

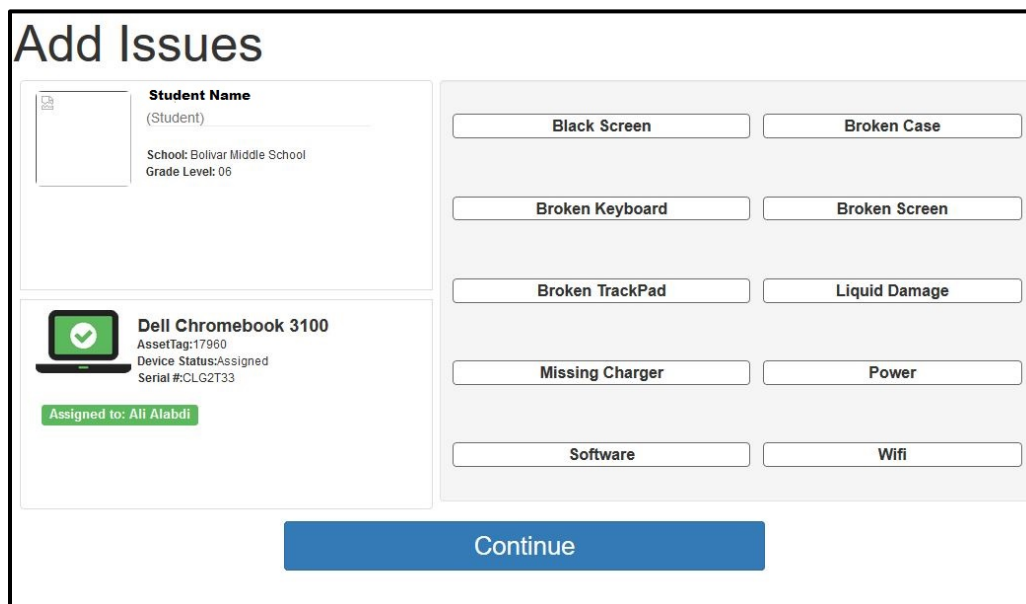
STUDENT CREATED REPAIR REQUEST FOR CHROMEBOOK

1. Navigate to the “**Parent/Student Resources**” page on <https://hcsedu.org>
2. Click on “**Technology Information**”
3. Click on “**Chromebook – Create Incident Work Order**”.



The screenshot shows a form titled "Create Incident". It has two input fields: "ID or Email" and "Device #". Below the fields is a blue "Continue" button.

4. Click on “**ID or Email**”. Enter the ID number listed under the QR code located on the identification card found on the outside of the Chromebook case.
5. **Device #** is the Asset Tag number. Click “**Continue**”.
6. Click on the issue that the Chromebook is experiencing.



The screenshot shows a form titled "Add Issues". On the left, there is a section for "Student Name" (Student) with a dropdown menu, and a section for "Dell Chromebook 3100" with details: AssetTag:17960, Device Status:Assigned, Serial #:CLG2T33, and a green button "Assigned to: Ali Alabdi". On the right, there are several buttons for selecting an issue: Black Screen, Broken Case, Broken Keyboard, Broken Screen, Broken TrackPad, Liquid Damage, Missing Charger, Power, Software, and Wifi. A blue "Continue" button is at the bottom.

Click “**Continue**”.

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7. Put more details, like error codes, under Additional Comments. Click **“Continue”**.

Additional Notes

Student Name
(Student)

School: School Name
Grade Level: 06

Dell Chromebook 3100
AssetTag:17960
Device Status:Assigned
Serial #:CLG2T33

Assigned to: Ali Alabdi

Additional Comments:

Continue

8. When finished reviewing, click **“Confirm Incident Creation”**. If you need to make changes, you must press the back arrow in your browser.

Incident Review

Student Name
(Student)

School: School Name
Grade Level: 06

Dell Chromebook 3100
AssetTag:17960
Device Status:Assigned
Serial #:CLG2T33

Assigned to: Ali Alabdi

Issues

Black Screen

Notes

No given notes

Confirm Incident Creation

9. If Incident creation is successful, you should see the following screen:

Creation Successful

Thank you

Please see your school loaner provider to receive a device.

This page will automatically continue in 17 seconds

Finish