

# Guide to the Support Process for Remote Learning Devices

**Using SPArky, pupils (or parents of younger pupils) can now troubleshoot any issues they may have with their Chromebooks.**

In the unfortunate event a pupil's Chromebook is physically damaged, or SPArky is unable to help a pupil resolve the issue themselves, please follow the next steps to have the device inspected and repaired:

1. Pupil to log a ticket for IT Support via SPArky.
2. A ticket number will then be emailed to the pupil as confirmation the ticket has been raised.
3. Bring the device to school and hand it to the staff at reception with the ticket reference number. Please note, if the device isn't brought to school within 2 weeks, the ticket will be closed and no further action taken.
4. A form will be filled out with ticket number, device details, fault description, and a copy handed to you.
5. During the day, the device will be checked by an IT technician and, if faulty, they will arrange this to be sent to the manufacturer for repair
6. A temporary loan device might be available and can be collected at the end of the school day from reception (Note that in case of a damaged device the school might decide not to provide a loan device)
7. If a loan device is provided, the same home school agreement applies to this device and the loan device can be used until your original Chromebook is repaired.
8. Mr Crowther-Green will contact you when your original Chromebook is repaired and ready at the school for collection
  - a. Should the repair fall outside the normal manufacturer's warranty (ie a fault caused by damage to the device or outside the 1 Year manufacturer's warranty period) Mr Crowther-Green will contact you/your parents and advise on the cost related to the repair of the device.
9. If a loan device has been issued, this needs to be returned at the same time the original device is collected.