

## Tech Training: Hardware Drop Off / Pickup

This process is used when clients drop off Taylor-owned equipment which must be escalated to IT. Personally owned equipment is never escalated to IT.

### *Client Drop Off*

1. Identify the client: Whose device are we taking possession of?
  - a. Sometimes faculty/staff will have students deliver their device. Be sure you know which employee the device has been assigned to. In most cases, the employee will be the Client.
  - b. An easy way to identify a computer network name is with the handy label, placed on all Taylor-owned computers by IT.
2. Thank the client for dropping it off, and inform them they should receive updates from 4040connect as work is done and a final update telling them the device is ready for pickup at the T&LC. If they ask how long this will take, tell them there is no way we could know, but we will be happy to ask IT. Enter the request for a time estimate into the ticket.
3. Has a ticket been made?
  - a. If yes, update the ticket
  - b. If no, create a ticket

### *Preparing Hardware for Tech Services*

To prepare hardware for escalation to Tech Services (IT group responsible for hardware repair):

1. Inventory the equipment received
  - a. Use a toe tag to list:
    - i. Client Name
    - ii. Ticket number
    - iii. Inventory of hardware (laptop, case, power adapter, etc.)
  - b. Attach toe tag to the bag or directly to laptop
2. Update the Ticket
  - a. Create a Note recording that we have taken possession of the device. Include the inventory.
  - b. Create a second Note, and make it invisible to the Client. "Hardware is ready for pick-up by Tech Services." (uncheck the box that makes this note visible to clients)
3. Escalate the ticket to Level 2
4. Place hardware on Workroom Pickup shelf inside Help Desk.
5. Courtesy Call
  - a. Call Tech Services workroom (84050) to let them know there is hardware ready for them. Give them the ticket number.

### *Tech Services Pick Up*

A TS Tech may go directly to the Help Desk office, or they may stop by the T&LC desk. It's our job to assist them. If you're not busy with a client, escort them, and offer your help.

### *Tech Services Drop Off*

TS Techs generally return hardware at the T&LC desk. It's our job to:

1. Verify that all hardware listed on the inventory have been returned to us by IT.

2. Verify that the ticket has been Resolved and that the client has been notified that hardware is ready for them to pick up at the T&LC.
3. Place the hardware on the Client Pickup shelf inside Help Desk.

### *Client Pick Up*

1. Pull the device from the Client Pickup shelf inside Help Desk
2. Power up the computer, and ask the client to log in
3. Verify that the client has everything they need. Common issues include:
  - a. Documents are properly redirected
  - b. Email setup. Make sure they can access their Taylor email, including any shared mailboxes
  - c. Printers have been set up
  - d. Mapped drives have been set up
4. Update the ticket to indicate that the client has taken possession of the device. If not already, set the Status to Resolved.