

# Student Laptop Replacement Request Process

## Guide

**This Form will only be available to fill out once the student has been invited to the Laptop Replacement Team by an SPS Employee.**

**Have a parental guardian help the student fill the form out.**

### **Adding a student to the *Student Laptop Replacement Team***

- Open Teams.
- You should see the *Student Laptop Replacement* Team listed under Teams tab, open it.
  - If you do not, let Sean know so he can add you.
- Once inside the Team, locate the *Student Laptop Replacement Team* on the left-hand side of the window and click the ... next to it.
- Select *Add Members*.
- In search bar, type in either the student alias, (Adrian.2) or the student ID (123124), and it will search Active Directory for the student's information.
  - The students name will pop up as their student alias every time.
- Click *Add* once you have found the student.
- The student should now be added to the Team to allow them to fill out the Student Laptop Replacement Form.

### **Instructing students to fill out the Form on PC**

- Once you have added the student, they will be able to navigate to the *Student Laptop Replacement* Team under the Teams tab.
- Have them select the Team and open it up.
  - **Students do not have the ability to post inside of the Team's general chat. Any communication you need to have with them will need to be in private chat.**
- Once inside the Team, they will see a tab at the top of the window labeled *Student Replacement Laptop Form*, have them select it and it will bring them to the Student Laptop Replacement Request Form that they need to fill out.

- **Make sure they answer all the questions on and click submit at the bottom to submit the request form.**
- **Do not have to worry about collecting the data. Once submitted it will go to Carolyn Strong and Paul Foster who will be arranging the delivery of the device to students.**
- Verify with the student via private chat that they have filled out the form or find out if they had any issues.
  - **Do not worry about removing the students once added, we will be purging the member roster every week.**

### **Instructing students to fill out the Form on Mobile**

- If the Teams app is not already on their mobile device, please have them download and install it.
  - **Either from the Google Play store or the App store on iOS.**
- Once installed, have them open Teams up.
- At the bottom of the app, there is Teams icon. Select it and it will bring you to a window with all the Teams the student has access to.
- If the student has already been added to the Team, they will the Team named *Student Laptop Replacement*. Have them select it, and underneath the general channel tab will pop out.
- Have them select the general channel tab and it will bring them to the general channel. Once in there, they will see at the top of the window a couple options Posts, Files, and More. Have them select the More option.
- The student will be brought to another screen with the *Student Replacement Laptop Form*, have them open it.
- Once opened, they will be able to fill out the form.
  - **Make sure they answer all the questions on and click submit at the bottom to submit the request form.**
  - **Do not have to worry about collecting the data. Once submitted it will go to Carolyn Strong and Paul Foster who will be arranging the delivery of the device to students.**
- Verify with the student via private chat that they have filled out the form or find out if they had any issues.
  - **Do not worry about removing the students once added, we will be purging the member roster every week.**

**Make sure to answer all the questions and click submit at the bottom to complete the request form. Once submitted, someone will reach out to set up a delivery time.**