

Following is information for the Device Repair Depot that will be available at the Media and Technology Building. Tech staff will make every effort to fix a staff member's device as quickly as possible.

**What:** Device Repair Depot

**When:** January 4<sup>th</sup> – June 11<sup>th</sup>

Monday - 7:30 a.m. to 10:00 a.m.

Wednesday – Noon to 2:30 p.m.

Friday – 7:30 a.m. to 10:00 a.m.

**Where:** Media and Technology building, 4406 Okemos Rd., just behind the administration building.

**Process:**

1. Back up any files saved locally on your device (Desktop, C: Drive, My Documents folder, etc.) as your device may need to be swapped out or reimaged.
2. Record your name, phone number, school building and the issue/problem with the device on a note.
3. Place the note and device in a plastic bag (such as a grocery bag).
4. Approach the front of the building and place the bag in the box labeled "Device Repairs".
5. Ring the doorbell. Tech personnel will be waiting to retrieve your device.
6. If you would like to talk to Tech personnel, you **MUST** wear a mask.
7. Plan to pick up your device once Media & Technology has contacted you by email or phone.

Please email [helpdesk@okemosk12.net](mailto:helpdesk@okemosk12.net) with technology issues or device repair questions.

Thank you.

Department of Media and Technology