nfrastructure

Dispatch Instructions

for

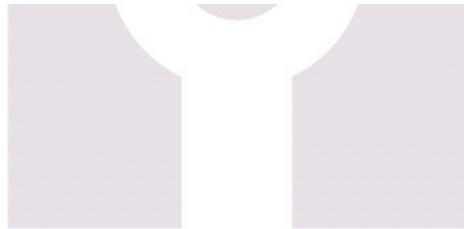# Maine Learning Technology Initiative

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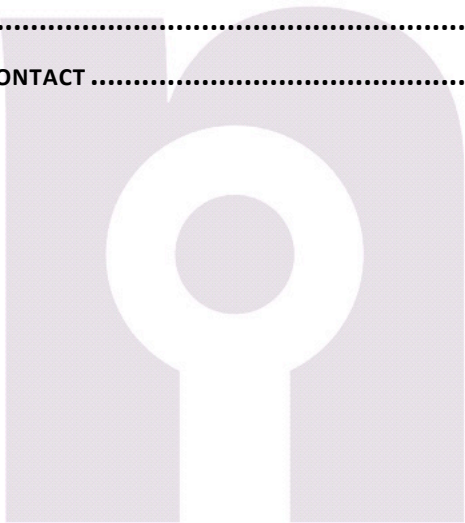
1. OVERVIEW

Only MLTI Tech Leads can process dispatch requests on the MLTI Local Depot web page https://portal.nfrastructure.com/index.php/mlti-depot

DIY parts ("Do It Yourself" parts such as power adapters and Lightning cables) can be acquired by contacting the MLTI Help Desk at 1-800-919-2775 with PIN# 4MLTI.

The local depot will not be providing DIY Parts.

To complete a dispatch to the MLTI Local Depot:

If you need to call the MLTI Help Desk to troubleshoot before submitting your MLTI Local Depot repair requests via nfrastructure, please make sure to provide all serial numbers requiring service to the AppleCare MLTI Help Desk technician to ensure our ability to trace any errors or issues with the dispatch process and provide an expedient resolution. Once you have been provided a case number you will log into nfrastructure's portal to create your dispatch for your iPad, iPad mini, or MacBook Air. Creating dispatches will automatically schedule a UPS pick up for your repairs on your next scheduled pick up or next business day if your school does not have a standard UPS pick up time. Labels **must** be printed out from the nfrastructure portal interface. You will need to have the device boxed, labeled and ready for pickup by the UPS courier. All repairs initiated before 6PM EST will be processed same day with a next day pick up time frame (if the dispatch is created before your school's regular UPS pick up time, the units may be picked up when your UPS driver arrives). Do not pack your power adapter in the box with your device sent in for repair. Be sure to remove all previous shipping labels from the boxes before sending them to reduce errors in shipping and/or tracking the units in the shipping and repair process.

Be sure to securely tape the shipping boxes closed in order to prevent loss of the unit during the shipping phase of the repair. Mail-in repairs not covered by the MLTI AppleCare contract (Abuse or Accidental Damage Repairs) can also be dispatched to the Local Repair Depot by using this same method outlined in this document. However, you will receive a quote for the cost of such repair for your approval before the depot will begin to process the request.

2. LOCAL DEPOT ESCALATION PROCESS

To provide feedback or get more information on the local depot process or to escalate UPS related issues, please use the Depot Contact Us link on the MLTI Local Depot web page after you log in. Passwords can be obtained using the "Forgot your password?" link on the log in page.

If you require additional shipping boxes use the "**Request Shipping Box**" link from the navigation links at the top of the page. This will generate a request for additional boxes for repairs; there is a pull down for the number of boxes you require, up to three per order. Please be sure to reuse your existing boxes and only order replacement boxes if they show signs of excessive wear or no longer protect the devices. If you require more than 3 boxes, you may use the Contact Us link to submit that request.

If you need to contact the depot about any items not pertaining to a particular repair, you may use the email link in the "Contact Us" section of the Depot Home page. The phone number for the MLTI helpdesk is also referenced there, if needed.

What follows are step-by-step instructions and guidelines to assist you in creating a mail-in repair using the nfrastructure portal interface.

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3. INITIATING A REPAIR

In order to create mail-in dispatches utilizing the MLTI Local Depot, you will need to follow these instructions.

1. First you must log on to the web page
   https://portal.nfrastructure.com/index.php/mlti-depot. Your login information will be your email address and password you created. If you do not know your login, you can use the ""Forgot Your Password?" link on the bottom of the screen:

