

Damaged iPad Repair Instructions

Making a Damage Claim

Please be aware that any claim must be made within 2 weeks of the damage being caused. Failure to comply with this could result in the claim being rejected

1/ Parents/Guardians will need to make a damage claim via www.alllearnportal.co.uk and login in using credentials they were provided when joining the iPad scheme.



2/ Select the Insurance menu found on the left hand side of the webpage.

3/ Click on Make a Damage Claim or use direct link <http://www.compucover.co.uk/claims/>

4/ Fill in all fields and click on Submit Claim.

5/ Compucover will contact you should they require any further information to process the claim.

6/ Subject to claim being authorised, EDDE will then liaise with you to arrange collection, repair and return. NB: it is imperative that the iPad is backed up, have the find my iPad disabled and be reset. Instructions are below for how to perform these procedures.

7/ The damaged device will need to be removed from case and packaged up in the original iPad box (or suitable alternative) before being collected by courier and delivered to Tactus where it will be assessed and either repaired or replaced.

8/ It can take up to 14 days for the device to be returned.

If you have any queries, please contact EDDE on 01494 611 465 or email at hello@edde.education

Instructions for readying iPad before courier collection

Backing up iPad - <https://support.apple.com/en-gb/HT203977>

Remove your device from Find My iPhone - https://support.apple.com/kb/ph2702?locale=en_GB

Resetting iPad - Go to Settings > General > **Reset** > Erase all Content and Settings. An Erase iPhone/iPad warning box will now pop up. Click Erase and enter the device's passcode and Apple ID info when prompted. The device will then **reset** and, when completed, you'll be presented with an iPhone/iPad as if it were straight out of the box.