

# 1:1 Home-to-School Connection

DDR Form Procedures

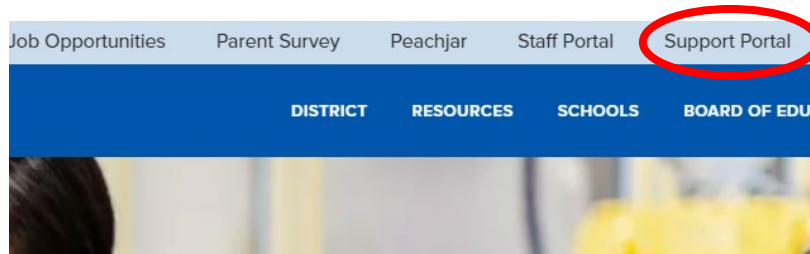
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## Technology Support Management Page

The Technology Support Management page is the location for Technology Support items such as the District Device Repair (DDR) Form and Class Manager. To access the Technology Support Management page, navigate to [www.lodiUSD.net](http://www.lodiUSD.net) and click on **Support Portal**. Authenticate using Citrix credentials.

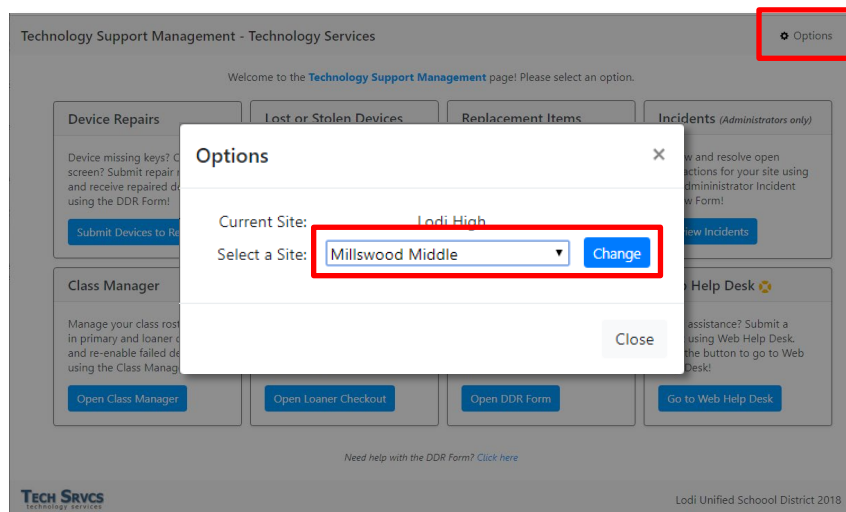


## Changing Sites

For staff that belong to multiple sites, it may be necessary to change sites for the DDR Form.

To change the current site:

- 1) Navigate to the Technology Support Management page.
- 2) Click **Options**.
- 3) Select a site from the **Select a Site** dropdown menu and click **Change**.



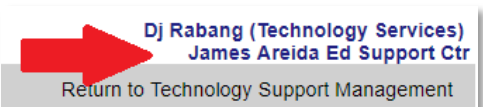
### Damaged Device Procedure

Technology has created a new process for device repairs. Devices are to be submitted through the District Device Repair (DDR) Form.

The link is also located in the Staff Portal – Quick Links to access anytime.

Please review the video, “[Lodi USD – District Device Repair Form Introduction](#)” on the Lodi USD Technology YouTube channel.

#### Steps for Submitting a Device for Repair

1. Before the DDR Form loads, you will be required to login with your Citrix username and password.
2. Verify your information first. In the upper right hand corner, you will see your name (Department) and the site you are under. If the site under your name is incorrect, be sure to return to the Technology Support Management page and change sites. 
3. Enter the Asset number in the first field, enter a brief description of the issue, include your name and room number in the description, then check all “Issue” boxes that apply. Click “Submit Device for Repair” and send it in via District mail, no ticket number needed.

**Device Repair Request**

click **Search** to locate device.

Asset Number:

or, enter a brief summary of the cause for repair, and select the proper issue(s) to be fixed below.

Name:  Student ID:

Location:  (Not your site?) Asset Number:

Cause:

Issue (check all that apply):

<input type="checkbox"/> Wireless	<input type="checkbox"/> Shell	<input type="checkbox"/> Power
<input type="checkbox"/> Keyboard/Trackpad	<input type="checkbox"/> Display	<input type="checkbox"/> Webcam
<input type="checkbox"/> Ports	<input type="checkbox"/> OS/Software	

### Process for Receiving Devices

Devices returning from repair are to be received in the DDR Form under the **Receive Devices from District** section.

