



Please follow these steps if a student device needs repaired.

1. Put in a Tech Repair Log in the Intranet (<https://186.sps186.org/IS3/>) with your student login information. Please leave a phone number where we can reach you along with a detailed description of your repair needs.
If you **do not** have internet access or need help adding a tech repair log please call 217-585-5808.
 - a. Do not try to repair the device.
 - b. Do not get the device repaired by other companies.
2. The Tech Department will have device dropoff hours daily from **9:00 AM to 12:00 PM** at 3031 Stanton.
3. When you arrive at the Stanton location you will be asked to follow cleaning procedures before handing over your device.
 - a. **Please stay in your car if someone else is being helped.**
 - b. **Do not** go beyond the tables in the parking lot for our safety and yours.
 - c. Please use provided hand sanitizer.
 - d. Please wipe down your device with provided disinfecting wipes.
 - e. Wait with your device until contacted by staff.
 - f. **Sign a new loan agreement (bring your own pen if possible).**
 - g. Get a new device at the pickup table.