



# Student Incident Kiosk Instructions

11/14/2022

VERSION 1.2

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# Student Incident Creation Kiosk Instructions

1. The student will login into ClassLink and click the icon for LTE Central.

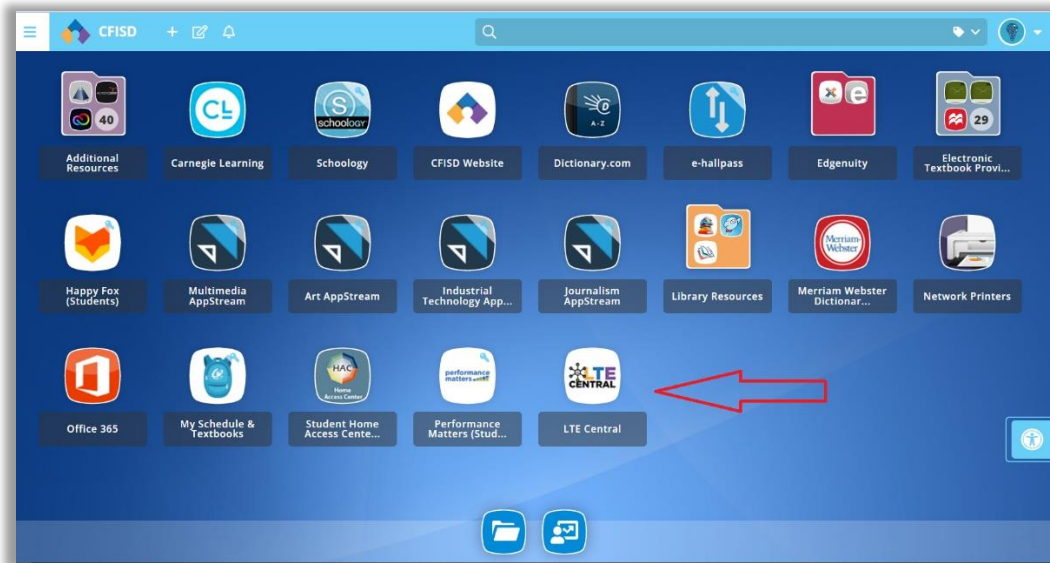


Figure 1: Logging into ClassLink

2. The student will automatically be logged in to the LTE Central Kiosk and answer if this is a new or existing incident.

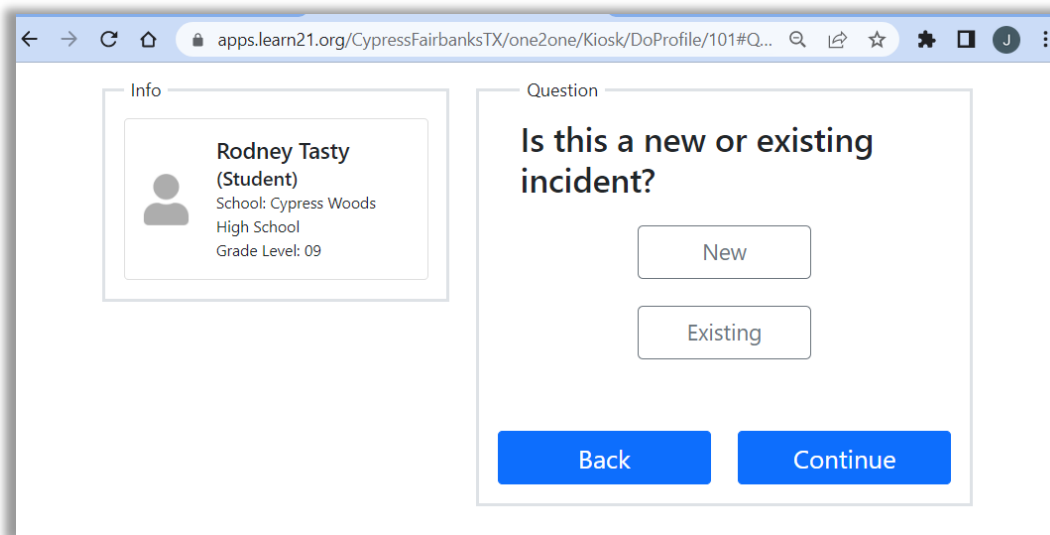


Figure 2: Student Incident Kiosk First Question

## New Incident with Physical Damage Process

3. If the student clicks the **New** button and clicks Continue they will be asked to select the device they are having a problem with. This could be either a Chromebook and/or a Hotspot in the list that are assigned to the student to choose from.

