

## PVHS SY 21/22 - Student Tablet Service and Repair Procedures

It is the expectation that all students have a working computer with internet access. Please follow these steps to receive tablet support:

### Malfunctioning or Damaged Tablet

1. The student calls the Tech Hotline

#### **What is the Tech Hotline?**

The Tech Hotline is a phone-in service that has been set up to help address technical issues that students may have with their school-issued devices. It will enable students to communicate directly with site technical staff to trouble-shoot and, whenever possible, solve problems remotely which means we can help maintain social distancing during the Covid-19 crisis.

#### **How do I access the Tech Hotline?**

The District will have a dedicated phone line that is serviced by two site technicians. Simply call the number and when prompted, dial the extension for the language of your choice. These numbers will be posted on both the district and school site webpages and sent out via phone message as well.

**TECH HOTLINE TELEPHONE 805-922-1305, x5099 English / x5088 Spanish / x5077 Mixteco**

#### **When can I call the Tech Hotline?**

You may call the Tech Hotline 24/7 and leave a message and your message will be addressed in the order it was placed. Tech Staff will be directly responding to calls and messages between the hours of 10:00 am-12:00 noon and 1:00 pm-3:00 pm, Monday-Friday.

#### **What types of problems can the Tech Hotline help me solve? Some of the most common include:**

- Help with setting up a new device
- You have no home Wi-Fi
- Software or apps not working properly
- Uploading or Downloading apps
- Password or log-in problems
- Re-setting the device to original settings
- Email problems
- Office 365

#### **Should I call the Hotline if I have a cracked screen or broken keyboard?**

Yes. The Hotline Technician will determine if your device is broken beyond their ability to fix and communicate with your school site administration on getting you a loaner device.

2. The student brings the malfunctioning or damaged tablet to the PVHS school library

- a. Library hours are from 7:30 AM – 3:30 PM, Monday – Friday
- b. The student completes the *Computer Tablet Service Request Form* (Green Form) to initiate tablet repair
- c. If the tablet has physical damage beyond repair (cracked screen, damaged keyboard), the student also completes the *Tablet Claim Form* (Blue Form)
- d. The Green Form (and Blue Form if applicable) goes inside the tablet
- e. The tablet is placed in the box labeled *Repair*
- f. Tablets are picked up by district staff twice a week
- g. Office staff communicates with the student once the tablet is returned to arrange pick up

### **Insurance Claims**

- Each student receives three insurance claims during their four years at PVHS
- An insurance claim provides coverage for the device if it is damaged beyond repair
- After all three claims are used, tablet replacement costs will be the responsibility of the student

### **Internet**

- If a student needs assistance in accessing the internet, the district partnered with Comcast and can receive internet at home for 10 dollars a month
- Please contact Ms. Jimenez at the contacts below for more information

### **Contacts**

Paul Collier, Assistant Principal – 805-922-1305 x5707 – [pcollier@smjuhsd.org](mailto:pcollier@smjuhsd.org)

Karine Perez, Administrative Assistant – 805-922-1305 x5708 – [kperez@smjuhsd.org](mailto:kperez@smjuhsd.org)

TBD, Library Technician – 805-922-1305 x5101 – [@smjuhsd.org](mailto:@smjuhsd.org)

Jennifer Jimenez, Community Liaison – 805-922-1305 x5758 – [jjimenez-contreras@smjuhsd.org](mailto:jjimenez-contreras@smjuhsd.org)