

Turlock Jr. High School: How to Report Chromebook Issues

Chromebook: As a reminder, it is the student's responsibility to report any Chromebook issues to TJHS Library as soon as possible - within 30 days of occurrence. For example: to report an insurance claim, damage, password reset.

If you purchased Chromebook insurance, please follow the steps below:

1. The parent/family must go to their School Device Coverage (insurance company) page to file a claim. **IMPORTANT:** TJHS does not file the claim, Parent/family must file the claim.
2. Once a claim is filed, schedule an appointment with Library staff to return your Chromebook Device. You can schedule an appointment by filling out the TJHS Request for Chromebook Help (found under Quick Links) or call TJHS Office at 209-667-0881 and request for an appointment with Library staff.
3. On your day of the appointment with Library staff, bring your Chromebook device to TJHS with a print out of the insurance claim.
4. Once TJHS Library has received your device with your proof of insurance claim, TJHS will mail out your device for repair. If applicable, a loaner device will be provided while your claim is out for repair.
5. When your device comes back from insurance repair, you'll be contacted by TJHS Library for a follow-up appointment to pick up your Chromebook device.

If you did not purchase Chromebook insurance, please follow the steps below:

1. Fill out a TJHS Request for Chromebook Help form (found under Quick Links) or call TJHS Office at 209-667-0881 to request for an appointment with a Library staff explaining what kind of Chromebook issues you are experiencing.
2. On your day of appointment with Library staff, bring your Chromebook device with you.
3. TJHS Library will evaluate your Chromebook to determine whether it will be sent out for repair and if there is a repair cost for the repair. If applicable, a loaner device will be provided while your device is out on repair.