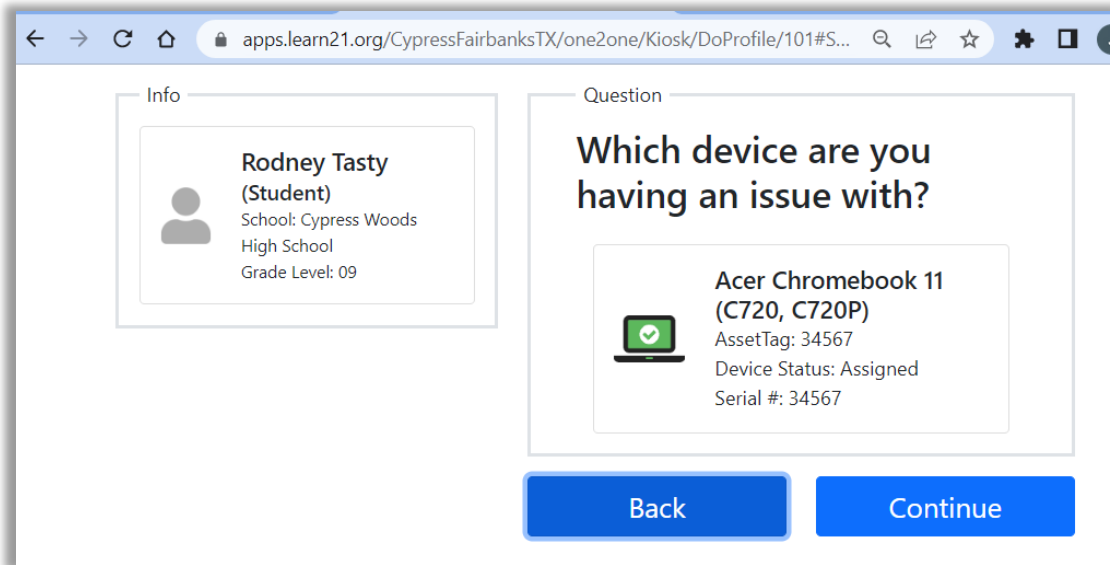


Figure 3: Select Device

4. After the student has selected the device and clicks continue, they will select which type of issue they are having.

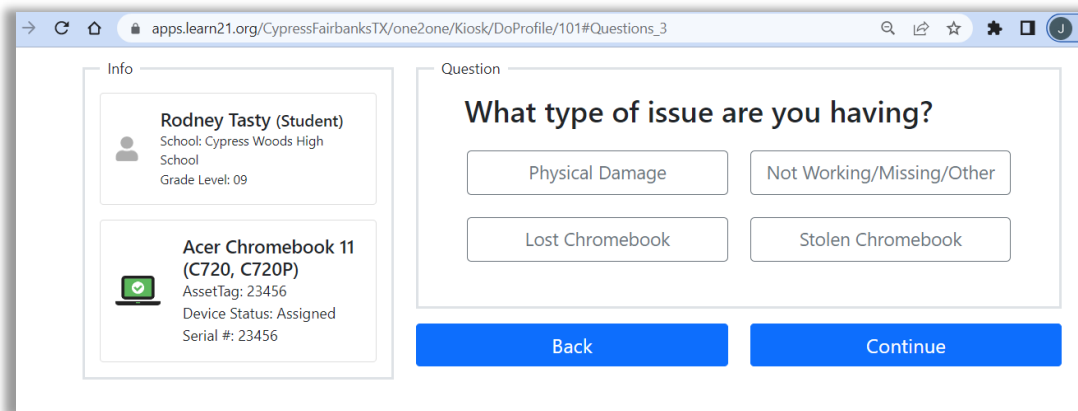


Figure 4: Select type of issue

5. The student will then select one or more issues from the list.