2. Once logged in to the system, you will be presented with a home page with summary information. Each technician will see only their repair requests.
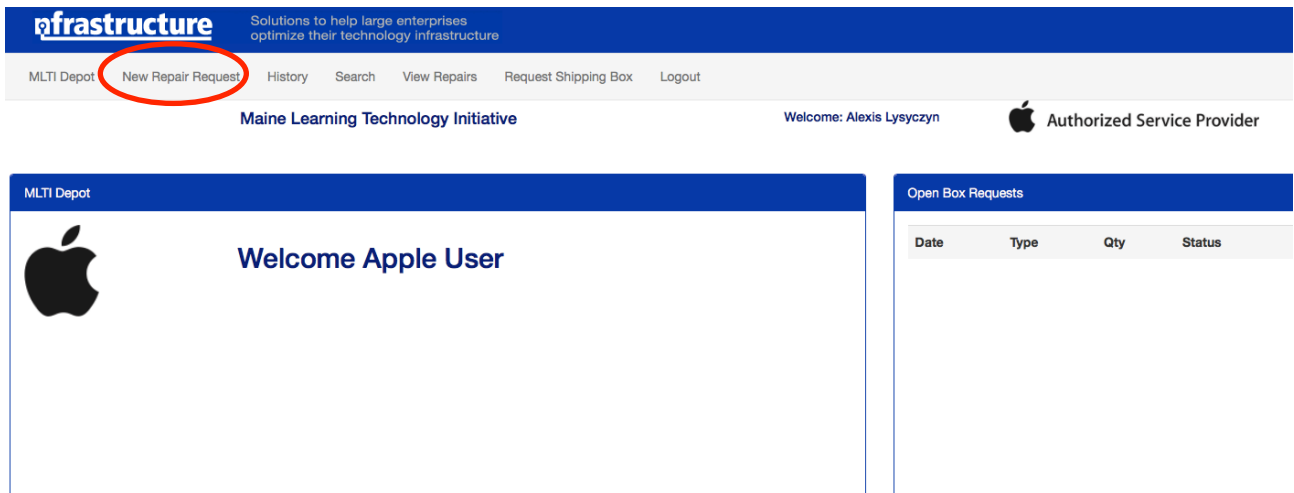
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figure 3

3. Once you select "New Repair Request" you can enter either the asset tag or the serial number of the unit to initiate the dispatch (figure 4):

**If you are a technical coordinator assigned to multiple school locations you will have to choose your school before you can enter the device information.
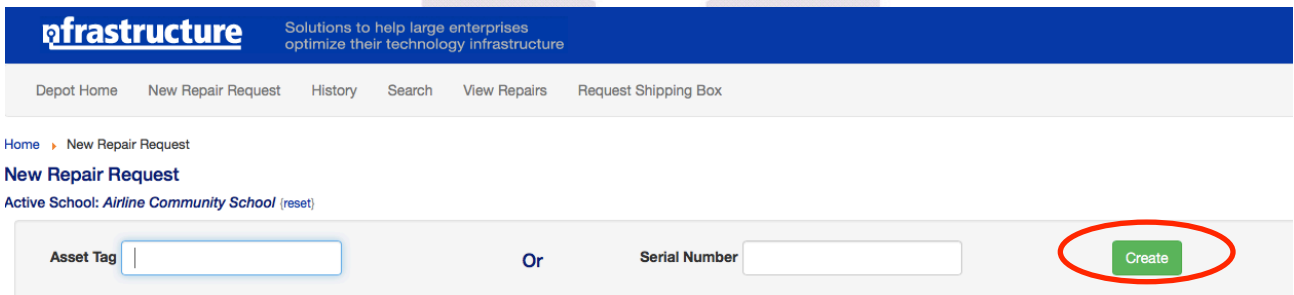

figure 4

If you have a repair request open for the same serial number and/or asset tag, it will come up with the following error:

4. After entering the serial number or asset tag press "Create" to move to the next screen to provide the repair information.

figure 5

5. On the repair information page, you will see check boxes for various component failures that may require a mail in dispatch to repair. Make sure to validate the information at the top of page for accuracy on serial number, school ID code, etc. to ensure a dispatch is created correctly for your asset.

6. Select the component(s) that have failed (you may select multiple) by using the associated check boxes.:

Select issue area(s) *

☐ Keyboard   ☐ Case Problem   ☐ Battery Lock   ☐ Power Issue   ☐ CD-Rom   ☐ Ports
☐ Hinge   ☐ AirPort Issue   ☐ Lid Latch   ☐ Backlight   ☐ Logic Board   ☐ Hard Drive
☐ Display   ☐ Trackpad   ☐ Other

7. Provide a description of the failure(s) in the notes field:

Reported Symptoms *

8. Enter any information you feel would be helpful in diagnosing the issue or if the issue is intermittent, to reproduce the failure. :

Additional Comments

9. Note whether or not you acknowledge the repair request is the result of Accidental Damage and, if so, whether a Buffer Replacement has been approved in lieu of repair

Accidental Damage *   **Description ***   **PO ***

Yes

10. Enter the AppleCare case number (or PO number if you plan to pay for an instance of Accidental Damage) in the Case Number field, the Admin Password for the unit, and select whether or not the data has been backed up*. Then click on the "Continue>>>" button.

Note: The depot is not equipped to back up or restore user data. The "Data backed up" drop down is a reminder to ensure data is backed up prior to dispatch.

AppleCare Case Number	Admin Password	Password Confirm	Data backed up *
			[Select]

11. Please review all information and confirm it is accurate before selecting "Create"

12. The following page will provide you with your dispatch. (figure 12). Use the "Create" button next to "Shipping Label" to print a UPS shipping label for your dispatch:

Request Details

Request ID	39
Create Date	02/17/17 14:34
Status	New
Serial Number	C02L10F6FH51
Repair Issue	case problem,battery lock
Symptoms	broken
Shipping Label	Create
Actions	Shipped Canceled
Repair Covered?	Pending, **Cause:** Warranty Status Check
Data Backed Up	Yes
Addtnl Comments	dropped on the floor

School

Code	1163
Name	James F. Doughty School
Address	143 5TH ST
City	Bangor
State	ME
Zip	04401
Phone	941-6220
Coordinator	Gordon Bowden
Email	Alexis.Lysyczyn@nfrastructure.net
Phone	207-941-6220

