



Student iPad (and accessories) Repair Form

Student Name:	Class:	Date:
iPad Number: S	iPad Passcode:	BCE Password:

Type	Specific Issue	Step 1 What to do?	Step 2 Who to take your iPad to?	Step 3 Collect a Hot Swap from Mrs C?
Access	Passcode: User is unable to access the iPad (locked out)	Log on ICT Help Desk	Take iPad to Mrs C	Maybe
	Password: User is unable to log into BCE Apps	Teacher to send Mrs Hamilton an email requesting password reset	No one	No
iPad	The iPad is not working (blank screen, won't charge)	Complete Repair Form	Take iPad & Repair Form to Mrs C	Yes
Screen	The iPad is broken (physical damage to the outside)	Complete Repair Form, signed by parent	Take iPad & Repair Form to Mrs Hamilton	Yes
	The iPad screen is broken (damaged)	Complete Repair Form, signed by parent	Take iPad & Repair Form to Mrs Hamilton	Yes
Screen Protector	The iPad glass screen protector is broken or missing	Complete Repair Form, signed by parent	Take iPad & Repair Form to Mrs Hamilton	Wait for repair
Case or Keyboard	The case/keyboard is not working	Complete Repair Form	Take iPad & Repair Form to Mrs Hamilton	Yes
Headphones	The case/keyboard is broken (damaged)	Complete Repair Form, signed by parent	Take iPad & Repair Form to Mrs Hamilton	Yes
	The headphones are not working	Complete Repair Form	Take Headphones & Repair Form to Mrs Hamilton	No, wait for repair/replacement
Headphone Jack	The headphones are broken (damaged)	Complete Repair Form, signed by parent	Take Headphones & Repair Form to Mrs Hamilton	No, wait for replacement
	The headphone jack is broken and stuck in the port	Complete Repair Form, signed by parent	Take iPad, Headphones & Repair Form to Mrs Hamilton	Yes
Other	The headphone jack is broken (damaged) not stuck in port	Complete Repair Form, signed by parent	Take iPad, Headphones & Repair Form to Mrs Hamilton	No, wait for replacement
	Describe the issue:			

What will happen?	Will we need to pay?	How much?
iPad will need to be repaired	Possible Excess Charge – need to determine cause	\$0-\$150
Screen will need to be repaired/replaced	Possible Excess Charge – need to determine cause	\$0-\$150
Screen protector will need to be replaced	\$35 screen protector replacement charge	\$35
Case/Keyboard will be repaired	Possible Charge – need to determine cause \$145 case/keyboard replacement charge	\$0-\$145
Case/Keyboard will be replaced	Possible Charge – need to determine cause \$145 case/keyboard replacement charge	\$0-\$145
Headphones will be replaced?	Possible \$35 headphone replacement charge	\$35
iPad will be repaired and headphones replaced	Excess and possible \$35 headphone replacement charge	\$0-\$150

Parent Signature:	
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