **"School Name"** by typing **"Bronx High School for Law and Community Service"**

16) at **"First Name"** type student's first Name.

17) at **"Last Name"** type student's last name.

18) at **"Student ID#"** type the student 9 digit **OSIS #**

19) at **"Date of Birth"** type the student's birth date

20) at **"Grade Level"** select the student's current grade level.

*Note that devices will be distributed to students by pickup or delivery. Please make sure the address you enter below is accurate. This is where the device will be sent if it is delivered to you. You should receive an email with a Tracking number and who your carrier would be whether UPS or FedEx.*

**Details to follow →**

21) Type in student's address (**note that the two address lines given 1 & 2 are given to give you adequate capacity to fill in your address**)

22) Type in your **"City"**, **"State"** and **"Zip code"**.

23) For **"Does the student live in a shelter?"** select **"Yes"** or **"No"**

24) For **"Does the student's family live with another family or other person because of loss of housing or as a result of economic hardship?"** select **"Yes"** or **"No"**

25) For **"Is the student currently in a foster care?"** select **"Yes"** or **"No"**

26) For **"Does the student live in NYCHA housing?"** select **"Yes"** or **"No"**

27) For **"I have read and agree to the Student Device Loan Agreement."** Place a check mark on the little box, then press the green **"SUBMIT"** icon.