

Family Chromebook Repair One2One Kiosk Incident Form Instructions

1. Click [here](#) to open the Form
2. Enter the student's email address or student ID number. The email address is the same as the student's User Name used when logging into a Chromebook and the ID number can be found on the student ID badge. The Device # is a four-digit tag number found on the back of the Chromebook usually just below the words, "Property of La Grange District 105."



3. Click **Continue**.

Create Incident

26wmcaninch

8346|

Continue

4. Select one or more of the listed issues that most closely described the problem.

5. Click **Continue**.

Add Issues


(Student)
[Redacted]


Acer Chromebook 11 N7 (C731, C731T)
Device Status:Assigned
Serial #:NXGM8AA00684610C4E7600
[Redacted]

Audio Problem	Black Screen
Broken Bottom Case	Broken Case
Broken Headphone Jack	Broken Keyboard
Broken Screen	Broken TrackPad
Broken USB Port	Camera Problem
Device Excessively Slow	Login Problem
Malfunctioning Keyboard	Microphone Problem
Missing Charger	Power
Software	Video Problem
Wifi	

Continue

6. Add Additional Comments as needed to clarify the problem.

7. Click **Continue**.

Additional Notes


(Student)
[Redacted]


Acer Chromebook 11 N7 (C731, C731T)
Device Status:Assigned
Serial #:NXGM8AA00684610C4E7600
[Redacted]

Additional Comments:
Missing the "I" and "K" keys.

Continue

8. Review and confirm the incident.

9. Click Confirm Incident Creation

Incident Review

	<p>[Redacted] (Student) [Redacted]</p>		<p>Acer Chromebook 11 N7 (C731, C731T) A [Redacted] Device Status:Assigned Serial #:NXGM8AA00684610C4E7600</p>
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Issues
Broken Keyboard

Notes
Missing the "I" and "K" keys.

Confirm Incident Creation

10.A brief message will appear reminding the user that a loaner is available at their home school This message will disappear of its own accord after approximately 30 seconds. You may also click **Finish**.

Creation Successful

Thank you

Please see your school loaner provider to receive a device.

This page will automatically continue in 21 seconds

Finish