To receive a device from repair in the DDR Form:

1. Go to the DDR Form and select the "Receive Device from District" tab at the top of the page.
2. Scan or enter the asset number and verify the information for the asset is correct. Once verified, click the "Receive Device" button at the bottom of the form.
3. After receiving the Chromebook in the DDR Form, it will be re-enabled and ready for use within 30 minutes. If there are any issues or assistance needed, please contact the Support Desk. 331- 8324

Keep in mind:

- Assets that are not received in the DDR form will remain disabled.
- After the asset is received, wait at least 30 minutes before powering the device on. The device should display the normal Google login. Restart if the device is still disabled.

### **Loaner Chromebooks**

Sites are designated a specific amount of loaner Chromebooks (10% of the total participating students at each participating site). The site will manage where these Chromebooks are to be stored. The loaner Chromebooks are to be used for any reason a student’s primary Chromebook is not available.

Keeping track of the devices that are checked out and checked back in is highly recommended. Technology does not manage the exchanges within the Chromebook cart inventory at the site.

### **Daily vs. Extended Loaner Devices**

- **Daily Loaner**
  - Issued on a short-term basis (i.e. student forgot device at home) and is to be used for the day.
- **Extended Loaner**
  - Issued on a long-term basis (i.e. primary device is damaged and has been submitted for repair). The student is supplied a power adapter for the device and may take the device home.

### **Loaner Active Time**

The time a loaner is usable is determined by the status of the student’s primary device. Loaners checked out to students with *active* primary devices will be disabled at the end of the day in which they are checked out. Loaners checked out to students with *inactive* primary devices will not have an expiration time and may be used until the student’s assigned primary device is reactivated (e.g., primary device that was submitted for repair is received back at site).

**Loaner Active Time by Primary Device Status**

Primary Device Status	Loaner Type	Active Time
<b>Active</b>	Daily	Usable until end of the day.
<b>Inactive</b>	Extended	Usable until primary device returns from repair.

### **Submitting Loaners for Repair**

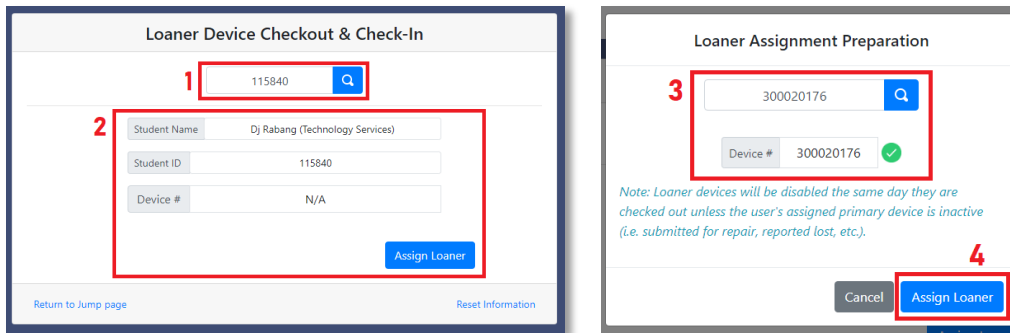
Submitting loaner devices for repair is done through the DDR Form (see [Damaged Device Procedure](#)). Loaners will be automatically unassigned from students after submitting loaners for repair.

### Issuing Loaner Chromebooks

Loaner devices are checked out to students when their assigned primary device is submitted for repair, lost, stolen, or otherwise unavailable. Only *one* loaner device may be checked out to a student at a time.

To assign a loaner Chromebook to a student using the Loaner Processing page:

- 1) Enter or scan the student’s ID number.
- 2) Verify information (name, student ID, and current loaner) and click **Assign Loaner**.
- 3) Scan loaner device and verify that the loaner is available for checkout.
- 4) Click **Assign Loaner**.



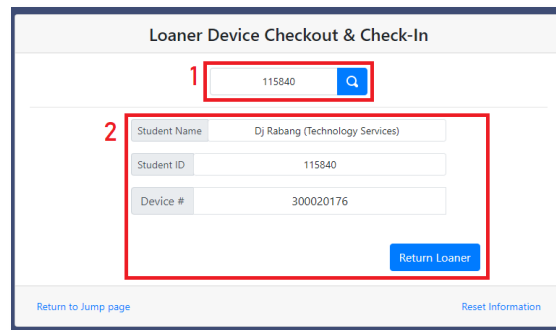
*Loaner Processing allows designated site staff to quickly issue and check in loaner devices.*

### Checking Loaner Chromebooks In

Students are not able to be assigned another loaner device until their currently assigned loaner is checked back in.

