

## STM Chromebook Repairs Steps

Chromebook# \_\_\_\_\_

Grade \_\_\_\_\_ Student \_\_\_\_\_

Power adapter included? **Yes or No**

Case included? **Yes or No** Color & Nbr: \_\_\_\_\_

1. Incident Date \_\_\_\_\_

2. Description (how it happened, what is the damage, etc):

3. Insurance? **Yes or No** If yes, see Google Docs... and write last 4-digits ....\_\_\_\_\_

for 3-yr see “..5-1-2014..” spreadsheet with # per unit.

for 1-yr see “**Insured copy 9-5-2014..**” for 1 policy# **WKDI-14-00001103-01**

4. Update Google Docs **..STUDENTS** with description and todays date: \_\_\_\_\_.

5. Perform some tests (*probably will need HDMI/VGA adapter, then use CTRL-F5*).

A. Logon to [studentguest@slstm.org](mailto:studentguest@slstm.org)

6. Submit insurance claim:

A. Complete Excel document (*see K: drive under STM Overview folder and Chromebooks*).

*Gather insurance claim information from Google Docs **..Saint Marys Parish Spreadsheet..***

B. Email Excel document to: [groupclaims@worthavegroup.com](mailto:groupclaims@worthavegroup.com)

*Subject: **Saint Marys Parish (MI) Chromebook Claim – SLSTMnnn***

C. Print Excel document.

D. Upload Excel document to Google Docs.

E. Update Google Docs **..STUDENTS** with todays date: \_\_\_\_\_.

7. Ship Chromebook to insurance, after receiving approval email:

A. Print Claim Form from approval email, and Shipping Label from shipper email.

B. Write or place sticker on Claim Form:

**“You can test with [studentguest@slstm.org](mailto:studentguest@slstm.org) and password..”.**

C. Place Claim Form and Chromebook into shipping box.

D. Tape shipping box closed and tape label to the outside.

E. Update Google Docs **..STUDENTS** with todays date: \_\_\_\_\_.

F. Drop off and ship via UPS.

8. Receive fixed Chromebook

A. Turn on and re-connect to the wireless, or re-enroll as needed.

B. Be sure battery is FULLY charged.

C. Update Google Docs **..STUDENTS** with todays date: \_\_\_\_\_.

D. Return to student via principal or teacher.