



# ST. MARK CATHOLIC SCHOOL

WHERE FAITH AND KNOWLEDGE MEET

## Chromebook Repair Instructions

If a student's Chromebook needs repair, it is the parent's responsibility to get it repaired in a timely manner. If the device was purchased through the school, here are the directions for getting it repaired:

**Current 8<sup>th</sup> graders who bought their Chromebook their 6<sup>th</sup> grade year:** Call HP at 800-474-6836 or go to <https://support.hp.com/us-en> and give the serial number or service tag, which can be found on the bottom of the device. After talking with you, they will most likely send you a box to send in the device for repair, then return it within a week or two.

**Current 6<sup>th</sup> and 7<sup>th</sup> graders, and any 8<sup>th</sup> graders who bought a new Chromebook through the school after 2019:** Call Dell at 800-456-3355 and give them the service tag number, which can be found on the bottom of the device. After asking you a few questions, they will probably send out a part, then contact you to see if the part came, then set up a time for them to send a technician to repair the device. You can choose where you would like the technician to come, whether it be your home, your place of work or the school. If you choose the school, please let Mrs. Hollenbeck and Mrs. O'Connor know, and please make sure the device is in Mrs. O'Connor's office the day they are coming.

If you bought the Chromebook on your own, you need to handle the repair in whatever manner your warranty states.

In all cases, please contact Mrs. Hollenbeck at [anne.hollenbeck@stmcs.net](mailto:anne.hollenbeck@stmcs.net) to let her know what is happening. Once we know the repair process is in motion, we can allow your child to borrow a Chromebook from the school library for two weeks, as most repairs are completed in that time. If there is a problem that is causing a delay, please let us know. Mrs. Hughes will not allow your child to borrow a Chromebook unless she has received approval from Mrs. Hollenbeck.

Please also let us know when the device has been repaired so that we can check it and make sure it is still enrolled in our domain.