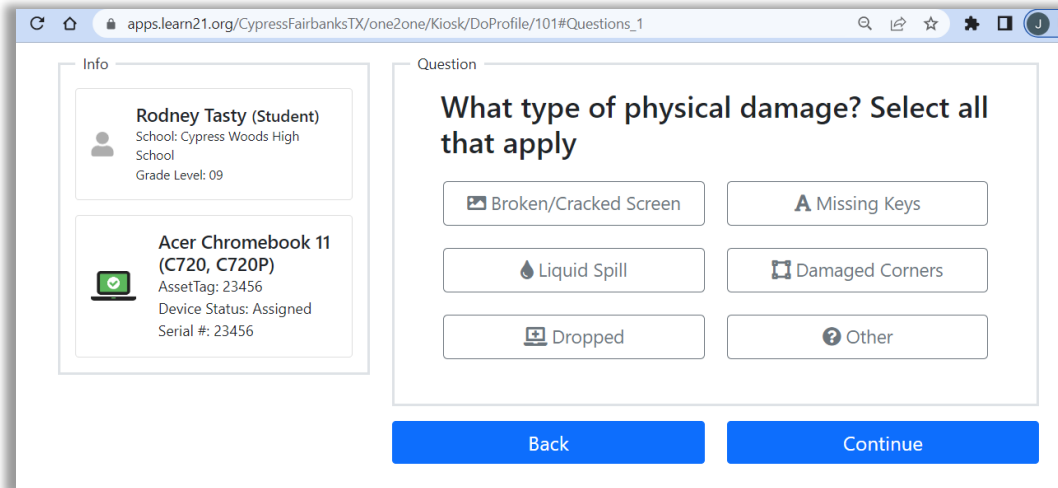


Figure 5: Physical damage - add issues

6. The student will then select if the device will power on.

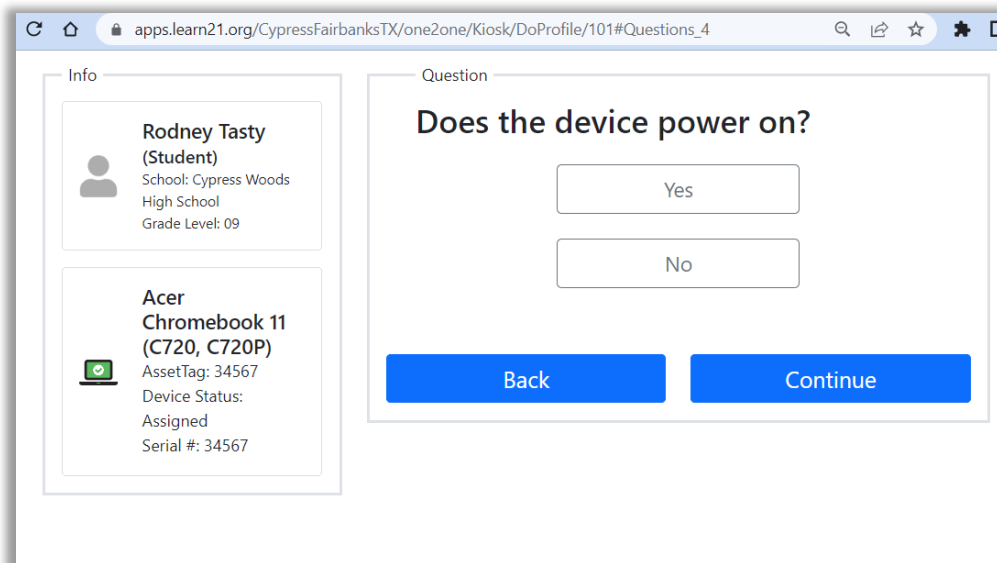


Figure 6: Device Power On

7. The student will select the date that the damage occurred.

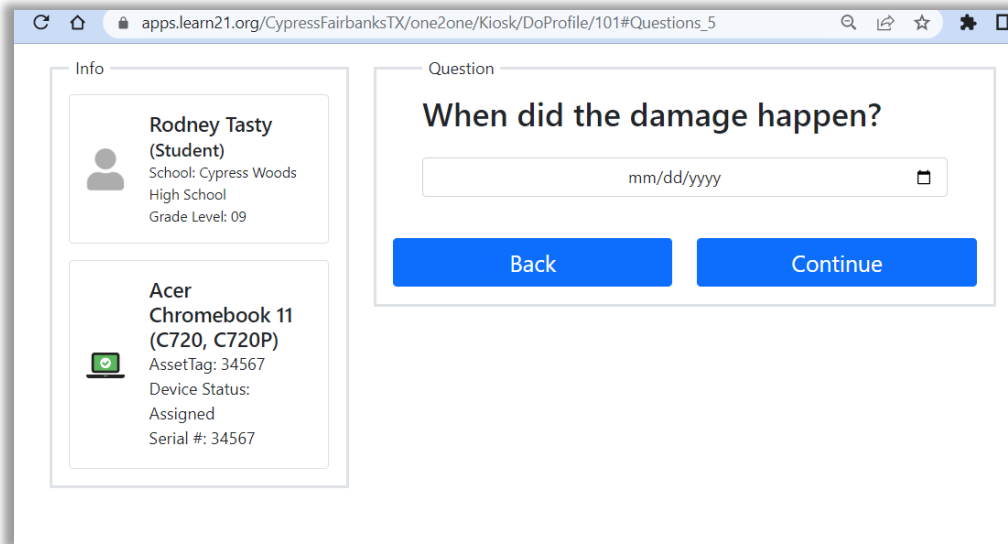


Figure 7: Date Damaged

