

Portal Sign up for Chromebook Insurance!

DEKALB COUNTY SCHOOL DISTRICT

\$25.75 fee covers the school year

\$0 deductible

MUST HAVE SERIAL NUMBER BEFORE ENTERING THE PORTAL

If updates or corrections need to be made to your enrollment please email them to service@safeware.com.

*Never worry about theft or accidental damage to your child's Chromebook again!
Get comprehensive insurance from Safeware!*

Go to: <http://my.safeware.com> (not www.safeware.com)

User ID: dekalbcsd

Password: enroll

Enrollment Portal is open: 8/15/19 to 9/30/19

This will be an Individual policy. The School will receive enrollment list.

Coverage with Policy:	
Accidental Damage	✓
Theft, Robbery, Burglary	✓
Drops	✓
Falls	✓
Collisions	✓
Cracked Screens	✓
Liquid Spills	✓
Submersion	✓
Power Surge	✓
Vandalism	✓
Flood	✓
Fire	✓



K12 Student Portal Enrollment FAQ Sheet

Because of the highly mobile nature of technology programs, with devices being used at both school and at home, many schools across the nation have developed a working relationship with Safeware. We have arranged a safe, secure, and easy method for purchasing Safeware coverage on your son or daughter's computing device.

Simply go to ***my.safeware.com*** using Google Chrome or Mozilla Firefox as your browser. Then, once you've entered all the requested information, including your credit card information, you will be asked to hit "Submit" one time. ***If you hit this button more than once, your credit card will be charged more than once.***

Common Questions You May Have During Your Enrollment

- **How do I get a policy for my child?**
You are enrolling in Individual coverage. If you have questions regarding the insurance you are paying for please contact your assigned insurance agent, Zach Morral, at zmorral@safeware.com for instructions.
- **What website do I go to for insurance for my child?**
*The website for K12 student enrollment is ***my.safeware.com***. Check the enrollment form you received from your school for specific login information. You can also ask your school for this information.*
- **I lost the paper that says how to log in. How do I enroll?**
If you have lost this form your school should will have more on hand.
- **I misspelled my child's name/I put the wrong serial number in. How do I fix this?**
If you have enrolled with an incorrect serial number or a student name simply email us the school name, school district name, resident state and amount of premium requested on the portal as well as corrected student name/serial number to service1@safeware.com. The same rule applies if you didn't enter a name or serial number at all. We will correct these issues on our end and make your school aware.
- **I have more than one child in the same school technology program? Do I only enroll once?**
If you have more than one child to enroll you will have to do so one at a time and you will be charged for each enrollment. You will also receive an email confirmation for each enrollment.
- **I got more than one enrollment confirmation email for the same child. Can I get a refund?**
If you receive more than one email confirmation or if you have duplicate enrollments please send us an email with the school name, school district name, resident state and amount of premium requested on the portal as well as student name and serial number to service1@safeware.com. We will contact you as soon as we can to inform you of your refund(s) and make your school aware of the duplicate(s).
- **I can't log in. Is the username or password wrong or is the site broken?**
If you can't log into your school's enrollment portal, please inform your school so they can work with us on a solution. Your school will let you know when you're able to log in.
- **I missed the window to enroll my child. Can't I still enroll him/her?**
If you missed the enrollment window, please contact your school for further assistance.