

# Welcome to School Device Coverage!

For Insurance Verification & Claims Process go to : [www.schooldevicecoverage.com/dashboard](http://www.schooldevicecoverage.com/dashboard)

Your portal will allow you to view the policies and verify insurance coverage

**Login: 242**

**Password: 5683**

## Manage SDC Claims

Use this page to manage your districts claims.

- To see individual claim details, locate the claim below and click on the claim number.
- On this page you have the ability to mark devices as repaired, print claim PDFs, and add claim notes.
- To file a new claim, go to your [orders page](#) and click on the order for the device in question.

CLAIM ID	Order ID	Claim Serial Number	Order Serial Number	Claim Status
38355	516706	2p5n273	2P5N273	Approved For Repair
38354	517759	62gv8d3	62GV8D3	Approved For Repair

## SDC Claim 38355 Information

<b>Order ID:</b>	<b>516706</b>	Order Serial Number:	2P5N273
Claim Type:	Damage	Claim Serial Number:	2p5n273
Description:	Won't turn on	Claim Filed:	2022-09-08
Resolved When:	Not yet resolved.	Claim Status:	Approved For Repair
Repaired When:	Not yet repaired.	Paid Amount:	Not yet paid.

No notes have been submitted for this claim.



\*A repair invoice cannot be paid without a claim on file

## CLAIM STATUS DESCRIPTIONS

### \*Claim Status Description Key

Pending Review .....	Claim is waiting to be reviewed by SDC.
Paid .....	Claim has been paid by SDC.
Declined .....	Claim did not meet requirements in the insurance terms.
Cancelled .....	Claim was cancelled by the insured or by SDC.
Approved Pending Payment .....	Claim was approved and payment is pending.
Waiting on Documents .....	Claim in need of supporting documentation.
Approved For Repair .....	Claim was approved. Device is allowed to be repaired.
Waiting on Damage Description .....	Claim in need of damage description.
Under Warranty .....	Device is under warranty.
Repaired - In Transit/Returned .....	Device repaired - in transit or returned.
Parts Ordered .....	Parts have been ordered for the device.
District Paid .....	District paid this claim.

## Repair Solution

**Mail-In Repairs** - Please contact [support@schooldevicecoverage.com](mailto:support@schooldevicecoverage.com) and we will send you a box and label for mailing. The device will be mailed back to the originated address.

## 1. Verifying Coverage

- Log into your account and the portal will display your district dashboard. Scroll down for specific district information.
- The orders are displayed in the 'manage order' tab.

## 2. Checking Claims Status

- To view the claims, please select the 'manage claims' tab.
- Check the status by selecting the claim number.

**Please note:** the coverage holder must file the claim which in this case would be the parent.

## 3. Verifying Approved Claim

Once the device has been 'Approved for Repair' the device can be repaired. Please proceed with your repair solution.