8. The student should now explain what happened in their own words.

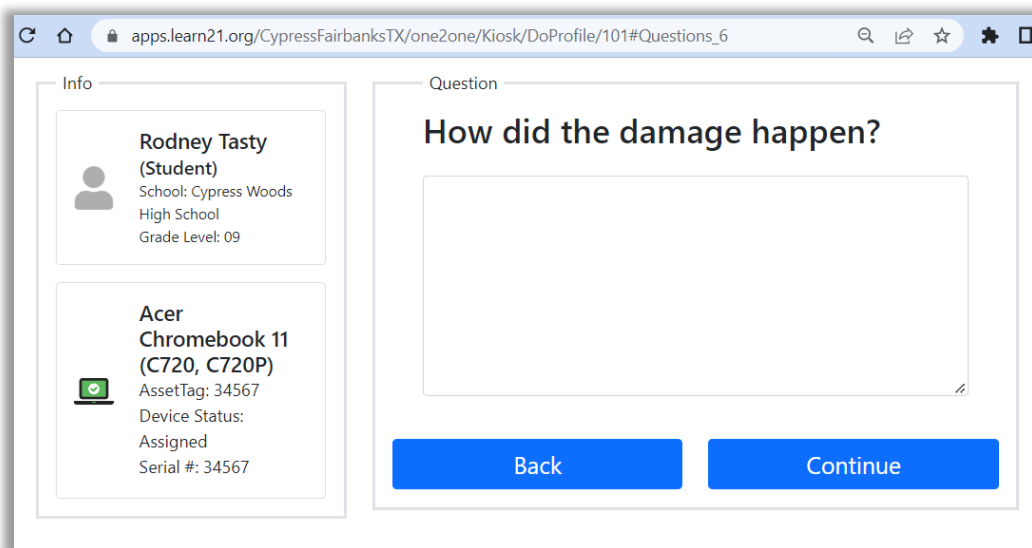


Figure 8: Explain damage

9. Student can review all information is correct and click Confirm Incident Creation.

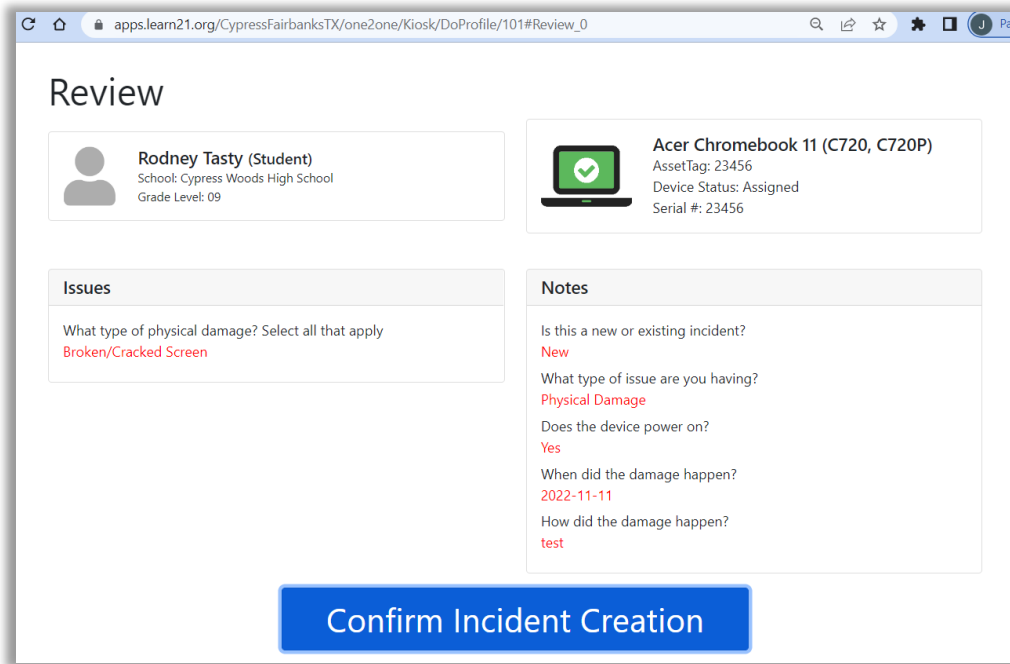


Figure 9: Confirm Incident Creation

## New Incident that is Not Working/Missing/Other Process

1. If