

PVHS SY 22/23 - Student Laptop 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 brings the malfunctioning or damaged tablet to the PVHS school library

- A. Library hours are from 8:00 AM —4:30 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 Mr. Garcia at the contacts below for more information

Contacts

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