For all hardware repairs, such as a broken screen, damaged charger, missing keys, etc. Please follow the procedures below in an email to techservices@k12k.com. Or call, 423-378-8500

The technology services department will contact you to schedule a time for you to drop off the Chromebook and provide you with a loaner device.

1. Place the device in a plastic bag if possible and seal the bag
2. Provide the following information
   a. Parent Name
   b. Full student Name
   c. School
   d. Grade
   e. Email address
   f. Phone number
   g. Describe the problem you are experiencing with the device