Automatic status update process
Use whenever possible

1. Select a repair from the list of active repairs

If repair is not listed try using refresh button to refresh list of repairs

LittleMessenger

Select a repair:

21 John Harvard -- MacBook Air 13 -- 53R14LNU... ↕

Status will be updated to:

Repair Complete: Awaiting delivery to 28 Travis

Submit

2. Click Submit to update status to "Repair Complete"

Repair not listed or customer picking up @ service provider? ?

Manual Entry

Manual status update process
Use if repair is not listed in "Select a repair" dropdown - OR - if customer will pickup @ service provider

1.Click the Manual Entry button in the main window. A new window will appear, allowing manual entry of repair info

2. Enter the customer's name and serial number of computer

Messenger

Customer Name:

John Harvard

Serial Number of System:

53R14LNUM83R

Customer Pickup Location:

Harvard Tech Hub ↕

Cancel   Submit

3. Select customer pickup location
Note: This should be on the Repair Check-In Service paperwork you received with the repair

4. Click submit