



Lycée | International School

**Michel Lucius**

Gestion des iPads one2one / IT4T

ipad@lml.lu

## What to do in case of failure or breakage of a "one2one" device ?

**It is important to note that the school does not have any exchange parts for iPads and accessories!**

Several cases may arise:

- The device (iPad, keyboard, pencil) does not work
- The device (iPad, keyboard, pencil) is damaged: cracked glass of the iPad, missing keyboard keys, keyboard does not react, broken pencil tip, ...
- pencil is lost

In all these cases, the procedure is the same:

The parents or the student must make an **online** declaration to the CGIE.

- To do so, they must have their IAM and the CGIE inventory number, which can be found on a label on the back of each iPad (style number: 11X11111).
- On the CGIE's website you will find the explanations at this address: link1 at the bottom
- The form for the declaration can be found at this address: link2 at the bottom
- The CGIE contacts the person to define the consequences of the intervention: repair, free exchange or paid exchange.
- In the case of an exchange, the part is delivered to the school and the student is informed by e-mail from the CGIE that he or she can pick up the part at the school from a date specified in the e-mail.

**Please share this important information with your students.**

This file, as well as several others, are available on your iPads under the "LML Helpcenter" icon.



Please do not hesitate to contact us if you have any further questions on this subject : [ipad@lml.lu](mailto:ipad@lml.lu)

Hougardy C. et Machtelinckx C.

LINK1 : <https://portal.education.lu/cgie/INNOVATION/ONE2ONE#support>

LINK2 : [https://ssl.education.lu/frevvo/web/tn/cgie/u/3202bbd8-801c-4ffc-b1e4-](https://ssl.education.lu/frevvo/web/tn/cgie/u/3202bbd8-801c-4ffc-b1e4-1fa9ecdb13e5/app/_fVMAYfEKEeqoyrEqgDR8WQ/formtype/_pzMWSPESEeqoyrEqgDR8WQ/popupform)

[1fa9ecdb13e5/app/\\_fVMAYfEKEeqoyrEqgDR8WQ/formtype/\\_pzMWSPESEeqoyrEqgDR8WQ/popupform](https://ssl.education.lu/frevvo/web/tn/cgie/u/3202bbd8-801c-4ffc-b1e4-1fa9ecdb13e5/app/_fVMAYfEKEeqoyrEqgDR8WQ/formtype/_pzMWSPESEeqoyrEqgDR8WQ/popupform)