

Process for a Disable/Locked 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.

What if the device displays “device is disabled” message?

For Devices that are locked/disabled, verify that the device is received in the DDR Form.

Keep in mind:

- Assets that are not received in the DDR form will remain locked.
- After the asset is received, wait at least 10 minutes with the asset powered on. The device should display the normal Google login. Restart if the device is still disabled.

If the above does not work or if the asset is not found in the DDR Form, contact the Technology Department for assistance at 331-8324, option 1.