the **Not Working/Missing/Other** type of issue is selected.

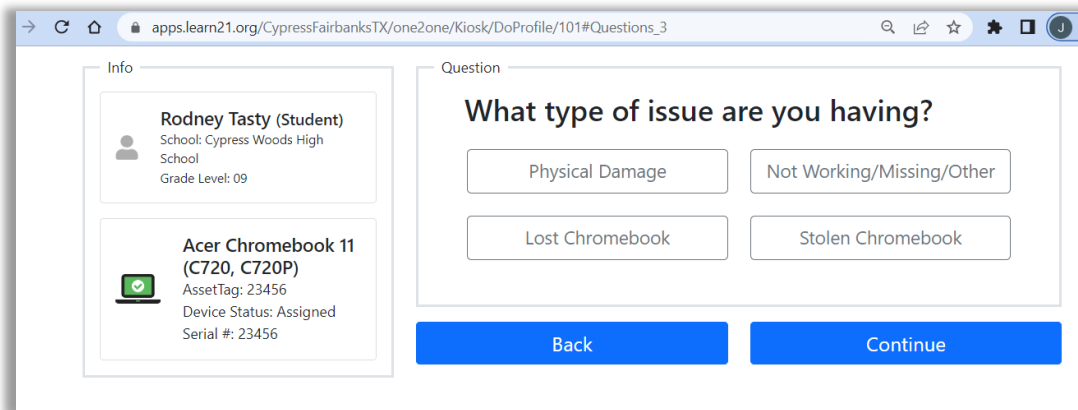


Figure 10: Selecting "Not Working/Missing/Other" Incident Type

2. The student should select one or more issues.

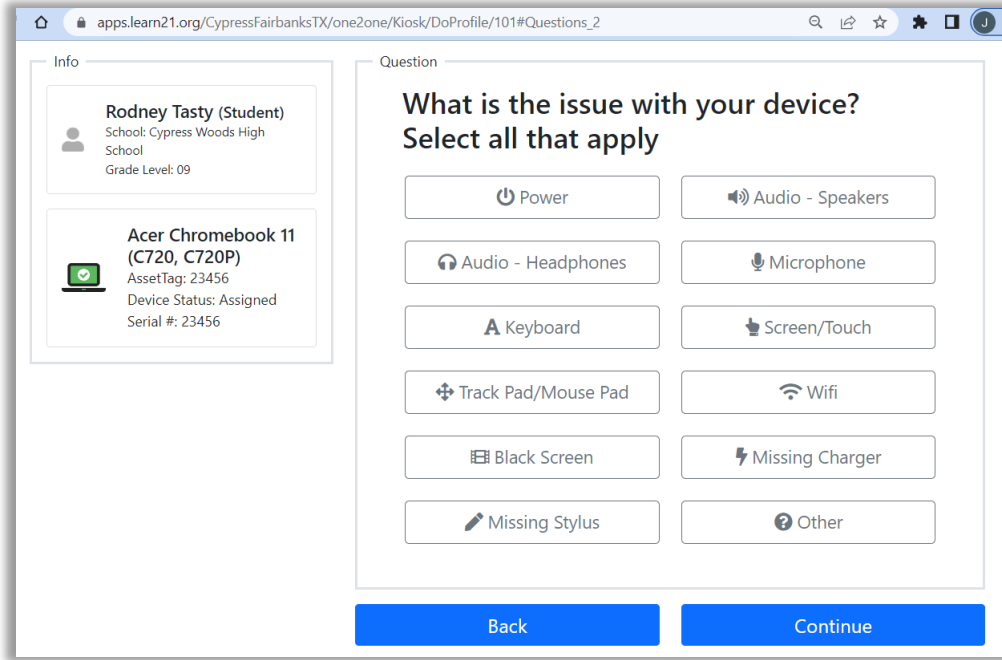


Figure 11: Adding Issues

3. The student should add any other information possible.

