

# iResQ

[app.iResQ.com](http://app.iResQ.com)

## Asset Management Portal Training Guide



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Navigate to: "Settings" – "Manage My Organization" to update your company name, MDM credentials and company logo.

- Company Name - Add or change your organization name.
- MDM Username and Password – In order for us to properly diagnose and troubleshoot devices, we may request removal of remote device management for devices submitted for repair. You can pre-authorize iResQ to remove MDM by providing credentials here. Please contact us regarding privacy documentation if/when applicable.
- Enable Student Repair Form – Toggle on/off student repair submission.
- Company Logo – Upload your company logo to view it on your home page! Note: Only PNG format is supported.

**iResQ**

Dashboard

Repairs

Devices

Students

Invoices

Settings

Manage Users

Manage My Organization

View User Activity

## Company Information

Let us know more about your organization for repairs and invoicing.

**Company Name**

iResQ AMP

**Master (MDM) Username**

Master (MDM) Username

**Master (MDM) Password**

Master (MDM) Password

**Enable Student Repair Form**

Yes No

Distribute this link to allow individuals to submit their own repair requests:  
<https://app.iresq.com/repair-request/20/c7c8b680-0429-445f-9cde-1ca484bbc448>

Save Changes

**Company Logo**

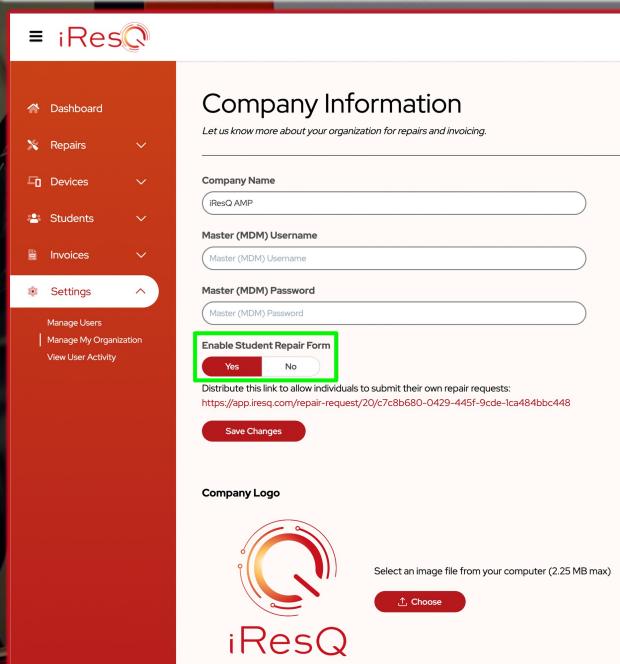
Select an image file from your computer (2.25 MB max)

Choose

iResQ



Toggle on the "Enable Student Repair Form" to allow students to submit their own repairs



**iResQ**

- Dashboard
- Repairs
- Devices
- Students
- Invoices
- Settings
  - Manage Users
  - Manage My Organization
  - View User Activity

### Company Information

Let us know more about your organization for repairs and invoicing.

**Company Name**  
iResQ AMP

**Master (MDM) Username**  
Master (MDM) Username

**Master (MDM) Password**  
Master (MDM) Password

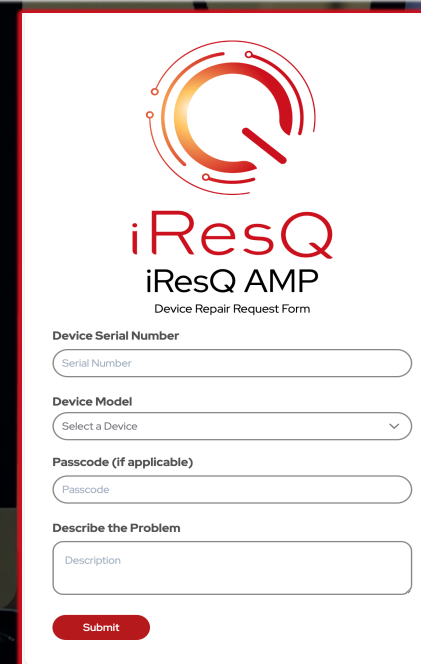
**Enable Student Repair Form**  
 Yes  No

Distribute this link to allow individuals to submit their own repair requests:  
<https://app.iresq.com/repair-request/20/c7c8b680-0429-445f-9cde-1ca484bbc448>

