Connectivity Issues - Rental Events

Rental Events – Connectivity

- Confirming and testing connectivity prior to Rental Events is critical.
- If connectivity fails during a rental event, proceed with backup plans.

Confirm Connectivity Prior to the Event

- Confirm connectivity with school administration at least two weeks prior to the event. If connectivity is not available, work with your DM to convert to a virtual event.
- If a Wi-Fi password is required, ensure customers and M&A staff have access.
- One to two weeks prior to the event, physically verify the connectivity via cellular and/or Wi-Fi password in the room where the event will be held.
- Obtain a technical point of contact in case of connectivity failure during the event.

Connectivity Failure during Rental Event

- Reach out to your technical point of contact for assistance.
- Attempt to find another location in the school where customers can connect, including outside.
- If no other location in the school has connectivity, advise the customer to rent online from home.

Confirm and Test Connectivity with School. (move to online event if connectivity not available)

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If connectivity fails, reach out for support and/or try to find another location in the school

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Advise the customer to rent online from home and deliver to school.