

# RR01 OIS2 Tracked Equipment Ordering, Repair and Replace, Missing Equipment Process

AARP Foundation Tax-Aide National Technology & Security Committee

Revised 07/31/2025

|   |           |
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## Summary

Follow the process outlined in this document to facilitate the repair/replacement of any AARP Foundation Tax-Aide OIS2 tracked equipment or to report them lost or stolen. When any equipment is not working properly, please contact your local TC who can consult with your TCS to review the problem to determine if it can be corrected without replacement.

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**PLEASE DO NOT SUBMIT ANY TICKETS TO NATIONAL FOR MALFUNCTIONING EQUIPMENT WITHOUT CONSULTING YOUR TC WHO MAY BE ABLE TO FIX THE ISSUE LOCALLY!**

## Ordering Tracked Equipment

There are two types of tracked equipment in OIS2. [E01 Tax-Aide Supported Equipment](#) provides a detailed listing of model information of equipment which must be purchased through National and what can be self-purchased.

|  |  |
|--|--|
| <ul style="list-style-type: none"><li>● <b>Purchased through National</b><ul style="list-style-type: none"><li>○ Computers</li><li>○ Shredders</li><li>○ Scanners</li><li>○ Printers</li></ul></li></ul> | <ul style="list-style-type: none"><li>● <b>Self-Purchased</b><ul style="list-style-type: none"><li>○ Monitors</li><li>○ Cameras</li><li>○ Projectors</li></ul></li></ul> |
|--|--|

### **Purchased through National**

- 1) Please have your LC / TC use [IV01 National Equipment Ordering Spreadsheet - Download](#) to order Chromebooks, printers, scanners and shredders .

Please submit the ticket to **Technology -> Equipment Ordering -> New Equipment.**

- 2) When the equipment arrives they must add it to OIS2 using [IV06 OIS 2.0 Asset Add-Update Request - Download](#).

Please submit the ticket to **Technology -> Inventory -> OIS update.**

- 3) The device will arrive with an asset tag, affix it to the device.

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## **Self-Purchased**

- 1) Please check with your LC/TC before purchasing equipment. [E01 Tax-Aide Supported Equipment](#) provides a detailed listing of the equipment which can be self-purchased and reimbursed.
- 2) When the equipment arrives they must add it to OIS2 using [IV06 OIS 2.0 Asset Add-Update Request - Download](#).
- 3) Once you receive the asset tag, affix it to the device.

Please submit the ticket to **Technology -> Inventory -> OIS update**.

## **Malfunctioning Equipment**

### **Malfunctioning Chromebooks**

Verify that the A/C cord with the plug on the end is firmly pushed all the way into the other part of the cord containing the power brick. If the cord is not all the way in, the Chromebook will not charge.

Some elderly Chromebook batteries are no longer holding their charge. If possible keep them plugged in until they are recalled as part of the CB refresh program. If that is not possible please follow the following process

| <b>Screen</b>  | <b>Action</b>   |
|--|---|
| Plug in the CB                                       | 1. Charge it overnight.   |
| Unplug the CB and Log onto the CB                    | 2. Select the circle on the bottom left of screen   |
| In the Search bar at the top, Search for Diagnostics | 3. The Diagnostics program should be displayed  |
| Run the Diagnostics program                          | 4. If the battery health is less than 50% please get the CB replaced following the instructions on Page 4 |

Contact your local TC who can consult with your TCS to review the problem to determine if it can be corrected locally prior to contacting the Connection support team for assistance.

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## **Special Instructions:**

If you receive the following error when attempting to log into your Chromebook, please follow these instructions rather than the Standard Instructions provided later.

***Something went wrong  
Sorry, your email or password could not be verified. Please try again.  
Check your keyboard layout and try again.  
Cryptohome is corrupted.***

Tip Sheet [TS12 What To Do When Your Chromebook Won't Let You In](#) provides instructions on how to possibly resolve the issue.

**Important Note: This function should only be performed by or under the guidance of the technology team (TC/TCS/RTA).**

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### **Standard instructions:**

Prompt support for Chromebook Repair and Replacement is available by contacting the Connection support phone number for AARP Foundation Tax-Aide at:

**1-844-453-1220 / M-F 6am-7pm, CST.**

This team provides assistance with the following:

- Repair/replacement of Chromebooks
- Minor troubleshooting of Chromebook issues to potentially resolve over the phone
- Shipping logistics required to obtain a replacement Chromebook and return the broken device. In most instances, the replacement Chromebook will be shipped the same day or within 24 hours.

This Connection team will coordinate any applicable warranty situations with Acer as part of the service process. It is not necessary or required for volunteers to contact Acer directly.

***Please note this process applies to AARP Foundation Tax-Aide Chromebooks only and not printers.***

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## Malfunctioning Printers

### Under Warranty (less than one year old)

Contact your local TC who can consult with your TCS to review the problem to determine if it can be corrected without replacing the equipment.

Printers less than one year old are under warranty and are serviced by Brother.

**Brother Major Account Support 800.947.2109**

<https://www.brother-usa.com/serial-calculator>

### Out of Warranty (older than year)

Contact your local TC who can consult with your TCS to review the problem to determine if it can be corrected without replacing the equipment.

