



Procedure for returning a broken or damaged iPad (Sept 2015+)

Student Name:

Form:

If your iPad is being repaired, please tell us the following details about your current iPad. The school needs to know about all accounts in order to set up your new iPad and the repair company uses the information when doing the repair.

School apple ID:

Password:

Personal apple ID:

Password:

Passcode:

iCloud ID (if different):

Password:

Serial number:

Is the Activation Lock off: Y/N

Is the problem with your iPad Warranty or Damage related?

☐ Warranty related (dealt with by Jigsaw24)

☐ Damage related (dealt with by Burnetts)

Have you have contacted the relevant company above?

Yes / No*

You must have contacted them before bringing this form in.

Please bring in your iPad to the **ICT technicians**. They will issue you with a temporary device. Please read and sign the user agreement below. NB – When handing in the iPad, please ensure it is clearly labelled with the student's name. You should remove the case and any other packaging.

User Agreement for a school Pool-iPad

1. The iPad will be brought into school everyday.
2. The only iTunes account on the iPad will be my @lgs.slough.sch.uk account. The apps on the device will only be those provided by the school.
3. All work produced will be stored on my OneDrive for Business account (or alternative cloud storage), recognising the iPad could be wiped at any time.
4. The iPad will be returned to ICT technicians when your own device is repaired.
5. At break and lunch, the iPad must remain in a bag and not used around the school site. If necessary it can be left in a form room locker, secured by a locking mechanism.
6. The iPad must stay in its case during the day.

Student signature: _____

Parent name (used to register the fault): _____

Parent signature: _____

Parent email address: _____

Burnetts (Damage / Loss claims)	Jigsaw (Warranty claims)
Your claim number _____	Who have you contacted at Jigsaw about this fault? _____
Main fault _____	What is the main fault? _____
Have you received an email back from Burnetts about their decision? Y / N	
Our ICT technicians will contact you at the email address supplied above.	
For ICT technicians – next steps: <input type="checkbox"/> Parent contacted by email <input type="checkbox"/> Confirmation of insurance decision <input type="checkbox"/> Collection date arranged <input type="checkbox"/> iPad passed to reception?	For ICT technicians – next steps: <input type="checkbox"/> Contact made with Jigsaw <input type="checkbox"/> Collection date arranged <input type="checkbox"/> iPad passed to reception

This form will be retained by the ICT technicians for their records.

☐ Pickup recorded in the reception diary

☐ iPad collected

For the ICT Technicians when issuing the Pool iPad

☐ Pool iPad wiped prior to setup

Device Serial Number: _____

☐ Added to Casper

☐ Added to correct 'tutor group' in Casper

For the ICT technicians when the Pool iPad is returned

☐ Student emailed (Date: _____)

☐ Student settings have been erased

☐ iPad settings on Casper erased and app licences revoked

☐ New iPad setup instructions used

For the student when the iPad has been returned

Student signature: _____ Date: _____