

Student Device Returns Procedure

Last Updated: 8/5/2025

If you have any questions regarding the following procedures, please contact the IT Department at 874-6181.

1. Troubleshooting Process:

There are some common issues with student devices that can easily be resolved without the device going through the returns process. If there is an issue with a student device:

- a. The teacher or building TRT should email epssupport@eriesd.org with the issue the student is having with the device.
- b. The IT Department will respond to the teacher/TRT with steps to resolve the issue(s) or to ask that the student device be returned and the student issued a new/replacement device.

NOTE: Students with issues such as logging into a device, logging into online programs, missing applications, or similar issues should be handled by submitting a support email to epssupport@eriesd.org.

2. When a student device is returned, we ask that you complete the **Device Return Form**. The completed form should contain the following information:

- a. **Date** the device was returned.
- b. **Building** where the device was returned.
- c. **Asset Tag** number of the device.
- d. **Student Name**
- e. **Student ID#**
- f. **Reason for Return**
- g. **Charger Status**
- h. **Comments** – provide as much detail as possible to why the device was returned.

3. When processing a returned student device:

- a. Place the completed **Device Returns Form** inside the returned student device.
- b. If a device is returned because it will not hold a charge, **ALL** equipment, including the charger, cables, etc., should be collected with the returned student device, if possible.
- c. Complete the following under the **Asset Tag** tab in IC:
 - i. Complete the **Asset Returned Date** for the returned device, or
 - ii. Complete the **Not Returned** field for lost and/or stolen devices.
 - iii. **DO NOT** delete the asset tag of the returned device from IC.
- d. **DO NOT** assign a returned device to a new student. **ALL** returned student devices should be placed in the IT returns bin to be picked up by the IT Department.

4. **Assigning a New Student Device:**

The following steps should be entered into IC/completed as soon as possible when the new device is being assigned to a student.

- a. Complete the next available line on the **Student Electronic Device Agreement** form for the new device being assigned to the student.
- b. Enter the new asset tag number, date and device type in IC when assigning a new device to a student.
- c. Complete the **ESD Assigned to** tag located on the back of the device by writing in the student's name that the device is being assigned to.

5. **All Obligations will be determined by the IT Department.**

- a. When a damaged device is returned, please note the damage in the **Comments** section of the **Device Return Form**.
- b. **DO NOT** enter any obligations for the damaged/lost/stolen equipment.
- c. After the student device has been inspected by an IT Technician, the IT Department will make the determination on any required obligations.

6. **Completing Obligations:**

If it is determined that an obligation is needed to be applied to a damaged student device:

- a. The building administrator and secretary will receive a copy of the **Device Return Form** containing the obligation information from the IT Department.
- b. The secretary will use the obligation information to complete a **New Fee Assignment** in IC (Please see attached **New Fee Assignment** PDF documentation for step-by-step directions).
- c. Schools will continue to process and collect any obligations associated with the student devices.

7. **Lost or Stolen Devices:**

If a student/parent reports that a student device has been **Lost** or **Stolen**:

- a. Email **Student Name** and **Asset Tag Number** to epssupport@eriesd.org. The IT Department has the ability to locate many the lost devices if we receive the information in a timely manner.
- b. If the lost device can be located, the IT Department will forward the location information.
- c. If the device cannot be located, please complete a **Device Return Form**.
- d. In the **Comments** field, mark the device as **Lost** or **Stolen**.
- e. Forward a scanned copy of the completed **Device Return Form** to EPSSupport@eriesd.org.

8. **Miscellaneous Procedures:**

Please review the following so that we can be more consistent across the district with how we are handling the 1-1 student device processes and procedures.

- a. Student devices that have been returned should never be redistributed to a new student. All returned devices should go into the return/pickup bin for the IT Department. If additional devices are needed, they can be requested by emailing epssupport@eriesd.org.
- b. Student devices that have been returned should never be taken from the return/pickup bin and assigned as school/classroom loaners. If loaner devices are needed, they can be requested by emailing epssupport@eriesd.org.
- c. Please make sure that you are using the newest **Device Returns Form** (see attached) to process student device returns.