

Notification Templates

Create Incident - Template

Subject: New One2One Incident for @Incident_Owner_FullName@ - Your District

Hi @target_name@,

A device incident has been created for @Incident_Owner_FullName@.

Below are details for the @Incident_Device_Name@ @Incident_Device_AssetTag@ Chromebook Asset ID

@Incident_Device_AssetTag@

Incident Type: @Incident_Type@

Incident Notes: @Incident_InitialNote@

As per the One2One Agreement, devices are covered under manufacturer and accidental warranty. Manufacturer Warranty - Device is covered by a warranty from manufacturer defects. (This does not cover abuse). LIMITED Accidental Warranty - Device is covered by a LIMITED warranty from accidental breaks. LIMITED Warranty - One Claim Per Year - There is no fee for the first accidental damage claim per year (Claim year is from August 1 - July 31). Resets in August every year.

Out of Warranty Accidental Damages Claims (> 1 per year) - Full price of repair or replacement will be the responsibility of the parent/guardian/student.

Fees:

Device - \$250

Screen - \$100

Shell - \$100

AC adapter - \$25

Keyboard - \$25

Carry Case - \$20

Out of Warranty accidental damage fees or lost device fee will be automatically applied to your school account.

Fees can be paid online using Parent Portal - [Link to Online Portal](#)

Thank you,

Your District's Technology Department

Questions: your district helpdesk email

Closed Incident - Template

Subject: Closed One2One Incident for @Incident_Owner_FullName@ - Your District

Hi @target_name@,

A device incident has been closed for @Incident_Owner_FullName@.

Below is the summary of the incident for @Incident_Device_Name@ Chromebook Asset ID

@Incident_Device_AssetTag@

Fees: @Incident_FeeTotal@

Incident Type: @Incident_Type@

Incident Notes: @Incident_ResolutionNote@

Note about fees: Out of Warranty accidental damage fees or lost device fee will be automatically applied to your school account. Fees can be paid online using Parent Portal - [Link to Online Portal](#)

Warranties and Fees Defined:

As per the One2One Agreement, devices are covered under manufacturer and accidental warranty. Manufacturer Warranty - Device is covered by a warranty from manufacturer defects. (This does not cover abuse). LIMITED Accidental Warranty - Device is covered by a LIMITED warranty from accidental breaks. LIMITED Warranty - One Claim Per Year - There is no fee for the first accidental damage claim per year (Claim year is from August 1 - July 31). Resets in August every year.

Out of Warranty Accidental Damages Claims (> 1 per year) - Full price of repair or replacement will be the responsibility of the parent/guardian/student. Fees: Device - \$250.00, Screen - \$100.00, Shell - \$100.00, AC adapter - \$25.00, Keyboard - \$25.00, Carry Case - \$20

Thank you,

Your District's Technology Department

Questions: your district helpdesk email

Forgot Device Incident - Template

Subject: One2One Forgot Device Incident for @Incident_Owner_FullName@ - Your District

Hi @target_name@,

@Incident_Owner_FullName@ needed to borrow a device at school today. They forgot to bring their assigned laptop to school - @Incident_Device_Name@

This is the @Incident_Type_TotalIncidents@ forgotten device incident(s) this school year.

Thank you,

Your District's Technology Department

Questions: your district helpdesk email