**Save Changes**

**Company Logo**  
Select an image file from your computer (2.25 MB max)  
Choose

**iResQ**

**iResQ**  
iResQ AMP  
Device Repair Request Form

**Device Serial Number**  
Serial Number

**Device Model**  
Select a Device

**Passcode (if applicable)**  
Passcode

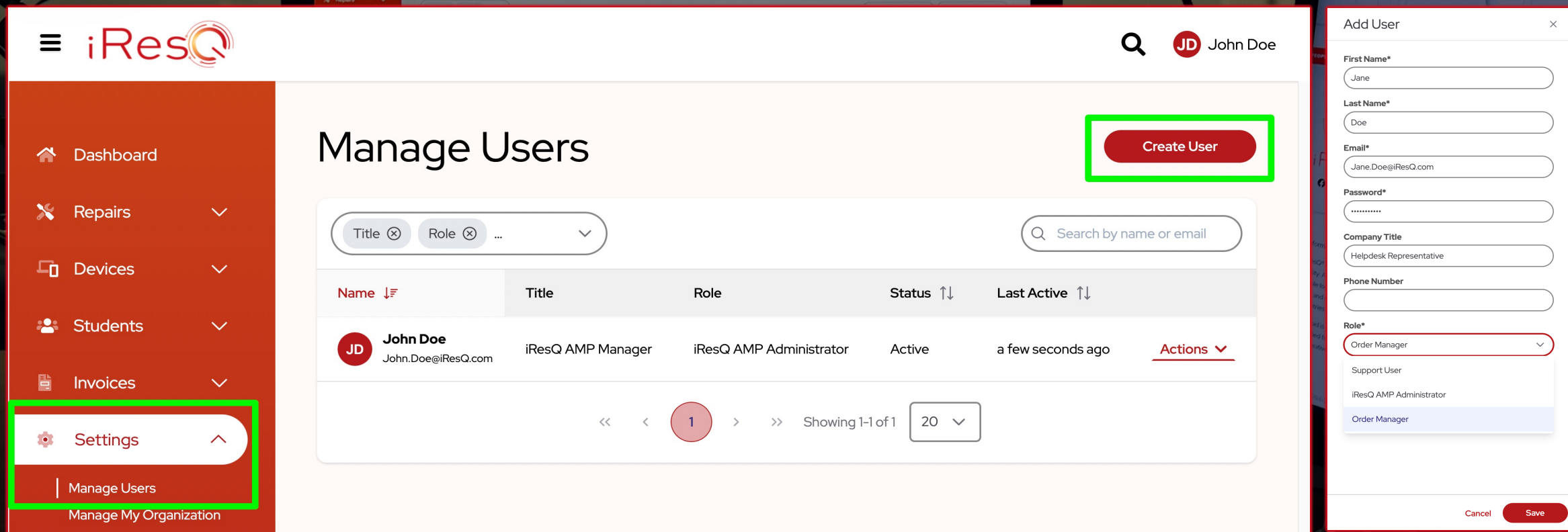
**Describe the Problem**  
Description

**Submit**

- This feature provides a convenient alternative to admin-based repair submission. If repairs are submitted by an internal staff member, please ignore this step or change the status to "no".
- When the student repair form is enabled, you are provided with a private link to iResQ's device repair request form. Copy the link and send it to your device users to submit their own repair requests.
- Once a repair request is made, your system administrator will receive an email to approve or decline the repair submission. See [Student Repair Submission](#) for details on approving or declining student requests.



Navigate to: "Settings" – "Manage Users" to add, edit or remove users within your organization



The screenshot displays the iResQ web application interface. On the left, a navigation sidebar is visible with the following items: Dashboard, Repairs, Devices, Students, Invoices, Settings (highlighted with a green box), and Manage My Organization (containing Manage Users, also highlighted with a green box). The main content area is titled "Manage Users" and features a "Create User" button in the top right corner, which is highlighted with a green box. Below the title, there is a search bar and a table of users. The table has columns for Name, Title, Role, Status, and Last Active. One user is listed: John Doe (JD), iResQ AMP Manager, iResQ AMP Administrator, Active, and last active a few seconds ago. An "Add User" modal is open on the right side of the screen, containing the following fields: First Name\* (Jane), Last Name\* (Doe), Email\* (Jane.Doe@iResQ.com), Password\* (.....), Company Title (Helpdesk Representative), Phone Number, and Role\* (Order Manager). The modal also includes "Cancel" and "Save" buttons at the bottom.

- Select "create user" in the top right corner of the window to add a new user.
- Add the user's information and select their role within the organization (see next slide for [defining roles](#)).



Use the drop-down menu to assign roles and build a permissions-based hierarchy within your organization

**Role\***

Select a Role ▼

Support User

iResQ AMP Administrator

Order Manager

Cancel Save

- **Organization Administrator** – This user has full permissions to view and manage all assigned organizations, users, invoices, devices and device users.
- **Order Manager** – This user has the ability to submit, track, approve/decline repairs and view dashboards. This user also has editing rights to device users and devices. The order manager does not have access to organization settings or invoices.
- **Support User** – View only access to repairs in progress.



