

The Department of Media and Technology has a device repair depot available for student devices. Following are the details and procedures we are asking families to adhere to when using this service:

What: Device Repair Depot

When: January 4th – June 11th

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, Files/Download folder, etc.) as your device may need to be swapped out or reimaged.
2. Record the student's name, 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 and leave. 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 device repair questions to devicesupport@okemosk12.net

Thank you.

Department of Media and Technology