

## SUMMER DEVICE REPAIR PROCESS

Students needing technology support during summer learning should use [this document](#) to troubleshoot device before bringing it in for repair. If the device still can't be fixed, follow the steps outlined below to get device repaired and a loaner issued.

## SUPPORT FOR REMOTE LEARNERS

1. Students should utilize the [public troubleshooting page](#) to solve common problems
2. Students should contact their teacher to see if issues can be resolved
3. If unable to resolve, the student can call the Remote Learning Support line at 303-982-3438
  - o **Note:** The Technology Support Center can not assist students with password or system access issues due to student security/identification issues. School staff must contact the Technology Support Center at 2-2200 for these requests.
4. If a device is physically damaged and needs to be repaired, devices can be dropped off at Quail during the days/times listed below. Devices will be repaired on the spot if the repair is quick and staff are available to perform the repair. If unable to be repaired immediately, family will fill out a repair authorization form and form will be attached to the device along with a repair estimate. Parents will sign and keep a copy of the repair form for their records.
  - o Students enrolled in summer school will be assigned a loaner device if the repair cannot be done at time of drop off.
    - i. **Drop off location:** 809 Quail, Bldg 1 Room 121 Lakewood CO 80215
    - ii. Monday, Friday 8am-12pm
    - iii. Wednesday 8am-3pm
5. Once the device is repaired, IT will contact the family to pick up the device and return the loaner
  - o Note: Devices that are not picked up by the week of August 1st will be returned to the school of enrollment