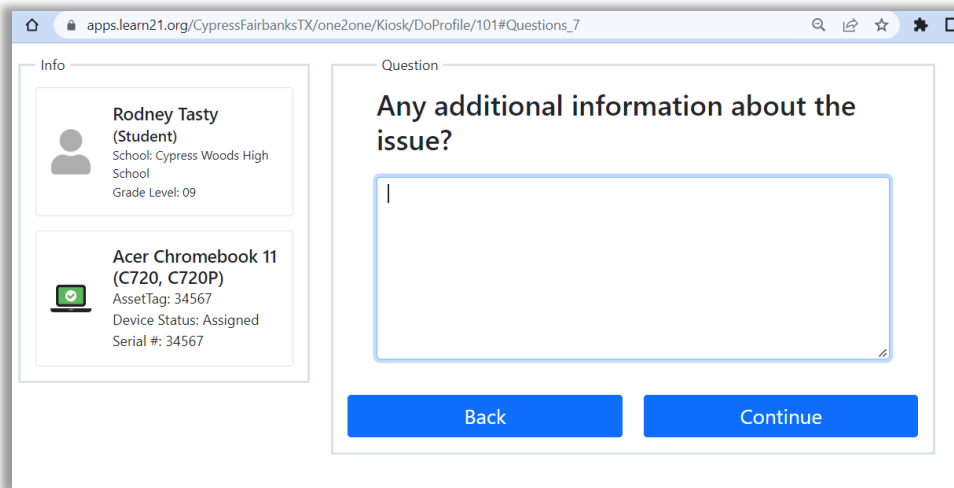


Figure 12: Additional Information

4. Student can review all information is correct and click Confirm Incident Creation.



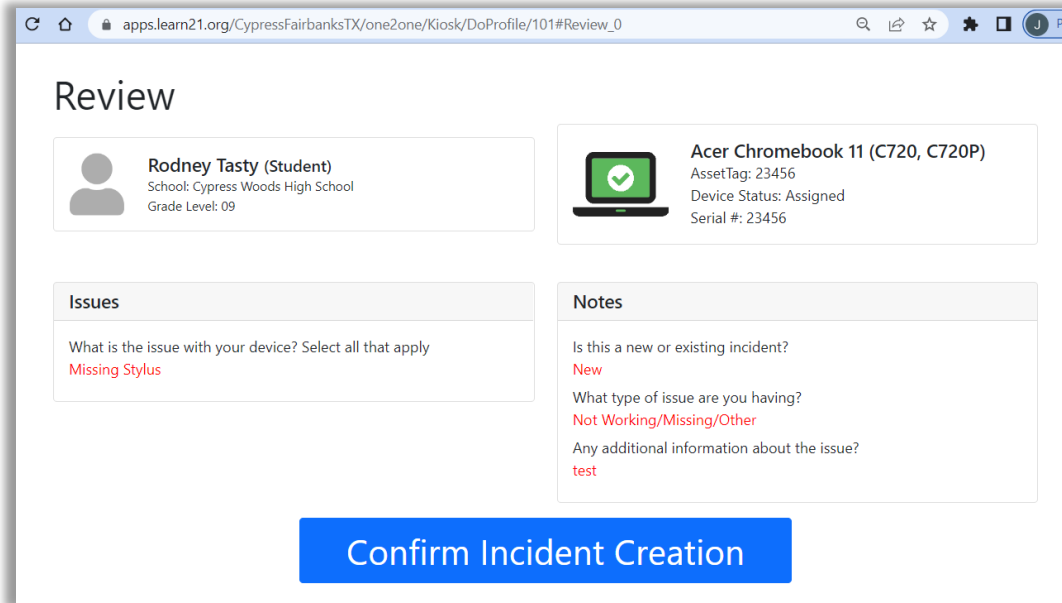


Figure 13: Confirm Incident Creation

## New Incident that is Lost or Stolen Chromebook Process

1. If the **Lost or Stolen Chromebook** type of issue is selected.

