

# COVID-19 Device Repair and Pickup Process

This is a living document. For up to date information please **[click here.](#)**

1. As a first step, contact the I-SS Help Desk at [isshelpdesk@iss.k12.nc.us](mailto:isshelpdesk@iss.k12.nc.us) or via phone at (704) 761-8501 to determine if the issue can be fixed or it will require a work order.
2. If Help Desk determines the machine must be brought in for repair, the student must create a work order for any damages or tech repairs. *(Note: if school personnel are putting in the work order for the student, please make sure that the student's name is on the work order - subject line & on the work order - so the technician can respond via email to the student to set up an appointment for pick-up and/or drop-off. You can submit the work order in the student's name instead of your own and this will help technology dept keep in contact with student, and then add yourself to the work order.)*
  1. [Enter a work order here](#)
  2. [Instructions for completing a work order](#)
3. In the work order, please put a student/parent contact phone number, so an I-SS Technician can schedule a pick-up/drop off appointment with the student/parent.
4. Helpdesk will verify work order has all information needed and will transfer work order to the "Ready to Schedule Appointment Queue"
5. A technician will pick-up a loaner & assign to the student in 1to1 (Held by and Assigned to) and update work order with the loaner asset number.
6. After a loaner is assigned, a technician makes an appointment with a parent/student for pickup and updates work order with appointment information.
7. After appointment has been made, technician transfers work order to "Appointment Made, Ready for Delivery Queue"
8. After the appointment is confirmed, the student will drop the device off at their designated Drop Off/Pick Up Location - Location will be marked by signs on site - (see Zones and Schools below)

1. Zone 1 school students will drop off at East Iredell Middle School
2. Zone 2 school students will drop off at Statesville Middle School
3. Zone 3 school students will drop off at Brawley Middle School
4. Drop off and pick-up times will be scheduled as follows:
  1. Brawley MS - 9:00 - 10:00 AM or 1:00 - 2:00 PM
  2. East Iredell MS - 9:00 - 10:00 AM or 11:00 - 12:00 PM
  3. Statesville MS - 9:00 - 10:00 AM or 1:00 - 2:00 PM
  4. **NOTE: A technician will only be onsite IF there is a work order with an appointment scheduled for that date and time for pickup/drop off.**
  5. **You must have an appointment scheduled with a technician before bringing the device to the drop-off location. Thank you.**
9. At each site there will be a drop-off table labeled for the student/parent to put the device on. The technician will remain no closer than 6 feet from the student/parent when retrieving the device. The technician must wipe the device down with a disinfectant wipe prior to the device leaving for Unity. (Technician will check device in). Technician will need to identify (with paper, blue tape and marker) the work order so it can be printed.
10. Technician will coordinate with Bench Repair Lead to determine repairs and timeline.
11. Once the device is ready for pick up, the Technician will notify the student of date/time for pick-up. (Device will be checked out by Tech prior to student pick up)
12. Student/parent will pick up the device at the same location and **will need to log into the machine and shut down the laptop prior to leaving the campus. Parents - be sure to bring your child's username and password for logging into the computer**
13. Student will need to turn in any I-SS loaner laptop that they may have when picking up a repaired device.

---

Revision #3

Created 2 April 2020 13:16:26

Updated 16 April 2020 16:30:02