



## DEPARTMENT OF EDUCATIONAL SERVICES



### IT Department

## IT Base of Operations Center

The IT Department is making the transition to BDIA as it's headquarters for device intake, repairs, and distribution. Here are the protocols:

- Monday-Wednesday are open for drop off/pick up days, curbside style.
- The hours of dropping off and picking up are 10am - 3pm, Monday - Wednesday.
- Staff picking up or dropping off devices may drive in directly to the back area of the campus where the IT rooms are located - rooms 12 & 13 (please see map with arrow below)
- Staff can choose to remain in their vehicle and call in to IT to check in and IT will help with the device load and unload from the vehicle.
- The new phone number for pick up and drop off is **(831) 287-2251**

#### Reminder for returning devices that need repair:

- All devices must have a Technology Intake Repair form - [FORM HERE](#) - please copy and use
  - **Tape the form on the top of the device visible at a glance by the IT member**
  - *All devices must have a form or an explanation from the **site principal** as to the reason for the return*
- The returned device (hotspot or CB) must include the charger and case
- If there is damage to the device, an IT member will contact the parents with damage cost - site admin will be able to see this information on the [Device Intake / Repair Cost Assessment Log](#)

#### Reasons for CBs/Hotspots needing repair and/or being swapped

##### 1. A broken Chromebooks:

- a. Physically broken - cracked screen, missing keys
- b. Won't charge
- c. Won't turn on
- d. Missing essential keys
- e. OR a lost/missing Chromebooks - as in "My son lost his Chromebook"

##### 2. System issues

- a. Sound not working
- b. Microphone not working
- c. Video malfunctioning

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