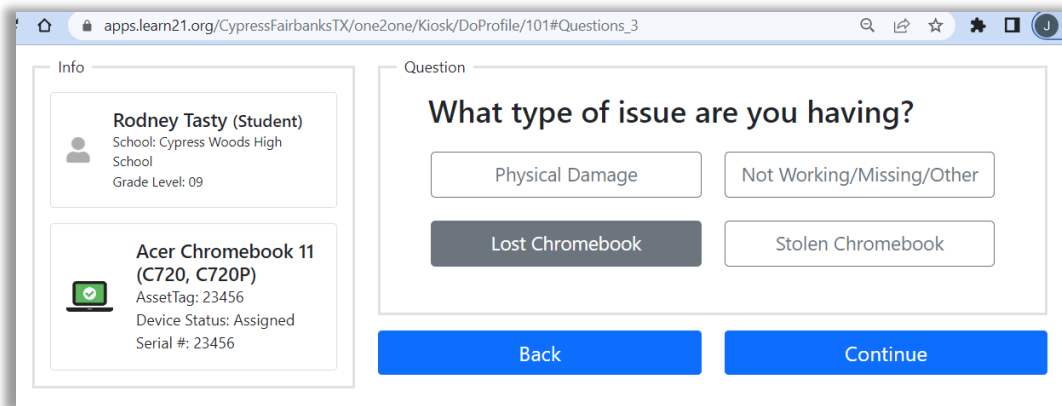


Figure 14: Selecting Lost or Stolen Chromebook Issue Type

2. Select where the device was last seen.

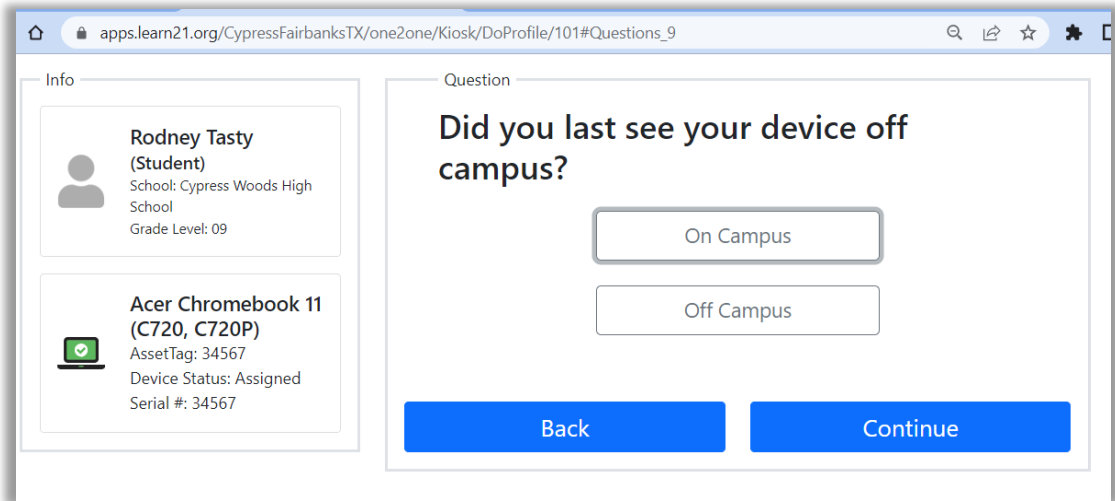


Figure 15: Last seen

3. Add any additional details that can be remembered.

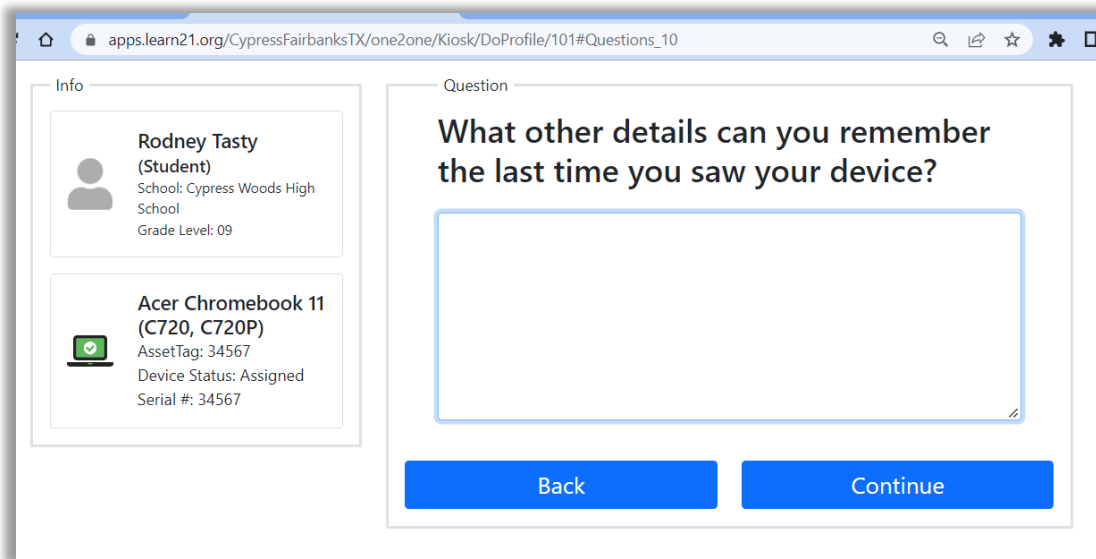


