



Repair process for Student Laptops

Students bring their laptop to the IT Office for assessment. The laptop will be checked if it is a “**Software**” or “**Hardware**” issue.

Software Issue

If it is “**Software**”, IT Support will assess/fix the software. If the laptop is unable to be returned to a working state it will be reimaged back to factory default and reset for the school. (**NOTE: Students are responsible for backing up their work prior to any reimage taking place**). Once completed, the laptop will then be returned to the student.

Hardware Issue

If it is a “**Hardware**” fault, the laptop will be checked if it was purchased through the school portal (LWT).

➤ Purchased from LWT

If the fault is a manufacturer fault (WARRANTY), IT Support will log a repair job with LWT for them to attend onsite at Greensborough College and repair the laptop. Once repaired, IT Support will then return the laptop to the student. These faults could include: laptop unable to turn on, some keys on the keyboard not working, battery not charging etc.

If the hardware fault is due to physical damage (laptop was dropped/knocked off a desk, accidentally left something on the keyboard and closed the lid causing the screen to break), IT Support will check if there is any Accidental damage insurance. If there is insurance, LWT will be contacted and a quote/invoice will be raised for the student/parent to pay the excess before the laptop can be repaired.

➤ Purchased from Elsewhere or No Insurance/Warranty

Please return to place of purchase for assessment and they will advise how to proceed.