

Service Request Procedure

Covers procedure for

1. Reporting of Device Issues (hardware issues and damages)
2. Reporting of Lost Devices
3. Replacement/Change of Device

Reporting of Device Issues (hardware issues and damages)

- i. Parents/students to contact relevant Contractor/School for device issues. Parents/students will need the following information such as their device serial number, brand and model of the device, school, their name, contact number and description of problem to log a case with the relevant parties.
- ii. The relevant parties will advise parents/students on any further actions required (e.g. bringing their devices to the service centre for diagnosis or assessment of damage).
- iii. Parents/students can also use the fortnightly collection service provided by the contractors to schools to send in their devices. Parents/students should only pass their devices to the school-based service desk on the collection day as there is space constraint to store devices in school.
- iv. School-based service desk personnel will liaise and confirm the fortnightly collection date and time with the contractor. Contractor will pick up the devices from school on the arranged date and time.
- v. The devices (depending on the parts availability) will be fixed and returned to school the next fortnightly collection service day. If there are follow-up actions required, contractor will contact parents/students directly (e.g. the damage is not covered under warranty and need consent to claim insurance to get the repairs done).
- vi. School-based service desk personnel will inform the students when they can collect back their devices.
- vii. Students can loan a device from the school common pool for daily lessons during the period of repair.
- viii. If students encounter issues with their devices in school, they may approach their school-based ICT support staff or service desk for assistance. They will perform basic troubleshooting and assist to log a case with contractor if needed.
- ix. Please note that only personal learning devices procured under PDLP device bulk tender are eligible for the fortnightly collection services provided by contractors.

Reporting of Lost Devices

- i. Parents to make a police report for the lost device.
- ii. If the lost device is covered under the circumstances listed in the device's insurance coverage, parents should contact and inform the device contractor via their helpdesk or service centre or insurer. They will need to furnish the contractor with the police report for insurance claim. (Applicable only if the device is still under insurance coverage period).
- iii. The contractor's helpdesk/service centre/insurer will advise parents on the insurance claim procedure.
- iv. Parents should also inform school of the lost device. School's DMA Administrator to remote lock the device.
- v. School will loan a temporary device from the common pool to students.
- vi. Contractor to send the new replacement device to school and school to pass to student if device is covered under insurance. Parents can opt for doorstep delivery but with delivery charges.
- vii. If the device is without insurance coverage or the loss is due to clause(s) not covered under insurance, parents can seek school's assistance to procure a replacement device.

Replacement/Change of Device

- i. Students are to inform their school-based service desk whenever there is a replacement/change of device.
- ii. Replacement/change of devices can be under any of the circumstances listed below:
 - Replacement of device covered under insurance by contractor
 - Replacement of device by parents for device not covered under insurance or insurance period has ended
 - Students who are using their own devices which were not procured from PDLP Device Bulk Tender changing to another device
- iii. This is to facilitate the installation of the DMA into the new device.
- iv. School DMA administrator will enrol the new device to their school's DMA.
- v. For all new devices where the DMA enrolment was not done during the device handover exercise in school (including all devices collected from contractor's service centres), the school DMA administrator will do a factory reset before enrolling the new device into the DMA.