

Clark County School District Damaged/Lost/Stolen Device Procedure

Damaged Devices

Students who are issued a Clark County School District (District) owned device will be assessed a \$20.00 fee for each instance of accidental damage. Students that intentionally damage devices will be assessed the replacement cost for the repair of the device based on the 2024–2025 [Mobile Device Cost Table](#). Currently, a Chromebook bid is open, and once the bid is completed (anticipated before school starts), the cost table will be updated with new pricing information and communicated to schools. Lost devices will incur the full cost of replacement.

If a device is returned damaged:

1. Fines should be assessed for damages and paid to the school. NOTE: School administration has the autonomy to waive fees/fines as deemed necessary. School staff will be responsible for determining whether the damage to the device is accidental (incurring the standard \$20.00 fee) or intentional (incurring the full cost of repairs).
 - a. It is recommended that the fine is collected prior to distributing another device. However, this is a school administrator decision. The school will be required to pay for damages or parts replacement out of their budget to ensure adequate inventory.
 - b. Once the student leaves the current school, the next school will be responsible for collecting the fine and transferring the funds back to the prior school.
2. If a fine is paid to cover expenses, the school administrator should issue a new device to the student to ensure that digital classroom instruction is accessible.
3. For intentional damage or recurring incidents, the school administrators may choose to pursue progressive discipline.
4. If a school administrator determines that a new device should not be issued, the school will need to determine alternative methods for delivering instruction.

Steps for repairing a damaged Chromebook:

1. The site-based technician (SBT) should submit a repair ticket to the User Support Services Department (USS) for out of warranty Chromebooks by contacting the User Support Services Department Helpdesk at (702) 799-3300, option 4, and mark the device as “Out for repairs” in Destiny.
2. If the damage is not covered under warranty (either because the warranty has expired, the warranty purchased does not cover accidental damage, or because the damage is intentional and therefore not covered), schools will be responsible for the cost of parts to repair the device, or for replacing the device if it is deemed to be beyond economic repair (BER), as well as the cost to replace any accessories.
3. USS will provide a cost estimate to schools for these scenarios.

Steps for repairing a damaged iPad:

1. The SBT should mark the device as “Out for repairs” in Destiny.
2. For assistance with Apple iOS devices, SBTs should contact Apple Education Support at 1 (800) 800-2775, Option 3. An Apple advisor will assist with troubleshooting, regardless of warranty status.
3. The warranty status of iOS devices can be verified using the following site:

<https://checkcoverage.apple.com>. If a device is under AppleCare warranty, warranty service can be requested at the following site: <https://getsupport.apple.com>.

4. If an iOS device is not under warranty, the SBT may access the [iPad Repair](#) knowledge document on the USS website for information regarding options for repairing iPads that do not have warranty coverage.
 - a. Visit the [USS](#) website and login with your AD credentials.
 - b. Select Self Help > Downloads > Documentation and Information to expand the field and select the option that applies.

Steps for repairing a damaged hotspot:

1. SBTs can contact the T-Mobile customer service number if families report they are having trouble with the hotspots at 1 (844) 341-4834.
2. If the device is confirmed to be damaged or otherwise non-functional, return the hotspot to Networking Services via school mail. The school may issue a new hotspot to the student/family from their stock on hand.

Lost/Stolen Devices

The Technology and Information Systems Services Division and Police Services have developed protocols for the identification and tracking of District mobile devices. School staff determine whether devices are lost or stolen and identify the serial numbers associated with the assigned student numbers. If the device is deemed to be stolen, a police report should be filed by the school staff. Depending on the situation, a device can be placed into theft/recovery mode or disabled for use. Destiny should be updated to reflect that the device is lost and no longer available for checkout.

Fees or fines may be assessed for a lost or stolen device and assigned in the student's Destiny record in accordance with the Mobile Device Agreement and Mobile Device Cost Table.

- Fees/Fines will be consistent across the District.
- Students who report a lost device should be charged the full replacement cost of the device as identified in the Mobile Device Cost Table.
- Schools may charge a replacement fee for stolen devices as per the Mobile Device Cost Table. A police report is required in the case of a stolen device. These procedures help to discourage fraudulent claims.
 - For parents/guardians who have filed an insurance claim with their provider, which includes a stolen District device, they should be provided the full replacement cost of the device, so the device can be replaced by their insurance.
- For lost/stolen hotspots, submit a ticket to disable the device via quickit.ccsd.net (be sure to include the barcode number in the ticket).

School administration has the autonomy to waive fees/fines for loss/damage as deemed necessary. Schools are responsible for the cost of replacing the device.

Accessories

Chromebook power adapters are NOT covered under accidental damage protection. They are covered under the Chromebook 1-year manufacturer's defect warranty.

- If power adapters fail within one year of purchase due to defect, they will be replaced under warranty.
- Damaged power adapters will not be replaced under warranty; schools will be responsible for purchasing power adapters to replace damaged units.

- SBTs should submit a ticket for power adapters under warranty that includes the make, model, and serial number of the applicable Chromebook to the User Support Services Department Helpdesk at (702) 799-3300, option 4.

Damaged iOS power adapters and cables that were delivered with an Apple device are covered under AppleCare if the device is still under warranty. See the “Steps for repairing a damaged iPad” on page 1.

A fine should be assessed for replacement of accessories, such as power adapters and covers if damaged or lost.

Links

[Mobile Device Agreement](#)

[Mobile Device Cost Table](#)

Guidelines and Expectations

[Guidelines and Expectations - English and Spanish](#)

Contact Information

Parents/Guardians should contact their school for questions regarding damaged, lost, or stolen devices. SBTs may contact the User Support Services Department Helpdesk at (702) 799-3300, option 4, for questions regarding repair of devices.