Navigate to: "Devices" – "Active Devices" to view, edit, add or remove devices within your organization

Use the drop-down menu to filter your view. Toggle on/off additional columns by clicking the check boxes next to each filter

<input checked="" type="checkbox"/> Asset ID	Asset ID ↑↓	Make ↑↓	Model ↑↓	# of Past Repairs	# of Past Users	Purchase Date ↑↓	Actions
<input type="checkbox"/> Batch Number	45789	Apple	Macbook Pro 13	1	0	Unknown	Actions
<input checked="" type="checkbox"/> Make	94561	Apple	Macbook Air 13	2	0	Unknown	Actions
<input checked="" type="checkbox"/> Model	63589	Lenovo	Lenovo ThinkPad Yoga 11e G6	2	0	Unknown	Actions
<input type="checkbox"/> 32457867	6789	Apple	iPhone 8	0	0	02/28/2023	Actions
<input type="checkbox"/> 1234	89456	Apple	iPad 7	3	0	Unknown	Actions
<input type="checkbox"/> 78451245	12698	Dell	Dell Chromebook 5190	1	0	Unknown	Actions
<input type="checkbox"/> 65874892	56987	Dell	Dell Chromebook 3100 2-in-1	1	0	Unknown	Actions
<input type="checkbox"/> 78965821							

Showing 1-7 of 7



Navigate to: "Devices" – "Active Devices" – "Add Device" to upload a single device into your portal

The screenshot displays the iResQ portal interface. On the left, a navigation sidebar highlights the 'Devices' menu, with 'Active Devices' selected. The main content area shows a table of active devices with columns for Serial Number, Asset ID, Batch Number, Make, Model, # of Past Repairs, Purchase Date, Date Added, and Notes. A table with 7 rows is visible, including devices from Lenovo, Dell, and Apple. In the top right corner, the 'Add Device' button is highlighted with a green box. To the right, the 'Add Device' modal window is open, showing input fields for Serial Number, Device Model, Asset ID, Batch Number, and Purchase Date, along with a 'Notes' text area and toggle switches for 'Is Remote Device Management (RDM) Enabled?' and 'Can this device be reset, if needed?'. The 'Add Device' button in the modal is also highlighted with a red box.

Serial Number	Asset ID	Batch Number	Make	Model	# of Past Repairs	Purchase Date	Date Added	Notes
32457867	63589		Lenovo	Lenovo ThinkPad Yoga 11e G6	1	Unknown	01/13/2023	Actions
65874892	12698		Dell	Dell Chromebook 5190	1	Unknown	01/13/2023	Actions
78965821	56987		Dell	Dell Chromebook 3100 2-in-1	1	Unknown	01/13/2023	Actions
12563592	45789		Apple	Macbook Pro 13	1	Unknown	01/13/2023	Actions
96587432	94561		Apple	Macbook Air 13	1	Unknown	01/13/2023	Actions
78451245	89456		Apple	iPad 7	1	Unknown	01/13/2023	Actions
98765432	78945		Apple	iPad 8	1	Unknown	01/13/2023	Actions

- Select "Add Device" in the top right corner of your portal page. A small window will open to submit your device info.
- The serial number and device model are required for device submission. The remaining fields are optional fields to track and manage devices. If you do not see your device model listed, please contact us at [iResQHelpDesk@iResQ.com](mailto:iResQHelpDesk@iResQ.com)
- If you would like to pre-authorize iResQ to wipe or restore devices, please toggle on the reset option at the bottom of this window. **Please note all data will be lost upon restoring a device.**



Use iResQ's bulk device submission template to upload your entire fleet

The screenshot shows the iResQ web interface. The 'Active Devices' section contains a table with columns: Serial Number, Asset ID, Batch Number, Make, Model, # of Past Repairs, Purchase Date, Date Added, and Notes. A red arrow points to a highlighted row in the table. Below the table, a red-bordered box highlights a bulk upload template with the following columns and rows:

	A	B	C	D	E	F	G	H
1	Serial Number	Batch Number	Asset ID	Notes	Uses Remote Management	Can Be Reset	Model Name	Purchase Date
2	1234	1234	6789	Loaner	No	Yes	iPhone 8	28/2/23

- Export a list of devices from your own internal software or manually compile a batch in .xmls or .csv format and email it us at [iResQHelpDesk@iResQ.com](mailto:iResQHelpDesk@iResQ.com).
- We will format your spreadsheet and perform a bulk upload directly to your portal. Please request a bulk upload form if you would like to include specific data. A serial number is required, but you may choose to add model type, asset ID, batch number, purchase date, notes, remote management, restore approval and more.
- Once the upload is complete, you can view and edit the device in "active devices".



Navigate to: "Devices" – "Active Students" – "Add Student" to upload a single Student into your portal

The screenshot shows the iResQ portal interface. On the left is a red sidebar with navigation options: Dashboard, Repairs, Devices, Students (highlighted with a green box), Active Students, Archived Students, Invoices, and Settings. The main content area is titled 'Active Students' and contains a search bar with filters for Email and Phone. Below the search bar is a table with columns: User Name, Assigned Device(s), Student ID, Email, Phone, and Date Added. The table currently displays 'No Students found'. In the top right corner of the main area, there are two buttons: 'Export CSV' and 'Add Student' (highlighted with a green box).