Device

Type	MacBook Air 11
Serial Number	C02L10F6FH51
Asset Tag	2002642
Wifi MAC	
Ethernet MAC	
Status	in use
In Warranty	Unknown

Notifications

User	Deliver to	Status Updates	New Notes	Ne At

figure 12

Once you have selected create, click "View" to view and print your UPS shipping label:

Request Details	
Request ID	39
Create Date	02/17/17 14:34
Status	New
Serial Number	C02L10F6FH51
Repair Issue	case problem,battery lock
Symptoms	broken
Shipping Label	View
Actions	Shipped Canceled
Repair Covered?	Pending, Cause: Warranty Status Check
Data Backed Up	Yes
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School	
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Phone	207-941-6220

Device	
Type	
Serial	
Asset	
Wifi M	
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In Wa	

Notifica

User

13. The UPS Labels must be printed off and attached to the shipping box. If you click on "CUT" it will allow you to print just the label in the appropriate size. A UPS pick up will be automatically scheduled for the next business day, however, if you have a regularly scheduled daily pick up with UPS, as long as your asset is ready to be picked up, with the label attached to the box, the driver will be able to take the dispatch on their next visit:

Your pickup has been scheduled with UPS
Serial Number: **C02L15GUFH51**
Asset Tag: **2013092**
Tracking Number: **1Z233R820337485252**

Pickup services are subject to UPS Terms and Conditions.
Terms and Conditions

CUT

SHIPPER ATTN NAME	**10 LBS**	**1 OF 1**
1234567890 1		
APPLE	DWT: 7,5,2	
334 MARSHLAND COURT		
TROY NY 12180		

SHIP TO:
SHIP TO ATTN NAME
1234567890
TEST
5 ENTERPRISE AV
CLIFTON PARK NY 12065

NY 122 9-02

UPS GROUND
TRACKING #: 1Z 233 R82 03 3748 5252

SAMPLE

BILLING: P/P
DESC: 2013092 | C02L15GUFH51

XOL 17.01.28   NV4S 81.0A 10/2016

figure 13

Once the device has shipped to the depot the status will change to "Shipped" based on the population of tracking information.

Once "Shipped" has been selected all other "Actions" will be removed until the repair is completed.

14. You may utilize the "Track" button to access the tracking information your repair at any time after pickup.

A pop-up window detailing the tracking infomration will appear:

Shipment Tracking ×

| **Pickup Date:** | 2/22/2017 |
| **Status:** | Delivered |

2/24/2017 9:29:00 AM	Delivered
2/24/2017 6:03:00 AM	Out For Delivery
2/24/2017 3:01:00 AM	Arrival Scan
2/24/2017 12:59:00 AM	Departure Scan
2/23/2017 11:03:00 PM	Arrival Scan
2/23/2017 9:00:00 PM	Departure Scan
2/23/2017 8:48:00 PM	Origin Scan

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4. RECEIVING NOTIFICATIONS

If you would like to receive notifications from the system by email and/or text message. You can enter the appropriate information and receive notifications for status changes to a repair and/or notes that may be added to the repair.

To enable this functionality, please follow the steps below:

