

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. At the front of the building, please ring the doorbell.
4. A tech personnel will be alerted and come to the door to help.
5. Plan on switching out your device. It is the most efficient way to limit the disruption to you with your device.
6. If you dropped off a device and are coming to pick it up, please make sure you have been contacted by Media & Technology, otherwise it is not ready for pick-up.

Please email device repair questions to helpdesk@okemosk12.net

Thank you.

Department of Media and Technology