

Norwell Procedures for Technical Problems or Damages to the iPad

In the event that an iPad has been damaged, deemed unusable, and/or does not meet the requirements of Norwell Public School's ¹[Enrollment policy](#), the following steps should be addressed: **If an iPad is damaged or not working:**

Bring iPad to designated technical support area in the school. iPad Designated Areas and Designee

- Norwell High School Library - For High School Students (see Mrs. Canty)
- Norwell Middle School Library - For Middle School Students (see Mrs. Hess)
- Grace Farrar Cole Elementary Office
- William Gould Elementary Office

- complete paperwork to record student information and identify problem
- school technical support will assess the problem and determine what needs to be done
- Proceed to the following Options:
 - Option 1 **Technology Fee Paid - 2 repairs per year covered, 3rd, 4th...repair \$150.00 each.**
 - Option 2 **Submit an insurance claim** following the insurance vendors procedures**
 - Option 3 **No Insurance/ No Paid Technology Fee:** bring the iPad to the designated technical support area to determine the cost to repair iPad

** INSURED iPad has a cracked / broken screen with no other problems, proceed to Option 2. When the iPad screen is fixed, **bring the iPad to the designated technical support area** to make sure it still meets the requirements of the Norwell Public School's ¹[Enrollment policy](#).

OPTION 1: Technology Fee Paid for 2 repairs Per year per student device bring the iPad to the designated area in the school.

- **SCHOOL TECHNICIAN will assess the iPad damages within 24 hours.**
- **1st and 2nd repair** - iPad will be replaced by the school
- **3rd, 4th... repair** \$150.00 /unrepairable \$299.00
All checks made PAYABLE to:
Norwell Public Schools.
 - Upon receipt of the check an alternate iPad will be issued to the student. This iPad will be their official permanent iPad.
 - iPad sent out for repairs is deemed unrepairable the parent is responsible for the cost of the replacement of that iPad.

OPTION 2: Submit an Insurance Claim (insurance needs to have been previously purchased).

- Contact your private insurance company. After completing the form, follow the directions set forth by the insurance company (this will include e-mailing, faxing, or mailing the form to the insurance company, sending the iPad to the insurance company in a box provided by them).
- If a loaner iPad is needed while the insurance company has the iPad, the student should go to the **designated technical support area in the school with the insurance claim number** to request one. When/if the iPad is fixed the student BRINGS the iPad to the **designated technical support area** in the school to make sure it meets the requirements of Norwell Public School's ¹[Enrollment policy](#)
- **Please note:** the insurance company's repair is guaranteed for 90 days. If there is a problem with the repair, please contact the insurance company immediately.
Notify the insurance of iPad **Serial Number changes.**

¹ [Enrollment Policy](#) consists of the Norwell Public School's Technology Department enrolling the device(s) into the server for proper management which includes; adding profiles, pushing out apps, and recording an accurate inventory.7/24/17

OPTION 2 ONLY: Loaner iPad Information:

- A limited number of loaner iPads are available.
- The loaner iPads are provided for up to **3 week period** of time.
- Loaner iPads will only be provided once the school owned and issued iPad is not functioning, has been sent to the insurance company.
- **Policy owners will contact the insurance company with the iPads loaner serial number so that in the event that the student has damaged the loaner will be covered.**

Insurance policy owners will contact the insurance company with the iPad loaner serial number so that in the event that the student damages the loaner, the loaner iPad will be covered by the insurance company.

In the event that the student damages the loaner iPad the parent will be responsible to file a claim to insurance for the damaged iPad loaner.

If the loaner is damaged and the policy holder has not contacted the insurance with the loaner iPad serial number resulting in no coverage on the loaner; the Policy owner is responsible for the repair cost or cost of replacement of the loaner iPad.

- **After returning the loaner be sure to contact the insurance company with the student's current iPad serial number.**

OPTION 2 ONLY

Replacement iPad Information:

- If the insurance company advises the iPad must be replaced, a check from the insurance company will be remitted to Norwell Public Schools. Norwell Public Schools will replace the iPad.
- Norwell Public Schools will contact the parent with the new serial number for the replacement unit if insured. **BE SURE TO NOTIFY the insurance company immediately of change in SERIAL NUMBER** of student iPad.
- If the iPad is not repairable and there is no insurance the parent or guardian will pay the replacement cost to the Norwell Public Schools.

OPTION 3

No Insurance/No Paid Technology Fee Bring the iPad to the Designated area in the school.

- **SCHOOL TECHNICIAN will assess the iPad damages:
Warrantied (under a year old) iPads will be taken by the school designee to the Apple Store.**
- Please remember the following:
 - Parent is responsible for all costs associated with fixing the iPad most cost are approximately \$150.00. All checks made PAYABLE to:
Norwell Public Schools.
 - Upon receipt of the check an alternate iPad will be issued to the student. This iPad will be their official permanent iPad.
 - **iPad out for repairs deemed unrepairable by insurance the parent is responsible for the cost of the replacement of that iPad. Replacement cost may vary based on the iPad Model.**

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