

THE SCHOOL DISTRICT OF PHILADELPHIA
Office of Information Technology
440 NORTH BROAD STREET
PHILADELPHIA, PENNSYLVANIA 19130

Announcing Apple “Out-Of-Warranty” or “Accidental Damage” repair services available

While it has always been the responsibility for the school to pay for “out-of-warranty” or “accidental damage” repairs, The School District of Philadelphia has never provided a streamlined process for these types of repair situations. To that end, The School District of Philadelphia's Office of Information Technology has been working on providing a cost-effective, time-saving repair solution for our fleet of Apple Desktops and Laptops that are either "out of warranty" in need of repair or have suffered some sort of “accidental damage”. If your Apple Desktop or Laptop falls under one of these categories and The Office of Information Technology is not able to assist with the repair in-house you now have a District Approved vendor that can provide these services to you at the school level.

The Office of Information Technology has partnered with Springboard Media to provide the following services:

1. Convenient Pick-up and Drop-off Service
2. Free diagnostic test and repair quote by an Apple Certified Technician
3. Ability to pay for repairs using a Purchase Order directly from the School.
4. Springboard Honor's Program for repeat repair service (see <http://www.springboardmedia.com> for full details about this program)

Does this new service mean I should NOT call the I.T. Help Desk?

You will still need to call the I.T. Help Desk so we can see if we can repair your non-warranty or accidentally damaged Apple computer in-house by one of our Apple Certified Technicians with surplus Apple parts.

How does the school pay for these repair services?

Step One: Call the I.T. Help Desk so we can see if we can repair your non-warranty or accidentally damaged Apple computer in-house by one of our Apple Certified Technicians with surplus Apple parts.

Step Two: If we are unable to repair your Apple computer in-house, the school location can call Springboard Media with their issue at 215-988-7777.

Step Three: Springboard Media acknowledges the repair request and dispatches a technician to pick up the unit(s) from the school location.

Step Four: Springboard Media completes its diagnosis of the damaged unit(s) and created a price quote for the school location and submits it for approval.

Step Five: The school location creates a PD1 (purchase order) for the price quote and submits it in our centralized system for processing. Springboard Media vendor # 0022410 A.

Step Six: Procurement prints and mails an official purchase order and sends it to the vendor.

Step Seven: Springboard Media completes the repair and returns the unit to the school location.

How can I tell if the quote from Springboard is a cost effective solution for my repair, can we call The Office of Information Technology for assistance?

Yes, you can call 215-400-5555 and we will be glad to assist you with your question regarding your repair.

What if the quote from Springboard is not a cost effective solution for my repair, do we still need to pay them a diagnostic fee?

No, Springboard is offering free diagnostic test and repair quote by an Apple Certified Technician.

Is the Pick-up and Delivery Service included in the cost of the repair?

Springboard offers free pick-up and drop-off service even if they are not able to complete your repair.