


Device Wellness Check Instructions

Step 1: Go to <http://students.dekalbschoolsga.org/>.


Step 2: Log into Launchpad 

Step 3: Click on the Help Desk icon 

Please note: If the Device User Agreement message appears, click okay to bypass if your parent or guardian is not available to sign with you. This User agreement must be signed by both you and your parent or guardian.

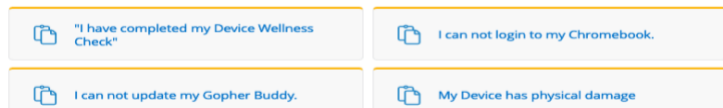
Step 4: Click 

Step 5: Select  Chromebooks

Step 6: Select a Chromebook Model  Acer Chromebook 11 C735

Step 7: Click  Device Wellness Check

Step 8: Select a Device Wellness Check issue.



Step 9: Enter information in the highlighted fields.

Step 10: Click **SUBMIT TICKET**.

The screenshot shows a form for reporting a device issue. The following fields are highlighted with red boxes:

- The "Describe your issue here." text area at the top.
- The "Room" dropdown menu.
- The "Additional location details" text area.
- The "home" text input field.
- The "678-777-7777" text input field.
- The "N/A" text input field.
- The "SUBMIT TICKET" button at the bottom right.

Other visible form elements include:

- Room: Select a location that best describes where this issue is located. Options: Select or search for a room..., My room is not listed.
- Location/Room Details: If you have additional details regarding where this issue is located please enter those details here.
- Is this ticket urgent? Is it stopping you from completing your tasks? Options: Yes, No.
- Room #: *
- Phone Number *
- IP Address *
- Attach file(s): Upload any files or screenshots you have that can help resolve the issue.
- File upload area: Select files to attach. Drag and drop file(s) here to start or just click to browse files.
- Buttons: < GO BACK, X CANCEL, SUBMIT TICKET.

Take a picture of your Chromebook and upload the image here. 