

DAMAGED OR BROKEN DEVICES

We understand that sometimes accidents happen. There are a few simple steps you can take if your or a student's equipment is damaged or broken beyond repair. Read below for instructions.

1. Login to our [HelpDesk and submit a ticket](#) with the Technology Department.
 - a. Provide as much information about the device's condition as you're able.
 - b. Provide the WISD asset tag number or 10-digit barcode number, if you can locate.
 - c. Provide the serial number, if you can locate it.
 - d. If you think you need a loaner device, please let us know in the ticket.
2. A technician will respond and send you a link to schedule a device drop-off appointment.
3. Once the technician receives the device, he/she will determine if the device can be repaired or replaced and will notify your supervisor for approval of any costs.
4. When your repaired or replaced device is ready for pick up, the technician will send you a link to schedule a pick-up appointment (remember to return any loaner device you may have!)