

Chromebook Repair Process

1. Staff/faculty member reports a chromebook issue (repair to chromebook or charger, missing charger, missing device) to point person.
2. Point person will then complete and submit the [Chromebook Repair Google Form](#).
3. If only a repair is needed, the form must include: student name, school name, asset tag number, and brief description of repair needed.
4. Point person will then place the damaged device or damaged charger into a large ziplock bag, and place it in a designated tech pick up box in the school's front office. Schools will be responsible for giving students a loaner device or charger until repair on the assigned device is completed. Please ensure that any exchanges of devices are tracked on the [chromebook tracking sheet](#).
5. If a student is missing a charger, and steps have been taken to retrieve the missing charger but still has not been returned; form must include: student name, school name, asset tag number, and the missing charger field checked. A technician will then arrange for delivery of a new charger for that student.
6. If a student has lost, reported a device stolen, or has withdrawn and the device is missing (steps have been taken to retrieve missing device by school), form must include: student name, school name, asset tag number, and the missing device field checked. The District Office will then attempt to retrieve the device.

Only damaged chargers should be turned in. Please don't include the charger when sending in a device for repair. All devices now use a USB-C charger, so the charger for the damaged device can be used for the loaner device.