Technology Support for Lake Orion Issued Devices

The device is broken or damaged

I have Device Protection Coverage

Are you at home?

Are you at school?

1. Bring the damaged device to your school's Media Center

2. The media specialist will fill out the repair form

3. A repair ticket will be created on the submission of the repair form

4. Technology services will pickup the device

I do NOT have Protection Coverage

Are you at home?

Are you at school?

1. Bring the damaged device to your school's Media Center

2. Technology services will pick up the damaged device and prepare an estimate for the cost to repair it

3. Communication will be sent to the family on the cost of the repair

4. When the payment and repair are complete, the device will be returned to the student

Per the signed agreement, a permanent replacement will be provided

I have a technical problem, but my computer is NOT broken or damaged

Are you at home?

1. Create a ticket by clicking here or calling 248-209-2060

2. After reporting the issue, wait for a response from Oakland Schools. Oakland Schools will service the device.

Are you at school?

1. Notify your teacher and your teacher will help you to put in a help desk ticket

2. After reporting the issue, wait for a response from Oakland Schools. Oakland Schools will service the device.

Please contact Craig Schoon AND Jeffrey Sharafinski with any questions craig.schoon@lok12.org and jeffrey.sharafinski@oakland.k12.mi.us