


# So, you've come to swap your device? Here's what you can expect!

To keep the BCPS' digital ecosystem safe and secure following the recent ransomware attack,  
**ALL windows-based devices must be reimaged.**  
The updated image includes increased security, including **Carbon Black.**  
**Staff CANNOT opt-out of this process.**

## What Will Be on the Reimaged Device?

- Included on the image:
  - Windows 10 20H2
  - Microsoft Edge Browser
  - Google Chrome Browser
  - Firefox Browser
  - VLC player (video player)
  - Lightspeed Relay (filtering)
- Once the device is reimaged, **Office 365** (Outlook, Word, PowerPoint, Excel, Teams, etc.) and **Carbon Black** are being sent to the devices remotely. **They will appear within 24 hours of a device being issued to a staff member.** These items may or may not appear on the desktop. They will be included in the Windows list of installed software (Icon: )

## Additional Software

- Some of the software previously included on staff and student devices is not included in the standard image. **Staff will be able to download software that they need for instruction and office work through Microsoft Intune.**
- For other software (including **ActiveInspire, Adobe**, etc.) staff should follow these [directions](#) for **Microsoft Intune 24 hours after receiving their device.**
  - **Please Note:** Teachers should plan for instruction that would typically require the use of software that will not be available during this 24-hour period. For example, teachers may save ActiveInspire files (flipcharts) as either PDFs or PowerPoints.
  - *Not all available software is necessary for all staff to download. Only install software that is directly related to your classroom instruction or office work at this time. It is recommended to choose only 1 to 2 pieces of software at a time for download to ensure success.*
  - Once logged in to Microsoft Intune, if no apps are available for download, *staff need to select their device from the drop-down menu.*

## More Information

- Teachers who currently have a broken device should enter a [support ticket](#). **These individuals should not swap devices at this time.** More information will be forthcoming.
- On some devices, the time is incorrect. As devices sync to BCPS, the time will be automatically corrected.
- When logging in to the new device, staff should use their new password that they recently created per the instructions sent via email. This password should be used for the device and Office.com.

## Which Device Will I Receive?

### Staff Device Information

- **Teachers** will receive an HP EliteBook
- **Non-Teacher Staff** will receive the device they give (I.e., Turn in a Revolve, receive a Revolve)
- **Non-Teacher Staff w/ Dell or Folio device** to receive whatever WIN 10 device available
- **Paraeducators** will receive Chromebooks (if available and turning in a device)

### Student Device Information:

- Students in K-5 will receive Chromebooks
- Students in G6-8 will receive WIN 10 student device
- Students G9-12 will receive WIN 10 student device
- \*Chromebooks swapped in can be reissued directly to students
- **\*For Student Devices**, we will be collecting ALL WIN 10 devices, even if broken. For students, we will collect the device, note the student has returned the device, and provide a replacement when available.