To the right of the description within any giving repair will be the "Notifications" box
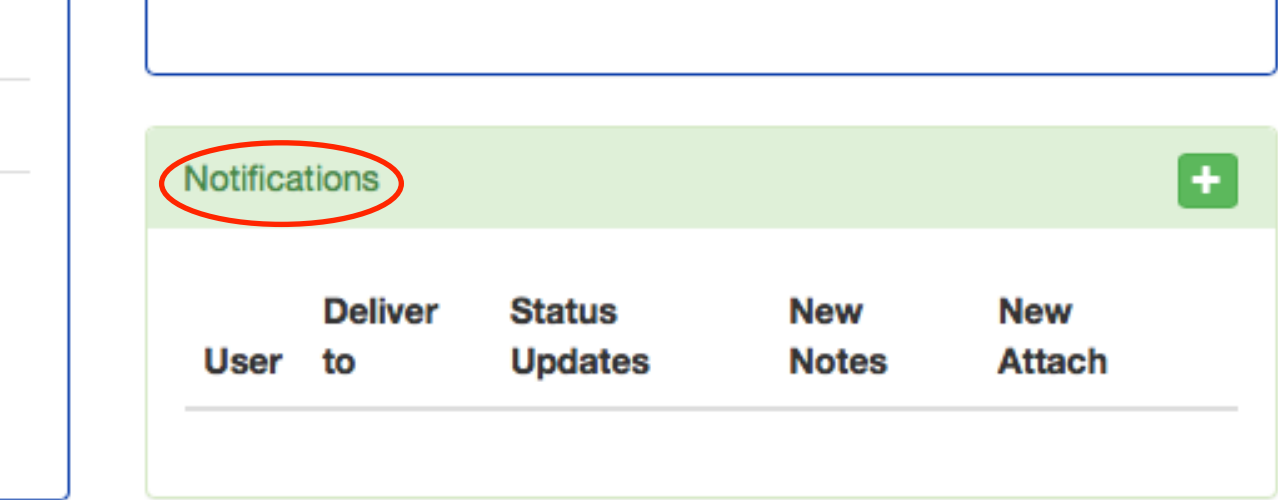
To enable notifications select the "+"
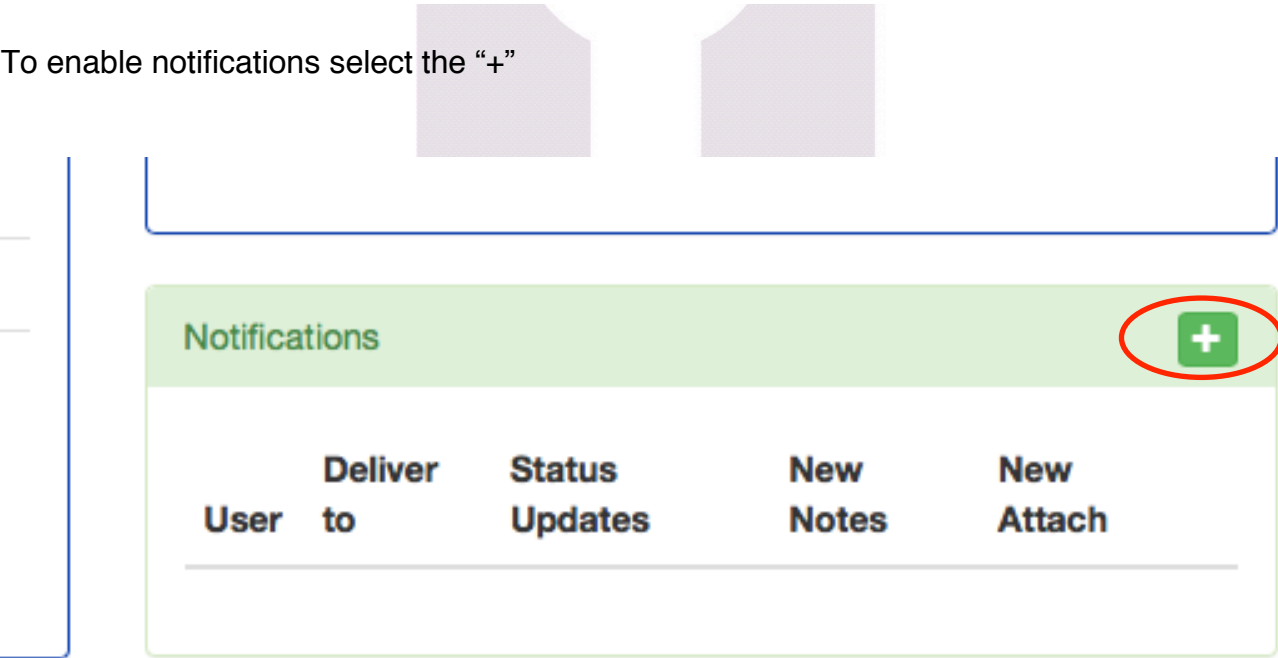
A pop-up window will appear:

This will allow you to enter your email and/or phone number depending on the method(s) you wish to receive notifications by.

Additionally you may enable notifications of various types—Status Updates, New Notes or New Attachments on any given repair

Upon selection of notification types and entry of contact method select "Save"

You may edit this at any time to turn notifications off.

5. ADDING NOTES OR ATTACHMENTS

To add any notes or attachments to a particular repair, follow the steps below:

To add a note, navigate to the "Notes" section and click the green plus sign (figure 16) A pop-up window to add a note will appear. Type note and click "Save Changes" (figure 17)
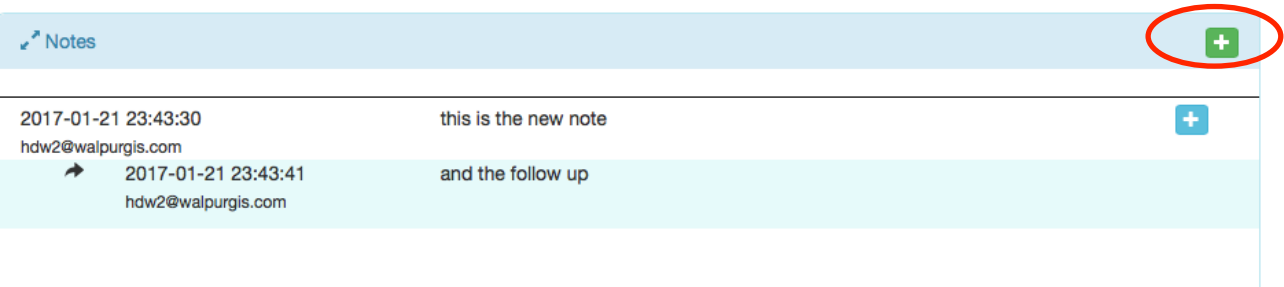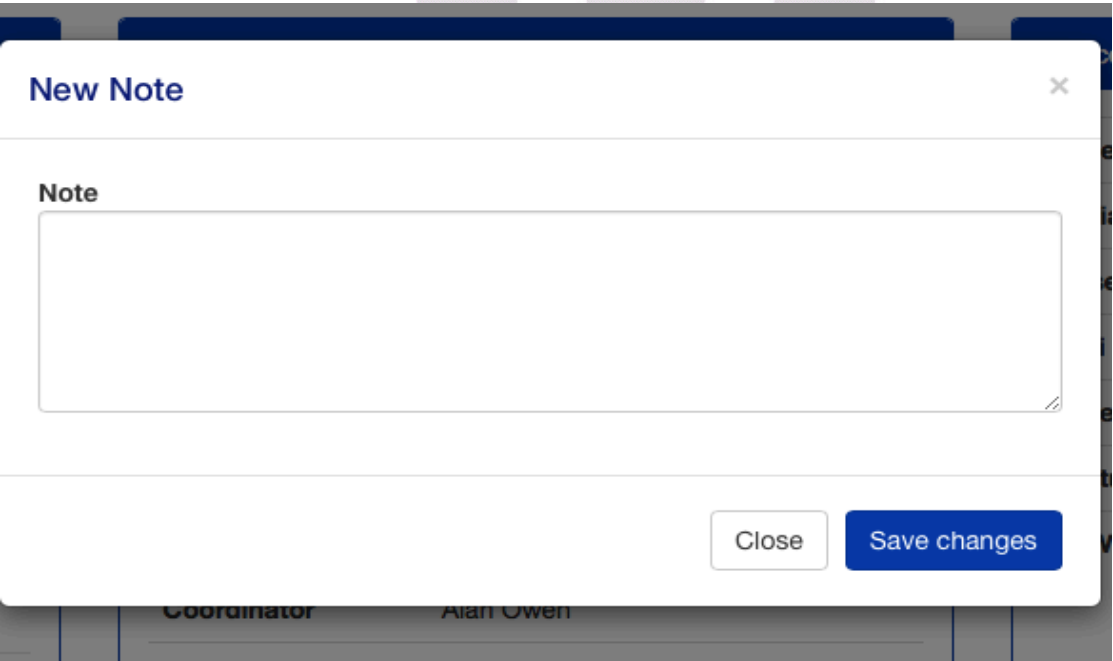