Figure 16: Additional Details

4. Select if there was evidence of a crime and add police report if applicable.

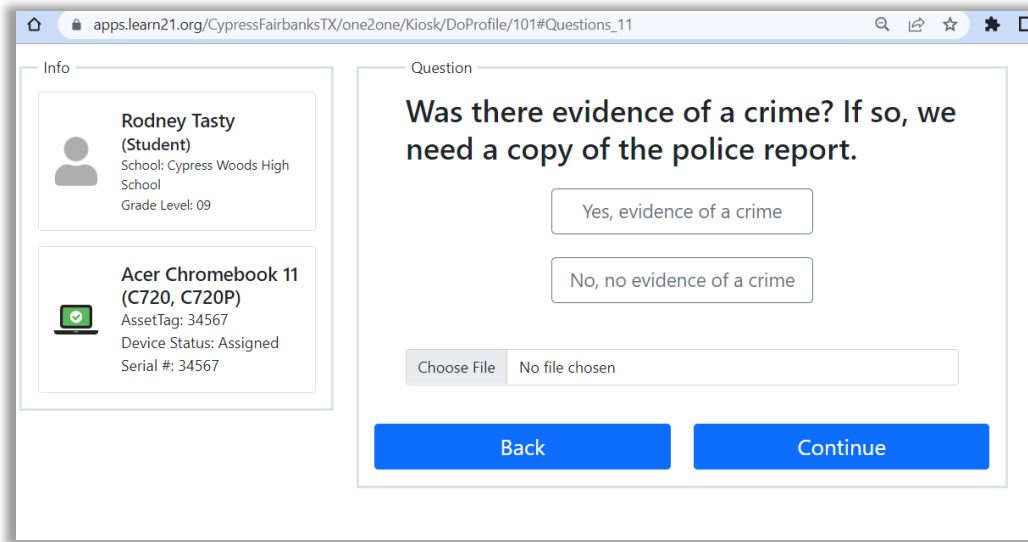


Figure 17: Evidence of crime selection

5. Student can review all information is correct and click Confirm Incident Creation.

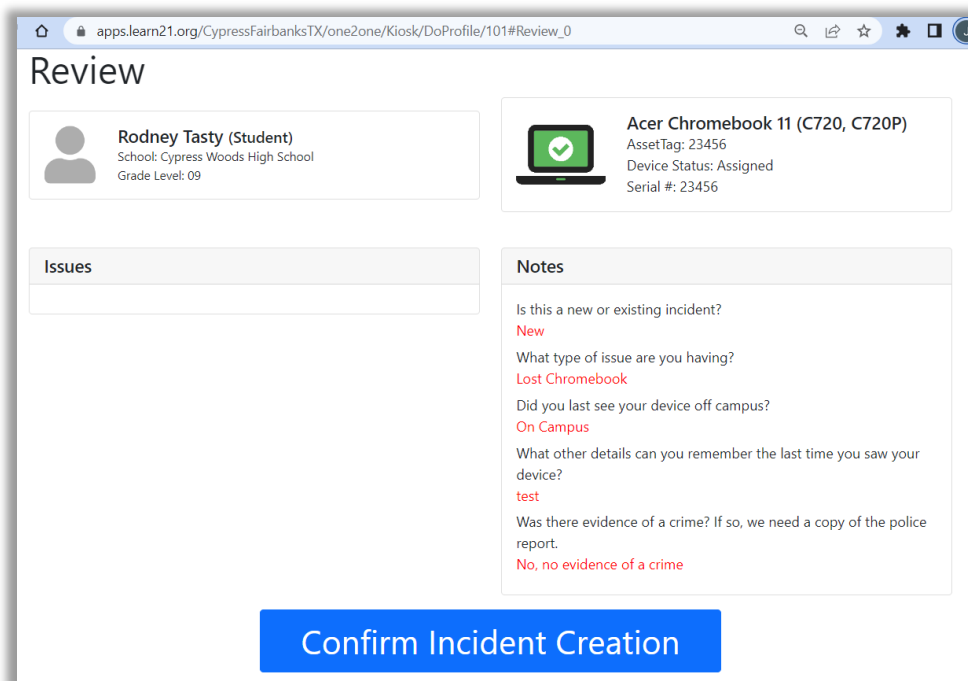


Figure 18: Confirm Incident creation

