

**1:1 Laptop Program Tech Support/User Assistance Request – Report Slip** Tag No. \_\_\_\_\_

Date of Report \_\_\_ / \_\_\_ / \_\_\_\_\_ School \_\_\_\_\_ ID \_\_\_\_\_ Name \_\_\_\_\_

When the problem started: \_\_\_ / \_\_\_ / \_\_\_\_\_ Time \_\_\_\_: \_\_\_\_ (AM PM)

Where the problem happened: \_\_\_\_\_ if reporting loss/stolen

Description of the problem \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

If reporting lost/stolen, was power cord stolen? Yes/No. Parent contact (optional) \_\_\_\_\_

-----

-----

**1:1 Laptop Program Tech Support/User Assistance Request – Report Slip** Tag No. \_\_\_\_\_

Date of Report \_\_\_ / \_\_\_ / \_\_\_\_\_ School \_\_\_\_\_ ID \_\_\_\_\_ Name \_\_\_\_\_

When the problem started: \_\_\_ / \_\_\_ / \_\_\_\_\_ Time \_\_\_\_: \_\_\_\_ (AM PM)

Where the problem happened: \_\_\_\_\_ if reporting loss/stolen

Description of the Problem \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

If reporting lost/stolen, was power cord stolen? Yes/No. Parent contact (optional) \_\_\_\_\_

Dear Parents,

Welcome to Garvey School District's 1:1 laptop program. We are excited to be able to equip each intermediate student with an Acer A722 netbook. We look forward to providing the needed tech support to ensure the netbooks are in working condition. Below is a summary of the tech support/user assistance procedure and information about "Bring your own device" (BYOD)

### **Procedure of requesting tech support/user assistance**

Student shall ...

1. Complete the 1:1 Laptop Program Tech Support/User Assistance request - Report slip
2. Submit the laptop and its charger (including adapter) with the Report slip to the teacher or front office

School shall ...

1. Submit the request on MyTechDesk.

ETO shall ...

1. Examine and repair the laptop and return to the schools.
2. If determined defective hardware, arrange for warranty service, if eligible, and a replacement or if available, a loaner will be sent to the student.
3. If determined partial or total replacement of the unit is needed, forward information to Business Support Services for insurance claim and arrange for outside service; a replacement or, if available, a loaner will be sent to the student.

Business Support Services shall ...

1. Handle the insurance claim, collect the deductible, if any, from the student.
2. Pay the cost of outside service.

### **Procedure of reporting loss/theft of a laptop**

Student shall ...

1. Complete the 1:1 Laptop Program Tech Support/User Assistance Request slip.

School shall ...

1. File police report with Temple Sheriff Station
2. Forward the Police File number and the student report to ETO

ETO shall ...

1. Create theft report on Absolute Customer Center to begin tracking of the lost/stolen unit
2. Keep schools/students updated

### **Procedure of Bring Your Own Device (BYOD)**

Student shall ...

1. Ensure that the BYOD has anti-virus software installed on it; PC user may download Microsoft Security Essential, which free of charge for individual computer users from <http://www.microsoft.com/security/pc-security/mse.aspx>.
2. Be responsible for its maintenance and safety.

ETO shall ...

1. Have the authority to enforce the installation of appropriate anti-virus software on any BYOD before it may be placed in the District's network.

**Contact David Jung at 626.307.3400 ext. 2151 on any tech support questions and Robert McEntire at 626.307.3400 ext. 2501 on insurance questions.**