

SHOULD THERE BE DAMAGE TO THE TABLET

...or it breaks or goes missing, what happens?

Who does what?

The student should let his/her homeroom teacher know immediately if a tablet is damaged. If the homeroom teacher is not available, speak to another staff member at the school, who will then notify the teacher.

The student must log out of iCloud on the tablet and disclose the passcode.

The homeroom teacher emails the parents and notifies them about the damage. The teacher will hand the tablet over to a janitor who will then bring it to the IT department to be looked at.

Parents/guardians report the damage on Íbúagáttin on the City of Kópavogur's website. It's a good idea to have the student participate in this so that the information is as correct as possible. The report gets delivered to the IT department and the computer supervisor of the school.

The janitor is responsible for getting the tablet to the IT department to be looked at. If the tablet is damaged beyond repair, the student is assigned a new one and the janitor picks it up from the IT department.

The IT department examines the damage and concludes whether the tablet should be repaired or replaced. The IT department contacts the school when the tablet is ready to be picked up.

The computer supervisor is responsible for setting up the new device and registering it into the AirWatch system. If a tablet goes missing, the computer supervisor will assist the student in activating the *Find my iPad* thief protection system.



careful with the tablets and ensure that they do not get damaged.

If an accident occurs and a tablet breaks, the student is assigned a comparable tablet as soon as possible so that the student's learning is not affected. Usually the student will receive a tablet that another user (student or teacher) has returned.

All students now have access to a storage space in the Google cloud to save pictures, documents and other files. The City of Kópavogur is not responsible for files that may have been saved on a tablet that gets damaged.

The student should log out of their iCloud access on the tablet before it gets examined. This is done by going into Settings > iCloud > Sign out, where you must type in your password. Should the tablet be so damaged that this is not possible, the Apple ID and password must accompany the tablet to the IT department.



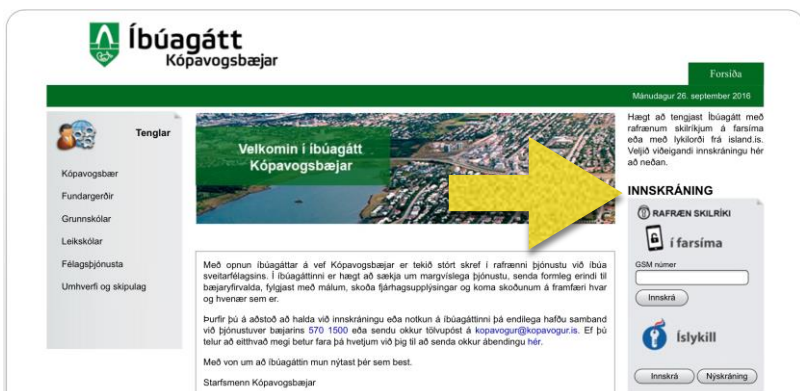
How does a parent/guardian report damage?



1. Click on **Íbúagátt** on www.kopavogur.is



4. Click on **Tilkynning um tjón á spjaldtölvu** (Damage report regarding a tablet)



2. Log in with **Íslykill** or an electronic ID



5. Fill in all the information and then click on **Senda tilkynningu** (Submit report)



3. Click on **Umsóknir (Applications)**