Loudoun County Public Schools Department of Digital Innovation is expanding services to include a
temporary, hands-on, **Hardware Repair Center from March 27th through April 10th.** This
service is for LCPS issued Chromebooks and Staff Laptops that have sustained damage or have
issues that cannot be fixed remotely.

**LOCATION:** LCPS Staff Training Center (adjacent to Cedar Lane Elementary), 43711 Partlow Road,
Ashburn (click [here](https://example.com) for map)

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

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

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 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.

**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.

**Instructions for using the Hardware Repair Center:**

- 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. **Do not send in unattended children.**

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.