The 'Add Student' modal form is displayed on the right side of the screen. It contains the following fields:

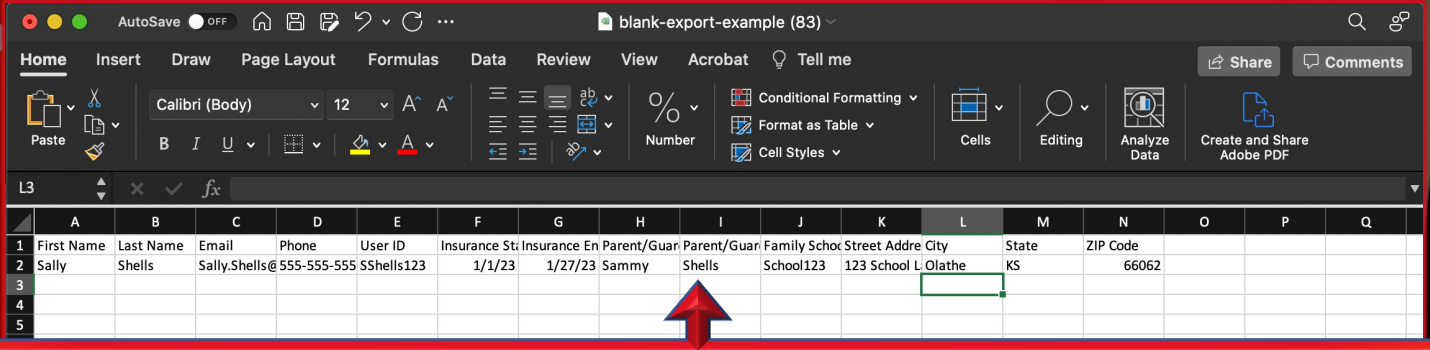
- User Information:** First Name\* (Sally), Last Name\* (Shells), Student ID (5Shells123), Annotated User Email (Sally.Shells@School.com).
- Student Path Identifier:** 12345
- User Administrative Information:** Parent/Guardian First Name (Sammy), Parent/Guardian Last Name (Shells), Family School ID Number (School123), Street Address (123 School Lane), Street Address Line 2, City (Olathe), State (KS), ZIP Code (66062), Email (Sally.Shells@School.com), Alt Email, Phone Number ((555) 555-5555), Alt Phone Number.

Buttons for 'Cancel' and 'Save' are located at the bottom right of the form.

- Select "Add Student" in the top right corner of your portal page. A small window will open to submit your student info.
- Add the student and guardian information that you would like to keep record of in your portal. Once complete, click "save"

# Bulk Student Upload

Use iResQ's bulk device submission template to upload your entire fleet



First Name	Last Name	Email	Phone	User ID	Insurance Start Date	Insurance End Date	Parent/Guardian First Name	Parent/Guardian Last Name	Family School ID	Street Address	City	State	ZIP Code	Student Path Identifier	Assigned Device Serial Number
Sally	Shells	Sally.Shells@School.com	555-555-5555	SShells123	1/1/23	1/1/27	Sammy	Shells	School123	123 School Lane	Olathe	Kansas	66062	12345	78965821

### Import Bulk Students

**Upload a CSV file with student info**

Download and save one of the files below to begin uploading your list of students. Open the file in Excel (or similar application) and add your student information. Save the file as .CSV, using commas as delimiters between the columns.

Below is a list of common errors to avoid when importing your list of students. If you would prefer for iResQ to prepare your CSV file and import instead, please select the "Send to iResQ" button below.

**Avoid common errors**

- Each student should have a unique email address or unique custom ID.
- Email addresses may only use letters, numbers, and the following special characters: !#\$%&\*+~/=?^\_`|~.
- Email addresses can't begin or end with a period (.).
- Save as a CSV (comma-separated delimited) file.
- Must contain the headers show in the example files below.

[Download a blank CSV file with the required headers](#)  
[Download a CSV file that includes example user info](#)

**Upload CSV file**

No file chosen

- Click the down arrow next to "add student" to access our bulk student upload window.
- Use the links in red text to download a blank template.
- If you feel comfortable uploading your own data, simply match our example headers, save your file in .csv format and click the "choose file" button to upload your spreadsheet.
- Alternatively, you can send your spreadsheet to [iResQHelpDesk@iResQ.com](mailto:iResQHelpDesk@iResQ.com) and we'll upload it for you!



Navigate to: "Students" – "Active Students" – "Actions" – "Assign Device" to assign a single device to a user/student.

The screenshot shows the iResQ interface for 'Active Students'. The left sidebar has 'Students' highlighted. The main table lists one student: Sally Shells, with columns for User Name, Assigned Device(s), Student ID, Email, Phone, and Date Added. An 'Actions' dropdown menu is open for the student, showing options: View Details, Edit, Assign Device, and Archive.

User Name	Assigned Device(s)	Student ID	Email	Phone	Date Added
Sally Shells	None	SShells123	Sally.Shells@School.com	(555) 555-5555	03/01/2023

The screenshot shows the 'Assign Device to Sally Shells' modal. It features a search bar for devices, with a red highlight around the search input. Below the search bar, a list of devices is displayed, including Apple iPad 7, Apple Macbook Air 13, and Apple Macbook Pro 13.

**View Details** – Provides a detailed view of student details, administrative information, assigned devices and repair history.

**Edit** – Add, remove or change student details

**Assign Device** – Type out the desired serial number or simply scroll through your list of devices to assign a device to the user.