figure 16

figure 17

A log of all notes is maintained with date, time and user stamped. These notes are visible to the depot techs and they may respond or add notes as applicable.

** Please utilize the Notes feature for any questions, issues, concerns related to a repair request – this includes (but is not limited to) issues completing a repair, issues with shipping or tracking a repair, and updates or changes to a repair.
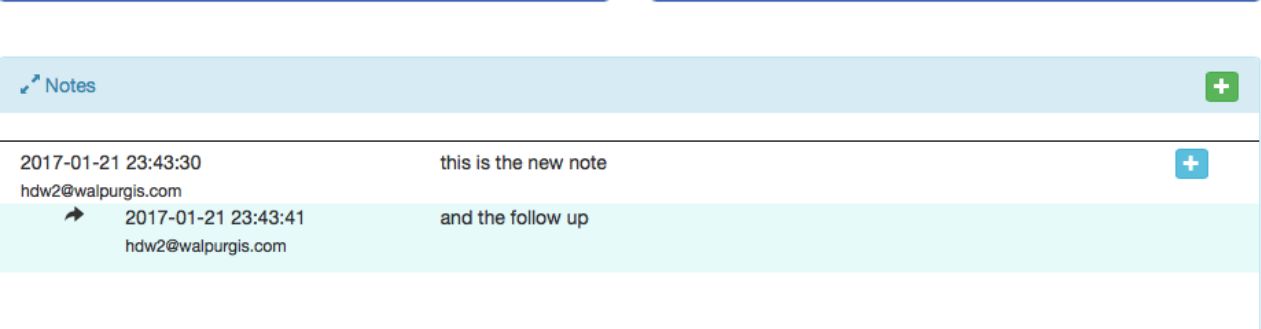
To add an attachment, navigate to "Attachments" and click on the "Upload" symbol.

A pop-up window will appear allowing you to upload any files, photos, etc. You may also apply a file label or tag if applicable. Select "Upload" once the file is attached.

Attachment Upload ✕

|	
File Label	Alt label for file
File Tags	optional

[Choose File] no file selected

[Close] [**Upload**]

A log of all attachments is maintained. These attachments are visible by the depot techs and they may add additional attachments as applicable during the repair(s).

6. APPROVING A QUOTE

If an out of warranty repair or accidental damage quote approval and PO is needed, please follow the process below.

Upon notification of a quote available in the portal, please access and review the attachments:
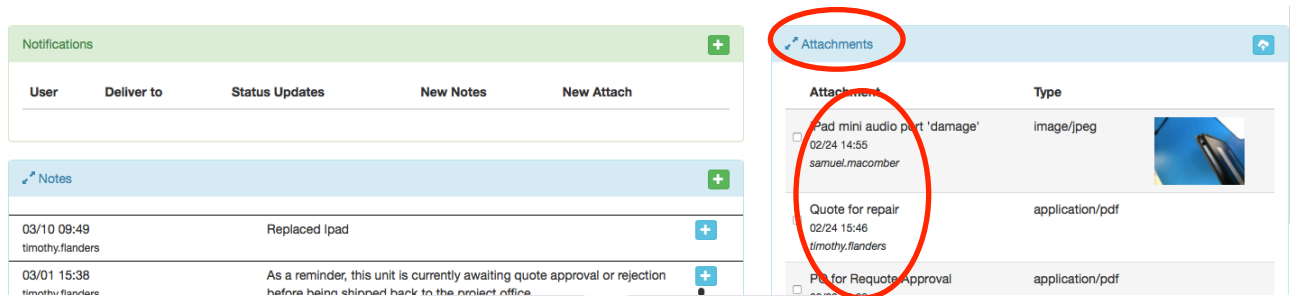
When the quote is approved, please add a note to the repair request indicating the approval of the quote. The steps to add a note are outlined below

To add any notes or attachments to a particular repair, follow the steps below:

