LPCS Department of Digital Innovation is expanding services to include a hands-on, **Hardware Repair Center starting March 27th.** The on-site support centers will continue to operate during LCPS building closures.

**Who should use this service?**
- LCPS students and staff with a device that has physical damage.
- LCPS students and staff who are referred to this service by your school’s DES or Technology Support Center staff when their issue is unable to be resolved remotely.
- Students and staff who will be leaving LCPS and need to turn in a device.
- Students and staff who are new and need to pick up a device OR students who were unable to get their device when it was deployed.

**LOCATION:**
- LCPS Staff Training Center
  43711 Partlow Road, Ashburn (click [here](https://bit.ly/217-2112) for map)

**HOURS:** Weekdays: 8:30am-Noon & 2pm-4pm

**BY APPOINTMENT ONLY:** To schedule an appointment, please visit: [https://bit.ly/DDI-REPAIR](https://bit.ly/DDI-REPAIR)

**Instructions for using the Hardware Repair Center:**
- Make sure you **BRING BOTH YOUR CHROMEBOOK AND CHARGER** to your appointment.
- Arrive at the center at your appointment time and call 571-252-2100 from your vehicle in the parking lot to check in. There is limited parking in front so please utilize the area to the side of the building if lines are present.
- Remain in your vehicle and you will be called when it is time to enter the building. Please have as few persons enter as possible. It is best to have a parent accompany a student into the building, but it is not required.

**NOTES:**
- Please continue to call the Technology Support Center (571-252-2112), M-F, 8am-5pm, for remote help as much as possible (i.e. passwords, account access, etc).
- Students who currently have a loaner (either a Chromebook or Dell) issued by their school should continue to use the loaner at this time. Do not return the loaner unless it is broken or malfunctioning.

**When visiting the Hardware Repair Center, please continue to exercise social distance recommendations to include:**
- Stay home if you are sick and make another appointment.
- Wash hands frequently with soap and water for at least 20 seconds.
- Practice cough etiquette.
  - Cough or sneeze into your elbow or tissues.
  - If you cough into tissues throw them in the trash and wash your hands immediately.
- Maintain the 6-foot space between one another. If passing documents or equipment, place items on the table in front of you, step back and allow the recipient to step-forward to pick up the item.