



## Chromebook Repair Procedures

MCCSD HOW-TO: Last Updated 8/30/18

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### **To request a repair for broken 1:1 Student Chromebooks:**

Students will bring their broken Chromebook to the library TA. The library TA will fill out a Chromebook repair form, and tape it to the Chromebook.

The library TA will use the \*OPALS system to issue a loaner Chromebook for the student to use until their original Chromebook is returned. Barcodes have been created for the ChromeDepot devices so they can be checked in/out easily using the OPALS system.

The loaner Chromebooks will be lent in the loaner cases. Student Chromebooks should remain in the student case.

### **To request a repair for a Teacher Assigned Chromebook:**

Teachers will fill out a helpdesk ticket if they are in an elementary school or report their broken Chromebook to the Computer TA if they are in a HS or MS, so a Trouble Trakker ticket can be put in for the repair.

The teacher can then borrow a loaner Chromebook from the ChromeDepot.

If the teacher will need to borrow the ChromeDepot device for an extended period of time, they will also need to check out a charger since the teacher assigned Chromebooks utilize a different charger than the depot devices

### **How will repaired Chromebooks be returned?**

HelpDesk technicians will bring repaired Chromebooks back to the library TA and the ChromeDepot. The library TA will contact the classroom teacher and ask them to have them/their student bring their loaned Chromebook down to the library. The library TA will take the loaner Chromebook in, scanning it into OPALS, and return the repaired Chromebook.

### **To request a repair for a broken CART Chromebook:**

- CART Chromebooks are reported the same way all technology issues are reported in the building. If you're not sure about the reporting procedure, please visit <http://www.mccsd.net/tech>.
- A loaner device will not be provided for broken cart devices
- **Cart Chromebooks should not be lent out as 1:1 loaner devices are for teachers!**