**Archive** – Remove the student from your active students list without deleting their information entirely. Navigate to "Students" – "Archived Students" to view your entire historical archive.

Navigate to: "Students" – "Active Students" – "Actions" – "Assign Device" to assign a single device to a user/student.

The screenshot displays the iResQ interface for a student named Sally Shells. The left sidebar contains navigation options: Dashboard, Repairs, Devices, Students (selected), Active Students, Archived Students, Invoices, and Settings. The main content area shows the student's details, administrative information, and assigned devices. The 'Details' tab is highlighted in green. The 'Actions' dropdown menu is also highlighted in green, with a red arrow pointing to the text box below.

**Student Details**

First Name Sally	Annotated User Email Sally.Shells@School.com
Last Name Shells	Student Path Identifier 12345
Student ID SShells123	Insurance Start Date None
	Insurance End Date None

**Student Administrative Information**

Parent/Guardian First Name Sammy	Email Sally.Shells@School.com
Parent/Guardian Last Name Shells	Alternative Email None
Family School Identification Number School123	Phone Number (555) 555-5555
Address 123 School Lane Olathe, KS 66062	Alternative Phone Number None

**Assigned Device(s)**

Date Assigned Invalid Date
Serial Number 78965821
Manufacturer Dell
Model Dell Chromebook 3100 2-in-1
Is RDM enabled for this device? No
Can the device be reset, if needed? No

**iResQ Activity**

Total Cost of Repairs \$0.00
Number of Repairs 0
Number of Assigned Devices 1
Number of Past Devices 0

**Actions**

- Edit
- Unassign Device
- Archive

- Once you have successfully assigned devices to your students, click the students name to view student details, administrative information, assigned devices and repair history.
- Use the drop-down menu to edit student information, unassign a device, or archive the student's record when they are no longer enrolled. Navigate to "students" – "archived students" to view a list of historical entries



Select the devices you would like to send for repair and submit them with a few clicks

Active Devices

4 items selected **Submit Repairs**

	Serial Number ↑↓	Asset ID ↑↓	Batch Number ↑↓	Make ↑↓	Model ↑↓	# of Past Repairs	Purchase Date ↑↓	Date Added ↑↓	Notes	Actions
<input checked="" type="checkbox"/>	1234	6789	1234	Apple	iPhone 8	0	02/28/2023	02/28/2023	Loaner	Actions
<input checked="" type="checkbox"/>	32457867	63589		Lenovo	Lenovo ThinkPad Yoga 11e G6	1	Unknown	01/13/2023		Actions
<input checked="" type="checkbox"/>	65874892	12698		Dell	Dell Chromebook 5190	1	Unknown	01/13/2023		Actions
<input checked="" type="checkbox"/>	78965821	56987		Dell	Dell Chromebook 3100 2-in-1	1	Unknown	01/13/2023		Actions
<input type="checkbox"/>	12563597	45789		Apple	Macbook Pro 13	1	Unknown	01/13/2023		Actions
<input type="checkbox"/>	96587432	94561		Apple	Macbook Air 13	1	Unknown	01/13/2023		Actions
<input type="checkbox"/>	78451245	89456		Apple	iPad 7	1	Unknown	01/13/2023		Actions

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Submit Repair Order

**Step 1: Order Information**

Let's begin by entering the information for your order. On the next screen, you can enter device specific information to submit with your order.

**Claim Number**

Use the same Claim Number for all devices

12345

Enter your claim number to apply to all devices.

**PO Number**

Use the same PO Number for all devices

678910

Enter your PO number to apply to all devices.

**Billing Address\***

iResQ

**Shipping Address\***

iResQ

Cancel **Next Step**

- Use the drop-down menu at the bottom of the page to view 10,20,25 or 50 devices on one page.
- Click the checkboxes next to each device that you would like to send for repair. If you're submitting the entire page of devices, use the checkbox in the menu bar to select all devices. Once you have determined the number of devices you would like to send for repair, click "submit repairs".
- A small window will appear where you can add a single PO and/or claim number for the entire batch. If you prefer to use unique numbers for each device, you can assign them after clicking "next step"

# Submit Devices for Repair

Use the Submit Repair Order window to verify your device information

- **Add Passcode** – Speed up your repair by providing log-in credentials for diagnostics and quality testing.
- **Add Claim #** – Assign a unique claim number to each device. This number will remain with the repair record and will be visible on invoices.
- **Add PO #** – Assign a unique PO number to each device. This number will remain with the repair record and will be visible on invoices.
- **Add Ticket #** – Use your own internal ticket system to further track your device.
- **Add Repair Notes** – Provide a brief problem description to help our technicians identify the problem with your device.
- Note: The fields provided in this window are not required for order submission. The intention is to provide a comprehensive approach to asset management, repair and historical record keeping.

