

Chromebook repairs

IT Services 'Chromebook Surgery' support for students at Uckfield College

The IT Services Team runs a drop-in 'Chromebook Surgery' every break and lunch to address issues students may be having with their chromebook. For example, if you can not connect to the college wifi or require a password reset, you should visit one of these sessions at the earliest opportunity. Chromebook Surgery takes place in AG15 and you must follow the following schedule as part of covid control measures:

- Monday (break and lunch): Year 7 only
- Tuesday (break and lunch): Year 11 only
- Wednesday (break and lunch): Year 10 only
- Thursday (break and lunch): Year 9 only
- Friday (break and lunch): Year 8 only

Chromebooks can also be left with the IT Services Team during Chromebook Surgery for a repair (Year group specific times as above). Students in the remaining year groups can still take their chromebook to Block C during these times (you must follow 2m+ social distancing when in Block C and not mix with other bubbles). Please see Miss Richardson when you arrive.

Specific covid control measures

When attending Chromebook Surgery, students are expected to line up (keeping suitable social distancing from the IT Services staff), place their device on the table and step away when it is being used/reviewed by the member of the team. PPE, including disposable gloves, will be worn by IT Services staff handling students' chromebooks and these will be replaced after using each device.