

iPad, MacBook, & Peripherals Break/Fix Procedure

1. Student notifies teacher or teacher identifies a break during routine device checks (sites to define device check process, we ask for no less than bi-weekly checks)
2. Site designated staff will inspect the device, identify and collect any applicable fees due, and open Technology Help Desk work order to repair/replace device, specifying damages and any fees collected (CO Techs @ VHS/LLHS will function as their designated staff). All work orders for repair / replacement MUST contain the device tag#, along with a description of the damage and the incident leading to the damage.
3. All iPad repairs will be assessed a \$25 fee and should be collected prior to issuing a new iPad to the student, when possible.
4. All MacBook fees are to be assessed at a later date, once the costs are known, and can be replaced without immediate payment.
5. Technician picks up device/delivers to Tech Financial Specialist for repair – notates work order accordingly – assigning the Tech Financial Specialist ownership of the ticket.
6. Technician should attach an image or short video of the damaged device to the work order in .jpg, .gif, or .png format and ensure the iPad is ready to be sent for repair.
7. Technician works with school site staff to issue another device if the school site has not yet issued a new device to the student.
8. Tech Financial Specialist will coordinate device repair/replacement.
9. Tech Financial Specialist will notate the work order with regards to the status of repair/replacement. Tech Financial Specialist will attach an image of the invoice and/or repair assessment and resolve the work order.
10. Technician will notify the school site administration of the fees indicated in the invoice or repair assessment via email, when applicable.