### Submit Repair Order

Step 2: Verify Device Information (3 device(s))

<b>#1234</b> Apple iPhone 8 DRM: Yes Allow Reset: Yes <a href="#">Add Passcode</a> <a href="#">Add Claim #</a> <a href="#">Add PO #</a> <a href="#">Add Ticket #</a> <a href="#">Add Repair Notes</a>	<a href="#">Remove</a>
<b>#32457867</b> Lenovo Lenovo ThinkPad Yoga 11e G6 DRM: No Allow Reset: No <a href="#">Add Passcode</a> <a href="#">Add Claim #</a> <a href="#">Add PO #</a> <a href="#">Add Ticket #</a> <a href="#">Add Repair Notes</a>	<a href="#">Remove</a>
<b>#65874892</b> Dell Dell Chromebook 5190 DRM: No Allow Reset: No <a href="#">Add Passcode</a> <a href="#">Add Claim #</a> <a href="#">Add PO #</a> <a href="#">Add Ticket #</a> <a href="#">Add Repair Notes</a>	<a href="#">Remove</a>

+ Add a Device Cancel Submit Order



Complete your order and ship your devices to iResQ for service

### Submit Repair Order

#### Order submitted

Your order has been submitted and will be processed shortly. You can see the status of your repairs at any time on the [Device Repairs page](#).



### Repair Order Submitted

Hello iResQ,

A repair order has been submitted by John Doe at iResQ AMP. You can view the status of the repairs at any time by clicking the link to each repair below, or visiting the [All Repairs](#) page.

- [Device 32457867](#)

[Contact Us](#)

15346 S. Keeler St. Olathe, KS 66062

- You will receive an on-screen notification, followed by a confirmation email once you have successfully submitted your devices for repair. Your dedicated account representative will contact you regarding shipping specifications.
- iResQ offers a variation of packaging options. Contact us if you need single (1-2 Devices), half bulk (5-10 Devices) or full bulk (10-20 Devices) boxes to accommodate your shipment(s). We will issue shipping labels via email once your order has been submitted. Note: iResQ will soon have the option to print your label directly from the website!

# Repair Status

Navigate to: "Repairs" – "View All Repairs" to review order status

Toggle on/off additional columns by clicking the check boxes next to each filter

	Date Submitted ↑↓	Order Number ↑↓	Claim # ↑↓	PO # ↑↓	Serial Number ↑↓	Repair Total ↑↓	Status ↑↓	Total Device Repair Costs	Batch Number ↑↓
<input type="checkbox"/>	03/15/2023	<a href="#">B-3320</a>	None	None	<a href="#">78451245</a>	Unknown	Cancelled	\$0.00	<a href="#">View Repair</a>
<input type="checkbox"/>	03/14/2023	<a href="#">B-3319</a>	None	None	<a href="#">78451245</a>	Unknown	Waiting On Device	\$0.00	<a href="#">View Repair</a>
<input type="checkbox"/>	03/14/2023	<a href="#">B-3318</a>	None	None	<a href="#">96587432</a>	\$119.33	Awaiting Approval	\$0.00	<a href="#">Approve Repair</a>
<input type="checkbox"/>	03/10/2023	<a href="#">B-3309</a>	None	None	<a href="#">32457867</a>	Unknown	Cancelled	\$0.00	<a href="#">View Repair</a>
<input type="checkbox"/>	01/13/2023	<a href="#">B-2500</a>	47859	64351	<a href="#">98765432</a>	\$89.00	Paid	\$0.00	<a href="#">View Repair</a>
<input type="checkbox"/>	01/13/2023	<a href="#">B-2499</a>	19874	64351	<a href="#">78451245</a>	\$89.00	Paid	\$0.00	<a href="#">View Repair</a>
<input type="checkbox"/>	01/13/2023	<a href="#">B-2498</a>	91234	64351	<a href="#">96587432</a>	\$99.00	Paid	\$0.00	<a href="#">View Repair</a>



Use the navigation menus to view the progression of your order(s)

Sort your list using status filters!

## All Repairs

Export CSV Submit Repair

Claim # PO # ...

Filter by Date Submitted Search by serial #

	Date Submitted ↑↓	Order Number ↑↓	Claim # ↑↓	PO # ↑↓	Serial Number ↑↓	Repair Total ↑↓	Status ↑↓	
<input type="checkbox"/>	03/10/2023	<a href="#">B-3309</a>	None	None	<a href="#">32457867</a>	Unknown	Processing	<a href="#">View Repair</a>
<input type="checkbox"/>	01/13/2023	<a href="#">B-2500</a>	47859	64351	<a href="#">98765432</a>	\$338.28	Billed	<a href="#">View Repair</a>
<input type="checkbox"/>	01/13/2023	<a href="#">B-2499</a>	19874	64351	<a href="#">78451245</a>	\$89.00	Awaiting Approval	<a href="#">Approve Repair</a> ↓
<input type="checkbox"/>	01/13/2023	<a href="#">B-2498</a>	91234	64351	<a href="#">96587432</a>	\$99.00	Awaiting Approval	<a href="#">Approve Repair</a> ↓

- **View All Repairs** - All time view, Any status
- **Repairs in Progress** - View orders inbound, outbound or currently at iResQ.
- **Repairs Pending Approval** - Review, approve or reject repair estimates
- **Repairs Submitted by Students** - Review, approve or reject student repair submission
- **My Submitted Repairs** - View repairs submitted by current user.

