

# Student iPad Loaner Repairs

## Student iPad Loaner Repairs

What happens if your device isn't working properly or needs repairs? First, check our [troubleshooting page](#). If you have clear physical damage or cannot resolve your issue please follow these steps:

1. Contact the Service Desk by emailing [servicedesk@mit.edu](mailto:servicedesk@mit.edu) or calling 617-253-1101. This support is provided 24/7. Please have the iPad serial number ready to hasten IS&T's reply.

- Alternatively you can reply to any of the emails from the ticket that was created when your iPad was first requested. The ticket number would be in the email subject field and begins with LNR.
- If you have already contacted IS&T you can skip this step.

2. You will not need to contact Apple or go to an Apple store to have the iPad repaired. After contacting the Service Desk or replying to the loaner email, IS&T will provide next steps to request packing material to return to damaged/failing iPad to IS&T and will provide a replacement iPad bundle.

3. When you receive the replacement iPad bundle, follow the instructions included in the box to set up the iPad with your MIT Account and receive the MIT licensed software.