



RICHMOND COMMUNITY SCHOOLS
Portal Sign Up for Technology Insurance

The Fee Covers the School Year
HP X360 G2 - \$20.89

\$50 Deductible

Important Note: You must have the serial number available before entering the portal. If updates or corrections need to be made to your enrollment please email them to service1@safeware.com.

How to Sign Up

Go to: <https://partner.safeware.com> (not www.safeware.com)

User ID: rcs

Password: enroll

Enrollment Portal is Open: 9/13/21 to 10/13/21

This will be a group policy. The school will receive the final enrollment list.

COVERAGE INCLUDED WITH THE POLICY:

Accidental Damage	
Drops, Falls, Collisions	
Cracked Screens	
Liquid Spills	
Submersion	

K12 STUDENT PORTAL ENROLLMENT FAQ SHEET

Richmond Community Schools has partnered with Safeware to provide a comprehensive protection solution for your student's device. To enroll in the program, Safeware has developed a safe, secure, and easy method for purchasing the coverage online.

Simply go to <https://partner.safeware.com> and provide the required information (please note: the site is optimized for modern browsers such as Google Chrome and Mozilla FireFox). Once you have provided the requested information, including your credit card details, you will be asked to click the "Submit" button to process your enrollment. It may take a moment to process, so please only click "Submit" once.

COMMON QUESTIONS YOU MAY HAVE DURING YOUR ENROLLMENT

- **What website do I go to for insurance for my child?**

The website for K12 student enrollment is <https://partner.safeware.com>. Reference 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 the form, please contact your school so that you can be sent another copy of the document.

- **I misspelled my child's name/I provided an incorrect serial number during enrollment. How do I fix this?**

If you have enrolled with an incorrect serial number or student name you can email Safeware at service1@safeware.com with the following information:

- School District Name
- School Name
- Resident State
- Amount of premium displayed on the site
- Corrected student name/serial number

The same steps apply if you didn't enter a name or serial number at all. We will update your information and make the school aware of the change(s).

- **I have more than one child in the same school technology program? Do I only enroll once?**

If you have more than one child, you will need to enroll and pay for each student separately. You will also receive an email confirmation for each enrollment.

- **I received more than one enrollment confirmation email for the same child. Can I get a refund?**

If you receive more than one email confirmation or have duplicate enrollments, please email us at service1@safeware.com with the following information:

- School District Name
- School Name
- Resident State
- Amount of premium displayed on the site
- Student name/serial number

We will review the enrollments and contact you 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. We will work with them directly to identify the problem and the school will communicate when the issue has been resolved.

- **I missed the window to enroll my child. Can I still enroll him/her?**

If you missed the enrollment window, please contact your school for further assistance.