

SERVICES BY COMPUGEN

Q. Is stock readily available?

A. Compugen has reserve inventory dedicated to students however due to recent demands in Chromebook some orders may be delayed.

Q. When will my order be delivered and how do I track my order?

A. Compugen will proactively communicate an estimated shipping date within one week of ordering. Students can track their orders through the link in the order summary e-mail. The link within the e-mail will be updated with waybill # once the order ships.

Q. Why has the model change from what was advertised with the school board?

A. Frequently ordered models can change due to availability. Compugen ensures we have the most available product for students

Q. Why has price changed?

A. Price variances may occur due to;

- Change in warranty level
- Variances in the supply chain
- Promotional price decreases from manufacturer

Compugen works closely with our manufacturer partners to ensure we can provide students the best possible price.

Q. Can I change the model, size or components of the product offered?

A. Compugen and Alberta School Board have pre-selected one Chromebook model for all students. This model may change due to demand however there will only be one option.

Q. Can Compugen provide accessories for my Chromebook?

A. Compugen is committed to providing support to Alberta School Boards however at this time we are not offering accessories to students. Check back often as this may change.

Q. My child's gaming software is not working (ie. Minecraft, Fortnite etc)

A. For all inquiries related to software please contact your local school

Q. How do I install Teams on my Chromebook?

A. For all inquiries related to your child's online learning please contact your local school

Q. My Chromebook is slow or laggy

A. For all inquiries related to the performance of the device please contact your local school.