To add a note, navigate to the "Notes" section and click the green plus sign (figure 16) A pop-up window to add a note will appear. Type note and click "Save Changes" (figure 17)
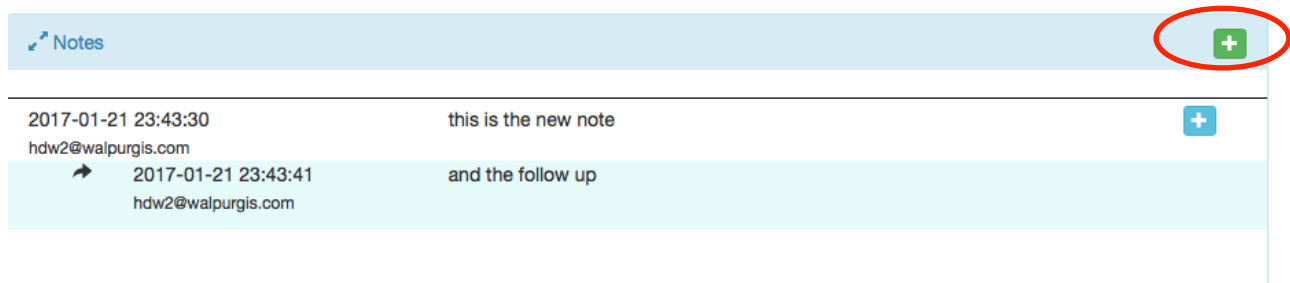
Additionally, please upload the PO for the invoicing of the repair utilizing the attachments upload process below.

To add an attachment, navigate to "Attachments" and click on the "Upload" symbol.
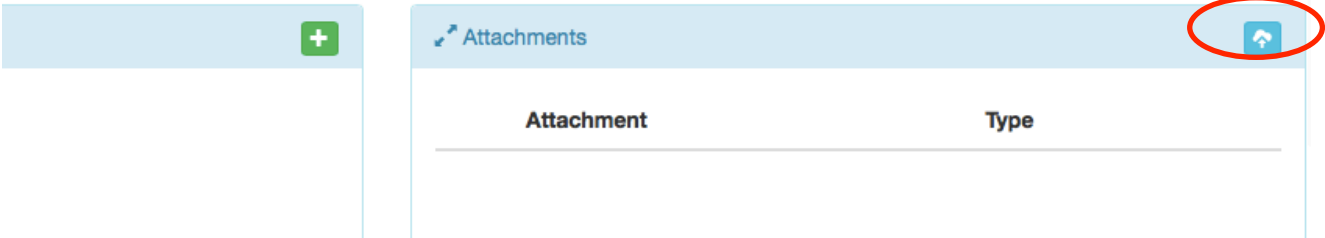
A pop-up window will appear allowing you to upload any files, photos, etc. You may also apply a file label or tag if applicable. Select "Upload" once the file is attached.

7. CANCELING A REPAIR

To cancel a repair request, select the "View Repairs" option (see figure 14). Select the repair in question and use the "Actions" to select "Canceled".

NOTE: A coordinator **cannot** cancel a repair once you have marked it as "Shipped"

figure 17

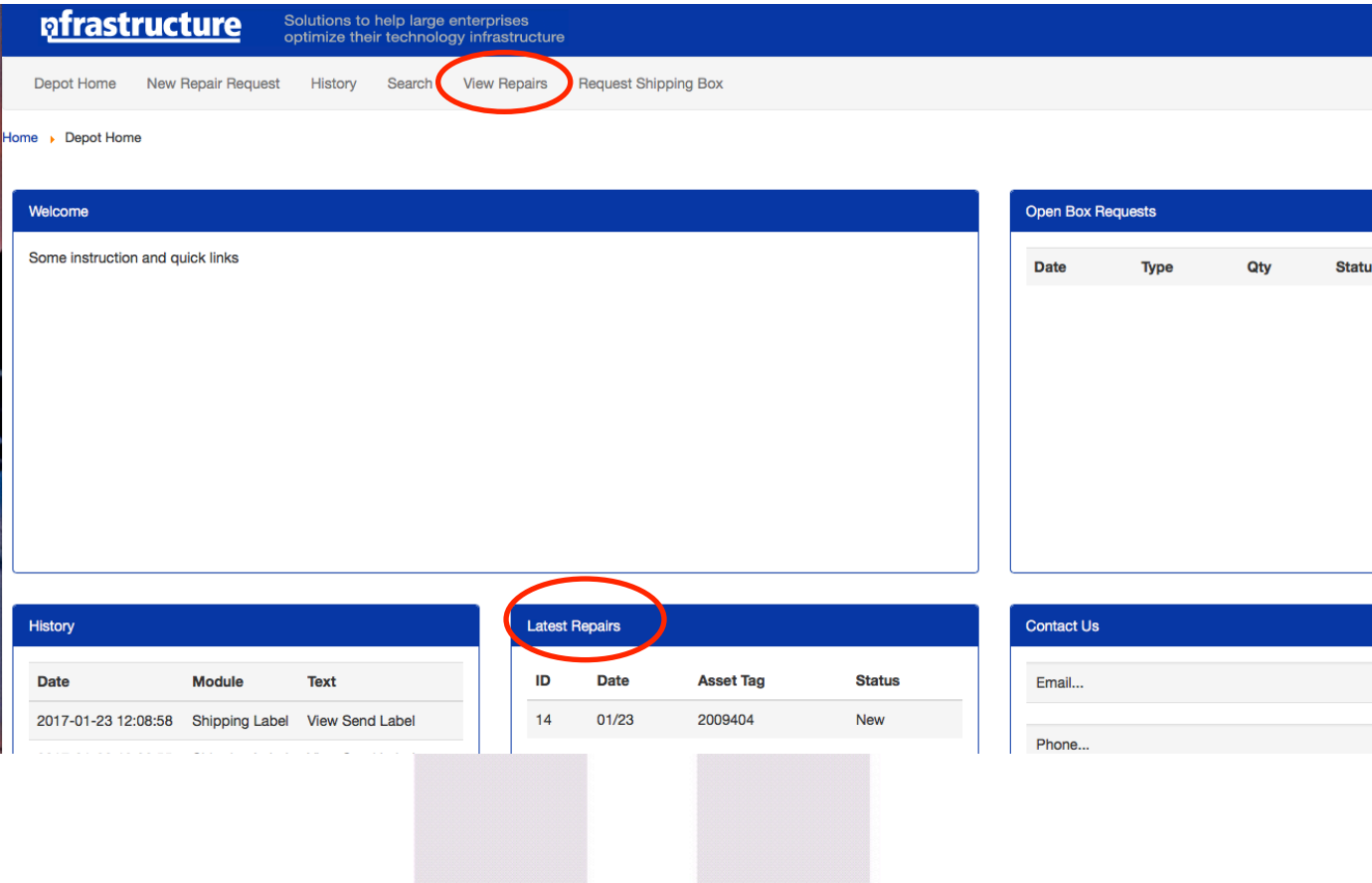A dialog box will pop up asking you to confirm cancelation of any Repairs (figure 18)