To check a loaner Chromebook in using the Loaner Processing page:

- 1) Enter or scan the student’s ID number.
- 2) Verify information and click **Return Loaner**.



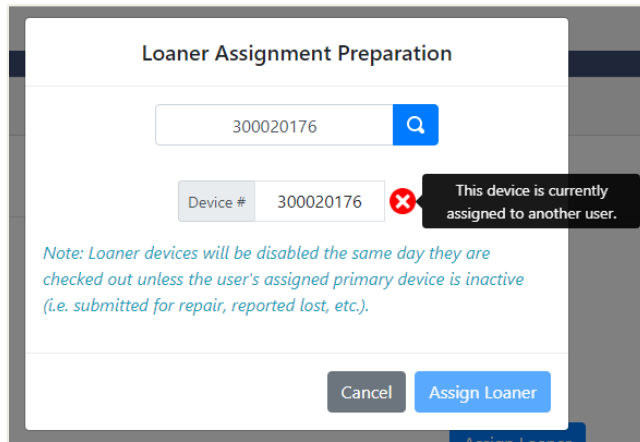
*Loaner Processing will detect if a student is assigned a loaner device, allowing “Return Loaner” option.*

### Loaner Devices Not Available for Checkout

Loaner devices can only be checked out to students if they meet the following criteria:

- The loaner device is not currently assigned to a student.
- The loaner device has not been submitted through the DDR Form for repair.

If the device does not meet both criteria, the loaner will not be available to be checked out. Hover over the icon to see the issue and correct as necessary to make loaner available.



*Loaners that are already checked out to students must first be checked back in before re-assigning.*

### Making Loaners Available

To make a device available for loaner checkout, observe the issue and correct using the following:

#### ***Device Currently Assigned to a User***

- 1) Click **Cancel**.
- 2) Enter or scan ID number of currently assigned student.
- 3) Click **Return Loaner**.

#### ***Device with Open Repair Request***

- 1) Set device aside and send in to District Office at earliest convenience.
- 2) Enter or Scan a different loaner device for the student.



## Lost or Stolen Devices & Accessories

The Lost/Stolen Form is to be used when a student’s assigned device and/or power adapter becomes lost or stolen. Devices that are otherwise unreturned (i.e. not checked in for any reason) are considered lost devices.

Device claims are handled using a three-step process:

- 1) Device claim is created.
- 2) Device claim is finalized and sent to site administrator for review.
- 3) Device claim is reviewed by site administrator and a fine may be created in Aeries.

### Creating Device Claims

To submit a claim for a lost or unreturned device in the Lost/Stolen Form:

- 1) Enter in **Student ID** then click **Search**. Verify information.
- 2) Select primary or loaner device then click **Continue** (if applicable).
- 3) If the claim is for just the power adapter, check **Yes** for **Power Adapter Only**. If the claim is for the full device package (i.e. device and power adapter), check **No**.
- 4) Select the proper **Claim Category**.
- 5) Upload official police report/site report (if applicable).
- 6) Click **Create Claim** to create entry in the **Pending Claims Table**.

Once a claim is created, it will remain in the Pending Claims Table. After some time has passed, the claim must be finalized by site staff in order to receive a replacement. If the device is recovered before the claim is finalized, the claim can be canceled ([see Recovered Devices](#)).

The screenshot shows the 'Lost & Stolen Form' interface. It includes a search bar for Student ID (115840), fields for Student Name (Dj Rabang (Technology Services)), Asset Number (300020177), and Site (Technology Services). There are radio buttons for 'Power adapter only' (Yes/No) and a dropdown for 'Claim Category' (Lost). A file upload section is present with a 'Choose File' button and an 'Upload' button. A 'Create Claim' button is at the bottom. A pop-up window titled 'Multiple Assigned Devices' shows two device options: '300020177 (Primary)' and '300020176 (Loaner)', with a 'Continue' button. Green boxes and numbers 1-6 highlight specific form elements corresponding to the numbered steps in the text above.

