WHAT IS THE BEST METHOD FOR CONTACTING NFRASTRUCTURE FOR SUPPORT?

Log in to the portal at https://portal.nfrastructure.com/index.php/mlti-depot and

find the “Contact Us” box. There you’ll be given the opportunity to provide detailed information about your question or concern.

HOW CAN I OBTAIN FINANCIAL INFORMATION (I.E. THE W9) FOR NFRASTRUCTURE? WE CANNOT MAKE A PO UNTIL WE MAKE A VENDOR IN OUR MUNIS SYSTEM.

You may request a W9 by emailing Alexis Lysyczyn at Alexis.Lysyczyn@nfrastructure.com

WHAT ADDRESS WILL BE BILLED FOR REPAIRS?

The billing address is dictated by the address included on your uploaded purchase order. At this time nFrastructure cannot proceed with a repair without a physical/ uploaded PO.

WE USED A THIRD PARTY INSURANCE VENDOR TO PAY FOR REPAIRS THAT OCCUR. WHAT IS THE PROCESS FOR SETTING THIS UP WITH NFRASTRUCTURE?

If using a 3rd party insurance vendor, you may upload a

purchase order from that vendor to ensure they are invoiced accordingly.

Alternatively, schools may submit their own PO, then await reimbursement buy the insurer. At this time nFrastructure cannot proceed repairs without an uploaded PO.

I NEVER RECEIVED A LOGIN, HOW DO I GET ONE?
Please make sure Asset Manager is up-to-date. The Technical Lead email and 10- digit phone number, as well as the phone number and full service address, including the zip code, should be complete. Once updated, send an email to AppleDepot@nfrastructure.com to request a login.

WILL PRICING STAY THE SAME OR WILL THERE BE A CHANGE IN THE REPAIR/REPLACEMENT COSTS? .
Prices posted on https://www.maine.gov/doe/learning/ltt/mlti/procedures/replaceAppleDevice and https://www.maine.gov/doe/learning/ltt/mlti/procedures/applereplacements are subject to change and may vary from what you are being quoted. We are in the process of updating this site.

SOME QUOTES DON'T SHOW LABOR CHARGES. IS THERE NO LABOR CHARGE?
Yes, there are labor charges for out-of-warranty repairs. These charges were mistakenly omitted in initial quotes.

WILL NFRASTRUCTURE BE THE REPAIR DEPOT FOR NON MLTI REPAIRS?
Yes, nFrastucture will service non-MLTI devices provided the school is a current MLTI participant.

WHAT IS THE DIRECT PHONE NUMBER FOR NFRASTRUCTURE WHEN THE DEPOT WEBSITE IS NOT WORKING PROPERLY? You may email the depot directly at AppleDepot@nfrastructure.com. nFrastructure will also be publishing a phone number soon.

I REPAIR DEVICES IN MULTIPLE DISTRICTS. IS MY LOGIN GOOD FOR BOTH OF MY ACCOUNTS?
As long as both schools are associated with the same email address, both schools should show up with the single login. If not, this should be corrected in Asset Manager.

WHAT IS THE PROCESS FOR GETTING POWER ADAPTERS REPLACED WITH NFRASTRUCTURE?
This process has not changed. All DIY parts, including power adapters, can be obtained by calling the MLTI helpdesk at 1-800-919-2775 code: 4MLTI (46584).

WHEN THERE IS A WIDESPREAD PROBLEM - LIKE LABEL PRINTING - HOW DOES THE DEPOT

PROACTIVELY NOTIFY PEOPLE OF THE PROBLEM AND SOLUTION?
nFrastructure's portal landing page will provide instruction on resolving known issues. You can access the portal at https:// portal.nfrastructure.com/index.php/mlti- depot.

COULD YOU PLEASE DESCRIBE THE PROCESS FROM START TO FINISH FOR SCHOOLS WHO USE POS?

For depot instructions, refer to nFrastructure's dispatch instructions here: https://www.maine.gov/doe/sites/ maine.gov.doe/files/2018-10/DepotInstructions_032917.pdf

ARE SCHOOLS ALLOWED TO HAVE AN OPEN PO W NFRATRUCTURE? Yes, open POs are accepted, however repairs will not be executed until the school formally accepts the quote. Initially, an open PO must be uploaded. Thereafter, the same PO number may manually entered.

IS THERE A WAY TO SET PREFERENCES FOR THE USER INSTEAD OF INDIVIDUAL DEVICES - LIKE NOTIFICATIONS, NOTES, STATUS CHANGE, ETC.?
This is currently not a feature of the portal.

IN DEPOTWORKS WE WERE ABLE TO SEE EXACTLY WHAT STEPS THE TECH HAD TAKEN IN TROUBLESHOOTING REPAIRS - FOR EXAMPLE NOTES WHEN THEY DISCOVERED WATER OR IMPACT DAMAGE. THIS ALLOWED US TO UNDERSTAND WHY WE WERE BEING CHARGED FOR CERTAIN PARTS. IS THERE A SIMILAR FEATURE NFRASTRUCTURE? The notes feature in the portal will allow the technicians to advise if needed.

ARE WE ABLE TO GET INTO Depotworks HISTORY TO SEE REPAIRS STILL IN PROGRESS AND PRIOR REPAIRS TO DEVICES.
Yes, you can still access Depotworks to see repair history, as well as any repairs still in progress.

WILL HISTORICAL REPAIR DATA FROM DEPOTWORKS BE AVAILABLE IN NFRASTRUCTURE?
Historical data from Depotworks will not be available in nFrastructure. However, you may still login to https://www.belldepots.com/apple/ to retrieve your history.

IF WE ARE UNABLE TO GET INTO DEPOTWORKS, IS THERE AN EXPORT OF REPAIRS AVAILABLE?
Yes, you can still login to https://www.belldepots.com/apple/ to retrieve and download your repair history. If you are unable

to login to DepotWorks go to https://www.belldepots.com/apple/ and in the bottom right corner under Forget your password? Hit “Click Here” to reset.

WHERE CAN I FIND THE WORKFLOW FOR WARRANTY AND OUT-OF- WARRANTY REPAIRS?

You can find workflow instructions by accessing nFrastructure’s dispatch instructions here: https://www.maine.gov/doe/sites/maine.gov.doe/files/2018-10/DepotInstructions_032917.pdf

WHAT REMIT TO ADDRESS SHOULD I USE FOR THE NEW DEPOT? Nfrastrucutre

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