figure 18

8. CHECKING STATUS OF REPAIRS

To check the status of a repair you can access the repairs via the "View Repairs" link or the "Depot Home" page will have the latest repairs opened and a history of activity.

The "Latest Repairs" section on the homepage will allow you to navigate directly to the repair.

If you select the "View Repairs" link from the homepage will have the latest repairs opened and a history of activity.
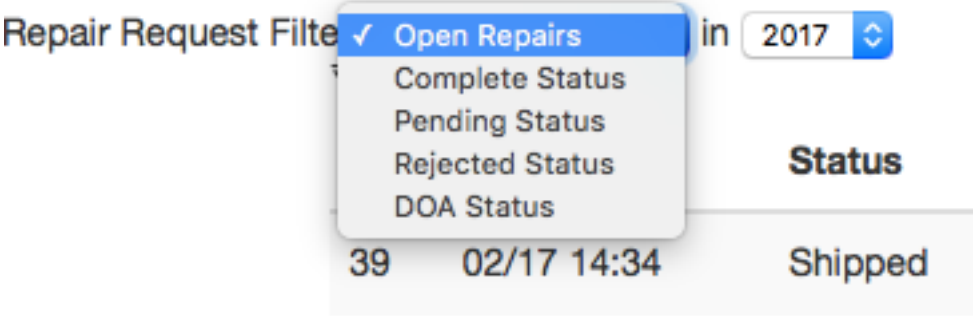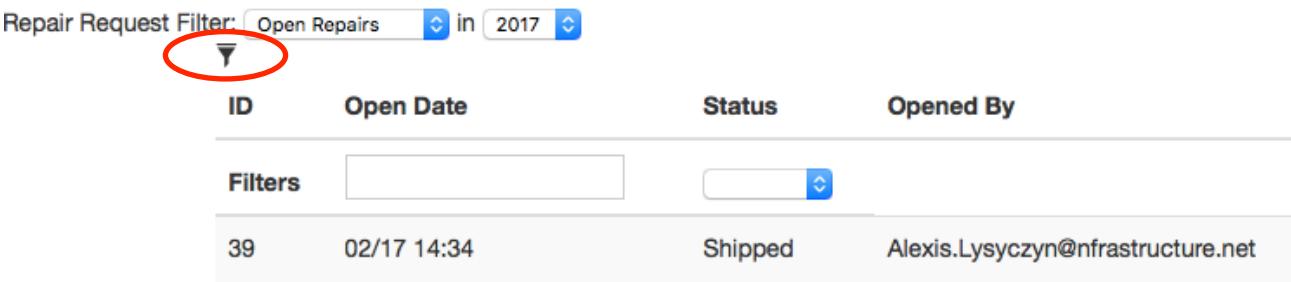

The "View Repairs" link will allow you to filter based on the drop downs or various columns displayed.

Repair Requests

If you select the "Filter" icon you can then filter based on the column headers

Or, at any time you may sort based on the column header
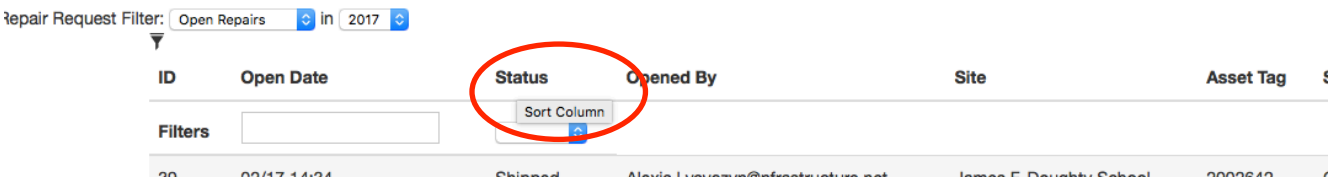
Upon identifying the adequate filters or criteria to sort by, the list of all applicable repairs will appear. You may then click on any applicable repair to review the details.