View more details, approve and decline repair estimates

Dashboard | iResQ

Repairs Pending Approval

Export CSV Submit Repair

Filter by Date Submitted Search by serial #

<input type="checkbox"/>	Date Submitted ↑↓	Order Number ↑↓	Claim # ↑↓	PO # ↑↓	Serial Number ↑↓	Student	Repair Total ↑↓	Status ↑↓	
<input type="checkbox"/>	03/14/2023	B-3318	None	None	96587432	None	\$119.33	Awaiting Approval	Approve Repair ↓

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- Use the Drop-down arrow to view more details or reject repairs
- When a repair is rejected (declined), a notification is automatically sent to your account representative. We'll package up your rejected repairs and ship the device(s) back. **If you prefer to discard the device(s), please contact us about our recycling and buy-back program!**
- Please see the next slide regarding the "view details" window

Approve Repair

View Details

Reject Repair



View more details, approve and decline repair estimates

The screenshot displays the iResQ web application interface. At the top left is the iResQ logo. The top right shows a search icon and the user profile 'JD John Doe'. A left-hand navigation menu includes 'Dashboard', 'Repairs' (with a sub-menu for 'View All Repairs', 'Repairs In Progress', 'Repairs Pending Approval', 'Repairs Submitted by Students', and 'My Submitted Repairs'), 'Devices', 'Students', 'Invoices', and 'Settings'. The main content area shows the breadcrumb '#B-3318' and the title 'B-3318 Repair'. An 'Approve Repair' button is visible in the top right of the main area. Below the title are three panels: 'Repair Information' (Date Submitted: 03/14/2023, Order Number: B-3318, Status: Awaiting Approval, Repair Total: \$119.33, Description: Battery), 'Device Information' (Serial Number: 96587432, Manufacturer: Apple, Model: Macbook Air 13, RDM Enabled: No, Allows for Reset: No), and 'Repair Activity' (03/14/2023: Status changed to Awaiting Approval, 03/14/2023: Total amount has been changed to \$119.33, 03/14/2023: Status changed to Processing, 03/14/2023: Repair submitted).

- Select "view details" or simply click the order number to view repair information, device information and repair activity.
- You can also approve or reject a repair from this menu, or use the back button to manage repairs in list view

Navigate to: "Repairs" – "Repairs Submitted by Students"

Repairs Submitted by Students

Export CSV 1 items selected

Submit Student Repairs  
Reject Repairs

Filter by Date Submitted Search by serial #

<input checked="" type="checkbox"/>	Date Submitted ↑↓	Serial Number ↑↓	Status ↑↓	Notes
<input checked="" type="checkbox"/>	03/15/2023	78451245	Student Submission	Cracked Screen <a href="#">View Repair</a>

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- After reviewing your student repair submissions, select the devices you would like to manage by clicking the checkbox next to the device.
- Click the "Submit Student Repairs" button to approve the submission or use the drop-down menu to "Reject Repairs".
- Note: If the repair submission is approved, iResQ will create an order and provide instructions to the user to ship the device to iResQ for repair!



Navigate to: "Invoices" – "Unpaid Invoices"

Unpaid Invoices

1 Items selected [Approve For Payment](#)

<input type="checkbox"/>	Date Submitted ↑↓	Order Number ↑↓	Order # ↑↓	Claim # ↑↓	PO # ↑↓	Serial Number ↑↓	Student	Repair Total ↑↓	Status ↑↓	
<input type="checkbox"/>	01/13/2023	<a href="#">B-2498</a>	B-2498	91234	64351	<a href="#">96587432</a>	None	\$99.00	Billed	<a href="#">View Repair</a>
<input checked="" type="checkbox"/>	01/13/2023	<a href="#">B-2499</a>	B-2499	19874	64351	<a href="#">78451245</a>	None	\$89.00	Billed	<a href="#">View Repair</a>

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- Select "view repair" or simply click the serial number to view all details.

- Educational institutions and businesses are billed on net 30 terms unless other arrangements are made. iResQ will issue billing invoices bi-weekly and invoices will be made available in the portal within 24 hours.
- You have the ability to build your own invoice by clicking the checkboxes next to each item or select all invoices by clicking the checkbox at the top of the menu. This feature provides flexibility for creating revisions to your PO or disputing an estimate.
- Once you have made your selection, click "approve for payment" to build a bulk invoice. See [Payment in Process](#) for Next Steps

Navigate to: "Invoices" – Payment in Process

Click the down arrow to view more options

### Payments in Process

Invoice #	Invoice Date	Due Date	# of Repairs	Total
213510	02/27/2023	03/30/2023	1	\$89.00
213511	03/15/2023	04/13/2023		

**Repairs for Invoice #213511**

Download CSV   Download Individual PDFs   Download Bulk PDFs

Date Submitted	Order #	Item #	Claim #	PO #	Device	Student	Repair Total
01/13/2023	B-2498	563429	91234	64351	96587432	None	\$99.00
01/13/2023	B-2499	563431	19874	64351	78451245	None	\$89.00

**Your Invoice Has Been Generated**

Your invoice has been generated and you are able to submit payment for your invoice at any time. Please see the details below for the invoice number and invoice total.

