Chromebook Support Guide

This document is a walk-through guide for any Chromebook-related issues, and for claiming warranty at the Acer Service Center. Follow the step-by-step process below.

1. Identify the problem, and establish a theory of probable cause (question the obvious).
2. Go through Google's **Chromebook Help** as a first level of troubleshooting. Select the appropriate category of problem as shown below.

(i.e. Select 'Hardware and operating system problems, then browse through specific issues for a possible fix)

3. Search on Google and YouTube for further troubleshooting guides (if it's still not resolved through Chromebook Help).

4. In case the issue still persists, use the reporting form on the technology departmen page on the school website:
http://www.mks.edu.bh/technology-department/
Provide the complete details of the problem, and the actions attempted to resolve the issue.

5. You will be advised through our IT department on the next step. In case you were advised to take your device to the Acer Service Center, refer to guide below:

Important:
Ensure that the white sticker with the device information is on your device at all times. In case it was removed by accident, you must get it replaced by the school IT administrator. This is important to identify your device and get the warranty service.

Acer Chromebook Warranty

Ensure Services Bahrain
Postal Address: "JKR Computers, Block 334, Road 3419, BLDG 666, Mahooz Ave, (Near-B.A.P.C.O Petrol Station) P.O. Box 65441, Manama, KINGDOM OF BAHRAIN"
City: Manama
Telephone: 00973-17281189
Email: Bahrain@jkrit.com
Website: http://www.jkrit.com/
Schedule: Saturdays-Thursdays (except 2nd Saturdays), 9:00AM-6:00PM

JKR Computers Services Map

a. Bring only the Chromebook unit and the charger. (Boxes and manuals will not be accepted at the service center)
b. No need to bring a receipt. The SNID number found at the back of the device, would indicate the type of warranty and coverage when searched in their system.
c. The customer (parent/student) should receive a receipt indicating a 'Case No.' and other details of the transaction.
d. It will take 10-15 business days for the repair to be completed. The customer will receive an email if there would be costs associated (screen replacements).
e. The customer may check for the status using the 'Case No.' from the receipt.
f. The customer will be notified via email once the device is ready for collection.
g. The customer should get a receipt upon taking the device from the service centre.
h. Send an email to Mr Neil Reyes at: neilreyes@mkschoolsbh.com
    when you receive the Chromebook from the service center. This is to ensure that the user's device is enrolled in the system.