

Rental iPad Return information

The following information only applies to students and families who rented an iPad from HSE this year. We ask these families to carefully review the following information.

WHEN AND WHERE WILL RENTAL IPADS BE COLLECTED?

iPad Collection for Virtual Students will be May 26th from 3:30pm - 7:00pm and May 27th from 8:00am – 7:00pm.

iPad Collection for In Person Students will be during the school day on May 24th and May 25th.

WHAT NEEDS TO BE RETURNED?

All students will return their rented HSE iPad and the case.

WHAT ABOUT CHARGING BRICKS AND CORDS?

Rented cords and bricks will not be collected. If you are a new renter, you are welcome to keep the rented cord and brick that were issued to you. Repeat renters will not receive a new cord and brick. You may use the one initially provided to you or you may provide your own.

WHAT DO I NEED TO DO TO PREPARE THE IPAD FOR RETURN?

Please take a date/time stamped picture of your student's iPad, while the screen is on with the student's login information visible. This is to assist in verifying the condition of iPad at the time of return. We ask that families **follow the directions in the link below** to prepare the iPad for return. It is important that families follow all steps in the link. **It is important that families DO NOT erase/reset the iPad on their own. HSE Technology will perform this process. HSE Technology will also be responsible for removing the Apple ID before the device is reset.** <https://goo.gl/L3osfy>

WHAT IF THE IPAD IS DAMAGED? WHAT ARE THE FEES?

A thorough inspection will assess the working condition of the iPad and case/keyboard and images will be taken to document such damage. Any damage to the iPad and/or case/keyboard will result in fees being assessed to the student's Skyward account. Following inspection, the iPad will be erased of all content and stored for the summer.

Sample fees that could be applied to the student's Skyward account:

- Missing iPad case for K-6 (or damaged where it cannot be reissued) - \$35
- Cracked or severely scratched screen - \$85
- Other damage (i.e., bent housings, broken headphone jack or loose video cable) - \$85
- Liquid damage to the iPad or other damage to the iPad beyond repair - \$294
- Lost, missing, or unreturned iPad - \$294