

Chromebook Repair Process

1. Campus Staff Member completes Helpdesk ticket including how damage occurred.
2. Technician attempts to resolve issue.
 - a. **Repairable**
 - i. Technician repairs on-site or at IT Building
 - b. **Non-repairable by Tech**
 - i. Campus checks in device from student. Technician delivers Chromebook to Inventory Specialist
3. Does student have Insurance?
 - a. **Yes**
 - i. The student needs to complete a document explaining how damaged occurred. This statement needs to accompany the Chromebook to IT.
 - ii. If Stolen, a copy of the police report and statement of how laptop was stolen is submitted to the Inventory Specialists. An insurance claim will not be processed until a copy of the police report has been received.
 - iii. Inventory Specialist sends damaged device to insurance company.
 - iv. **Repairable by Insurance Company**
 1. Insurance ships repaired device back to Inventory Specialist. Technician delivers device to the campus. Campus personnel checks out device to student.
 - v. **Non-repairable by Insurance company**
 1. Insurance company notifies Inventory Specialist that a check will be mailed.
 2. Inventory Specialist checks in old device from campus, checks out new device to campus and notifies technician.
 3. Technician delivers device to the campus.
 4. Campus personnel checks out device to student.
 - b. **No**
 - i. **Warranty item**
 1. Technician sends for repair.
 2. The campus will issue a loaner device to student.

3. When warranty item comes in the technician delivers device to campus.

ii. Parent/student pays campus

1. Campus notifies Inventory Specialist that parent has paid and provides a receipt.
2. Student uses a loaner device provided by the campus.

TABLE OF ESTIMATED REPAIR PRICING

Check with Technology Services for current pricing

Item	Repair Cost
Chromebook (with Google Management Console License and setup costs)	\$224.03
Laptop Power Adapter	\$31.26
Sleeve	\$16