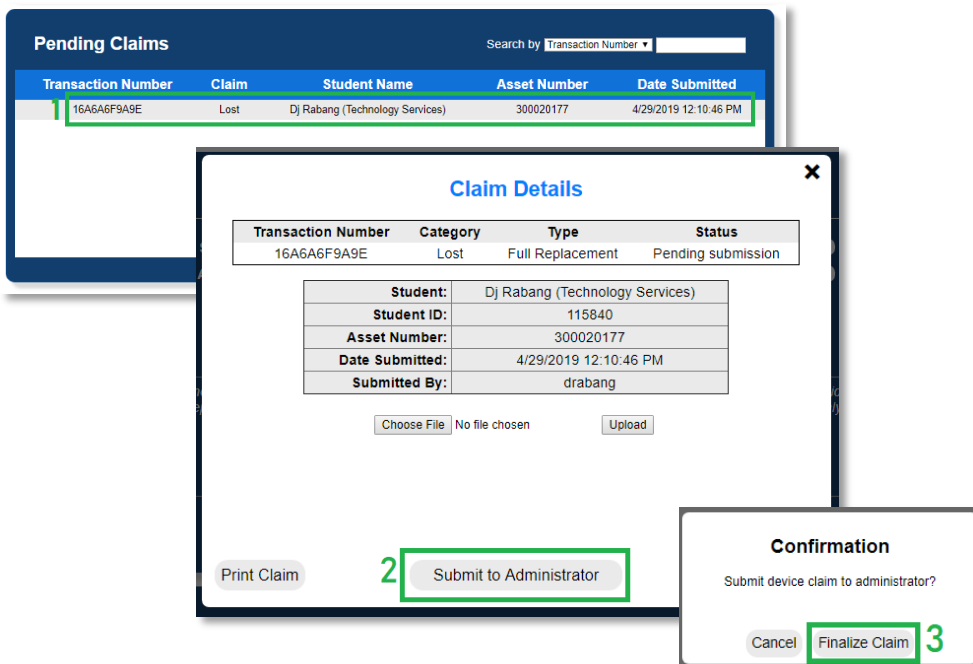
Lost & Stolen Form

### Finalizing Device Claims

To finalize a claim and send to administrator for review:

- 1) Click on the claim in the **Pending Claims Table** to view claim details.
- 2) Click **Submit to Administrator**.
- 3) Click **Finalize Claim**.

Once finalized, device claims can no longer be canceled. The lost or stolen device will remain disabled and a replacement will be sent to the site.



### Recovered Devices

If the device is recovered *before* the claim is finalized, perform the following process:

- 1) Click on the claim in the **Pending Claims Table**.
- 2) Click **Cancel Claim**.
- 3) The device will re-enable within 15 minutes.

If the device is recovered *after* the claim is finalized, perform the following process:

- 1) Send the recovered device in to the district office.

### Reviewing Device Claims

Device claims can be reviewed by site administrators in the Administrator Incident Review section of the DDR Form (see [Administrator Incident Review](#) for details).

### Printing Device Claims

A device claim may be printed from the **Claim Details** screen. See attached examples of Device Claim printouts.

To print claim details:

- 1) Open **Claim Details**.
- 2) Click **Print Claim**.

Transaction Number	Category	Type	Status
16A6A6F9A9E	Lost	Full Replacement	Pending submission

<b>Student:</b>	Dj Rabang (Technology Services)
<b>Student ID:</b>	115840
<b>Asset Number:</b>	300020177
<b>Date Submitted:</b>	4/29/2019 12:10:46 PM
<b>Submitted By:</b>	drabang

Choose File No file chosen Upload

Print Claim Submit to Administrator Cancel Claim

### Lost & Stolen CCP Coverage

Lost or unreturned devices/power adapters are *not* covered by the Chromebook Care Plan (CCP). Stolen devices/power adapters require an official police report in order to be covered by CCP. Submitting a stolen device/power adapter claim without an official police report may result in the student being charged a fine (*see Chromebook Care Plan General Information Packet for coverage details*).

#### Lost & Stolen Device CCP Coverage

Covered by CCP	Not Covered by CCP
<p>✓ Stolen device/power adapter <b>with</b> official police report</p>	<ul style="list-style-type: none"> <li>× Lost device/power adapter</li> <li>× Unreturned device/power adapter</li> <li>× Stolen device/power adapter <b>without</b> official police report.</li> </ul>

### ***Defective Devices***

Students are given a grace period of 5 days after primary device assignment to return the device for any defects. If an assigned device is defective, it may be submitted to designated site staff and a replacement may be issued without the use of CCP to cover the repair cost. After the grace period, all damage and defects are the responsibility of the student and may incur repair fines.

#### **Instructions for Submitting a Device as Defective**

1. The defective Chromebook is to be submitted through the DDR Form. The Chromebook may qualify for an exchange if it is submitted *within the 5-day grace period*.
2. *After the 5-day grace period*, devices will *not* qualify for exchange and will follow standard repair and loaner processes. Repair charges to the assigned student may apply.

If there are any questions regarding the above information, contact the Technology Department at 331-8324, option 1.