**Invoice Number:** 213511

**Invoice Total:** \$188.00

You can view your list of invoices at any time by visiting the [Payments In Process](#) page. A downloadable CSV of this invoice can be downloaded from there as well.

- Upon generating an invoice, you will receive confirmation with a bulk invoice number and the total amount due.
- Use the download buttons to generate a CSV file, individual PDF's or a bulk PDF that consolidates all orders into a single PDF.
- When you're ready to pay, mail us a check along with your printed invoice(s) or contact us at [Billing@iResQ.com](mailto:Billing@iResQ.com) regarding alternative payment methods.
- Navigate to: "invoices" – "paid invoices" to see a history of your payments



## Summary of Overall Process

1. Boxes and labels are provided as needed. As devices begin to arrive at our location, we reuse boxes as wear and tear allows to reduce environmental waste and maintain a constant logistical cycle. Boxes will be taken out of shipping rotation by either iResQ or the school staff as required.
2. Devices are packaged by the school representatives and sent to iResQ for analysis.
3. Symptoms, faults, damage, etc., device type, with serial number and/or Asset ID are submitted to iResQ via email or uploaded to our website(s).
4. Upon receipt of shipment, iResQ evaluates each device and posts a diagnosis description and estimate to our website.
5. Quotes can either be manually approved/declined by school, or pre-determined repair limits, occurrences, or life-cycle age can be auto-approved/declined to speed up the repair process.
6. Repaired devices will be shipped back to school in batches similar to receipt (packing list will be included inside box).
7. Invoices can be custom built through website or managed by iResQ Accounts Receivable.

## Our Repair Process

Repair Turn Around Time (TAT) varies on each repair. After receiving a device from the carrier it is promptly processed and enters the repair queue. Depending on carrier delivery times, technicians will either diagnose the device same day or the following. The most common repairs (ie broken glass/LCD, battery, charging port, etc.) are typically completed within three (3) days and are shipped back to the customers. More challenging devices will require more pre and post testing, and repair time may be extended. All repairs do not proceed until the customer approves.

## Prior to Repair Diagnosis

We conduct a thorough diagnosis which includes multiple tests to ensure the issues are properly identified. These tests also help to detect and fix intermittent problems that a single test might not find. We ensure we initially focus on the problem areas that are reported to us, then we can start running more extensive tests to diagnose the problem. Our free diagnosis includes parts and labor which is sent to the approval authority to begin the repair.

## Repair

Our trained technicians have experience with a variety of computer, tablet and phone brands including Apple, Dell, HP, Acer, Asus, and other leading manufacturers. We have experience fixing everything from common repairs such as screens, ports, batteries as well as the most difficult repairs that include motherboards and water damage. The technician will keep you updated on the progress of your computer, PC or laptop repair throughout the process. No matter what device you have or repair it needs, you can be assured your repair is being done quickly and professionally.

## Post Repair Quality Control

After installing new parts the device may work just fine, but we want to ensure the device does not fail after it leaves our facility. By running final tests through our rigorous, multi-point, quality checks, we find any additional errors that may surface that would deem the overall repair unsuccessful. If the device passes these final tests, then we're done! This thorough technique allows us to proudly boast a rework rate of less than 2%.

## About iResQ

Established in 1994, iResQ has and continues to work with hundreds of school districts, universities, and businesses throughout the nation and has proven to be a highly reliable provider of computer repair services. We continue to be the preferred choice because our highly knowledgeable and qualified staff can diagnose and repair a wide range of products including Chromebooks, MacBooks, PCs, iPads, Android tablets, and desktop computers. iResQ also works with several nationally recognized insurance and extended warranty companies servicing electronic device product claims.

Since January 2020 iResQ has had the honor of being a Service-Disabled Veteran Owned Small Business (SDVOSB). Our values, mission focus, and family-oriented business philosophy keep us committed to achieving the best possible experience for our education and business clients and customers. We are confident that we can provide the professional service your school needs and deserves. Upon request, we would be happy to coordinate a conference call to provide additional insight as to who we are, what we do, and our capabilities. We would also be open to a personal meeting if you would like to tour our facility or have us come to your locations for a visit.

## Support Promise

We promise to help each and every customer find the best solution for their needs and to fix it right the first time. Your dedicated team members will listen and care, treating each repair with the respect and expertise it deserves – because we value your productivity as much as or more than our bottom line. Through reliable and honest services, we're dedicated to being a team that our customers can trust to not only get the job done right, but to do it with integrity, compassion and kindness time and again.

To ensure your students and staff receive their electronic devices back in a timely manner, we maintain a 30-day inventory of parts for each of the device types we repair. If a newer brand/model device is purchased by the district or independent school, we will work closely with the appropriate department to determine device population and source parts from our lengthy vendor list to begin building our on-hand inventory. We care about your productivity and are committed to doing what we say we're going to do the right way, every time.

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