

Process for a Defective Device

Technology has created a new process for devices 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 [YouTube Instructional Video](#) below for the DDR Form Process.

Instructions for submitting a Device as defective

The Chromebook needs to be submitted through the DDR Form. The Chromebook may qualify for an exchange if it is within the 5 days grace period. Otherwise, it will be treated as device damage, and will be submitted through the DRR Form under the standard loaner/repair process.

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