NOTE: if you hold the SHIFT + COMMAND keys while clicking on a MacBook or SHIFT key on other computers, this will open the particular repair in a new tab, maintaining your current list with search criteria in its own tab.

Home ▶ View Repairs

Repair Requests

▼

| ID	Open Date	Status	Opened By	Site	Asset Tag	Serial Number	Shipping
1	2017-01-08 20:05:34	New	hdw2@walpurgis.com	Biddeford Middle School	tag123	asdf	View
6	2017-01-15 12:37:26	New	hdw2@walpurgis.com	Biddeford Middle School	2007820	C02L14XEFH51	View
9	2017-01-15 13:01:34	New	hdw2@walpurgis.com	Biddeford Middle School	2013092	C02L15GUFH51	View
11	2017-01-15 17:42:44	New	hdw2@walpurgis.com	Biddeford Middle School	2005264	C02L2320FH51	View
12	2017-01-15 18:13:59	New	hdw2@walpurgis.com	Biddeford Middle School	2005264	C02L14XEFH51	View
13	2017-01-19 09:38:25	New	samuel.macomber	Apple MLTI Project Office	None	C1MPR1V7G941	Create

9. SEARCHING REPAIRS/HISTORY

To look up the history or search for a repair you can use the "Search" link.
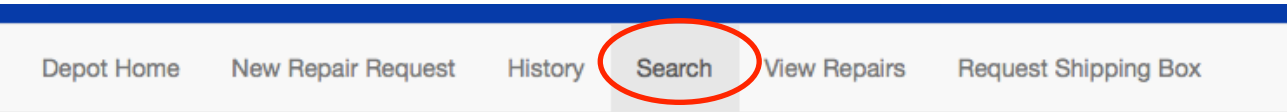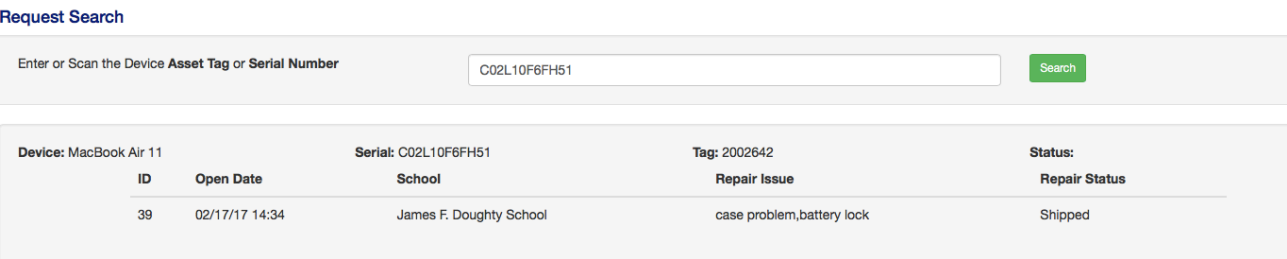

At the "Search" screen you can enter either an Asset Tag number or Serial Number to search. The search also allows for wild cards if you leverage the % sign.
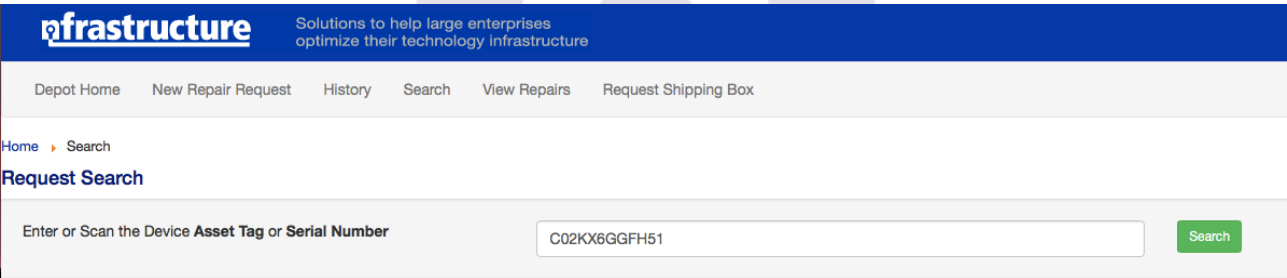
The results of the search will display as shown below:

10.   COMPLETING A REPAIR

When a unit has been shipped back to the MLTI location, it will show in the "Returned" status until tracking information indicates it has been Delivered to the location

Latest Repairs

ID	Date	Asset Tag	Status
39	02/17	2002642	Returned

Once an item has been delivered there will no longer be any Actions to take against it.

Request Details

Request ID	39
Create Date	02/17/17 14:34
Status	Delivered
Serial Number	C02L10F6FH51
Repair Issue	case problem,battery lock
Symptoms	broken
Shipping Label	View Track
Actions	
Repair Covered?	Pending, **Cause:** Warranty Status Check
Data Backed Up	Yes
Addtnl Comments	dropped on the floor

After a unit is received back from the MLTI Local Repair Depot, you should check in the unit to complete the repair cycle by checking the asset back into Asset Manager.

11.   ESCALATIONS AND DEPOT CONTACT

There is a contact us information section on the depot home page that will provide means to contact the MLTI service desk or the depot, if required.

**Any escalations, questions, items related to a repair request should be a Note on the repair request as instructed in section 5

By clicking the hyperlinked email address you will be able to send an email directly to the depot.

Contact Us

Email: AppleDepot@nfrastructure.com

Phone: MLTI Help Desk at 1-800-919-2775 with PIN# 4MLTI