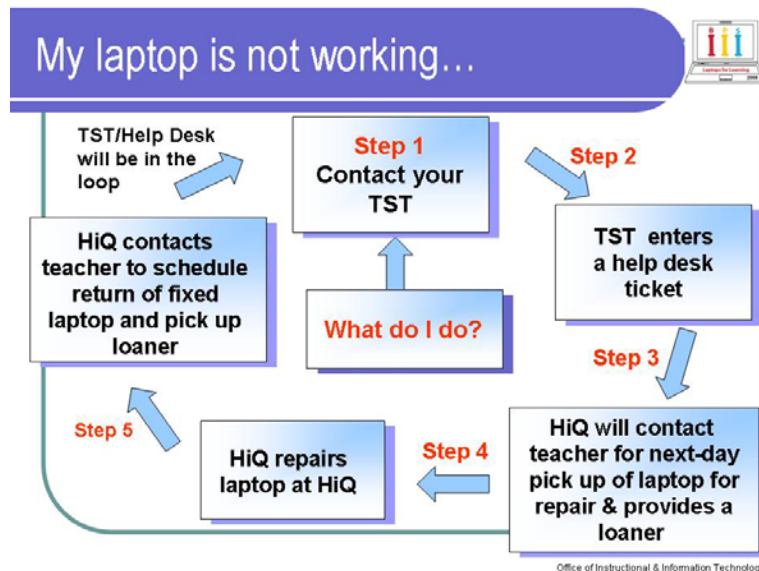


Reporting an L4L Laptop Hardware Issue

INTRODUCTION

Teachers with L4L laptops should follow these steps to report a hardware issue in need of repair. Software issues should be directed to your school's TST as well and will follow a similar process.



INSTRUCTIONS

1. Contact your TST who will troubleshoot and look for a solution in the L4L folder or Track-IT Knowledgebase.
2. TST enters a Help Desk ticket if he/she cannot resolve the problem.

Note: Provide your preferred contact information (i.e. cell phone # or email) as HiQ will be contacting you for follow up.

3. HiQ will call/email the teacher for a specific time to come to the school to swap the laptop for a loaner and take the laptop for repair. **Note:** The teacher must be present and the **ONLY** person to sign for the loaner.

Note: OIIT recommends that you save your data on a flash drive or to a CD while using a loaner laptop as data will not be transferred by HiQ.

4. HiQ repairs the laptop at HiQ. Turn around time will take approximately 1-2 days.
5. HiQ will call/email the teacher to arrange a time to return the repaired laptop and pick up the loaner. **Note:** The teacher must be present and the **ONLY** person to sign for the return of their assigned laptop.

The TST will be kept in the loop via Self-Service Help Desk for laptop pick up/swap date and time.