Printers more than one year old are serviced by GraceWorkz.

Please email [aarpservice@graceworkz.com](mailto:aarpservice@graceworkz.com)

subject line should contain:

"Split-State", "Printer", "Manufacturer", "Model", "Serial Number", "Asset Tag"

Example: DC2, Printer, Brother, HL-L2370DW, U64965B8Z123456, 500012346

Include the following in the body (**information listed is for demonstration purposes only**):

Assigned to: Your name

Address: Your street address, Your City, Your State, Your Zip

Phone Number: 555-555-5555

Printer Make & Model: Brother L2370DW

Asset Tag: 500034139

Printer Serial Number: U48596G48758623

Split-State: CA4

State TCS: Biff Tannen

Printer Problem: Won't power on

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### **All Printers MUST Be Returned to GraceWorkz**

- Use the same packaging to RETURN the replaced printer to GraceWorkz.
- A return shipping label will be in the packaging with the new/replacement unit.
- All inquiries and questions regarding a service request should be sent to [aarpservice@graceworkz.com](mailto:aarpservice@graceworkz.com).

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## **Malfunctioning Scanners**

### **Warranty Information**

Brother ADS1700w scanners have a 1-yr warranty from date of purchase (most are likely to be out of warranty).

Epson DS-80w scanners have a 3-yr warranty from date of purchase. Depending on the S/N the purchase date was March, May, June, or July 2021.

Epson ES-60 scanners are all now out of warranty.

### **Malfunctioning Epson DS-80W Scanners under Warranty**

Contact your local TC who can consult with your TCS to review the problem to determine if it can be corrected without replacing the equipment. Epson warranty support can be reached:

#### **Epson Warranty Support     562.726.4300**

Mon–Fri 7am – 4pm (Pacific time)

Please have the following information ready before contacting the Epson support line:

Product name:

Product serial number:

Description of the problem:

### **Malfunctioning Scanners out of Warranty**

Contact your local TC who can consult with your TCS to review the problem to determine if it can be corrected without replacing the equipment.

Please remove the asset tag, recycle, and ask your TC to use [IV17 OIS 2.0 Remove Asset from Inventory](#) to remove the broken scanners from inventory. Summarize their failure mode and under Reason for Disposal and select “Replaced” as the Method of Disposal and submit it to **Technology -> Inventory -> OIS update.**

Please have your LC / TC use [IV01 National Equipment Ordering Spreadsheet - Download](#) to order a replacement and submit the ticket to **Technology -> Equipment Ordering -> New Equipment.**

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## **Malfunctioning Shredders**

### **Kensington Shredders under Warranty**

Contact your local TC who can consult with your TCS to review the problem to determine if it can be corrected without replacing the equipment.

Recently shipped Kensington shredders have a 2-year warranty for parts and the cutter.

### **Kensington Support    800.535.4242**

The volunteer will need to identify themselves as working with AARP, be next to the machine, and ready to troubleshoot the issue with the technician.

Please have the following information ready before contacting the Kensington support line:

Product name:

Product serial number:

Description of the problem:

### **Malfunctioning Shredders out of Warranty**

Contact your local TC who can consult with your TCS to review the problem to determine if it can be corrected without replacing the equipment.

Please remove the asset tag, recycle, and ask your TC to use [IV17 OIS 2.0 Remove Asset from Inventory](#) to remove the broken shredders from inventory. Summarize their failure mode and under Reason for Disposal and select “Replaced” as the Method of Disposal and submit the ticket to **Technology -> Inventory -> OIS update**.

Please have your LC or TC use [IV01 National Equipment Ordering Spreadsheet - Download](#) to order a replacement and submit the ticket to **Technology -> Equipment Ordering -> New Equipment**.

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## **Malfunctioning Self-Purchased Tracked Equipment**

Contact your local TC who can consult with your TCS to review the problem to determine if it can be corrected without replacing the equipment.

All self-purchased tracked equipment (i.e. Cameras, Monitors, Projectors) should be handled in accordance with the manufacturer's warranty information.

If the device is no longer under warranty and and no longer usable:

Please remove the asset tag, recycle, and ask your TC to use [IV17 OIS 2.0 Remove Asset from Inventory](#) to remove the broken device from inventory. Summarize their failure mode and under Reason for Disposal and select "Replaced" as the Method of Disposal and submit the ticket to **Technology -> Inventory -> OIS update**.

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## Updating OIS2 for Replaced Equipment

When any device is replaced by National ships, an email will be sent to the volunteer with the shipping tracking number. (A return shipping label will be included in the box with the replacement Chromebook or Printer).

Please have your TC add the replacement equipment to OIS2 using [IV06 OIS 2.0 Asset Add-Update Request - Download](#).

Please have your TC use [IV17 OIS 2.0 Remove Asset from Inventory](#) to remove the broken equipment from inventory. Summarize the problem with the equipment that has been returned under **Reason for Disposal** and select “*Replaced*” as the **Method of Disposal**.

Your TC should submit the [IV06 OIS 2.0 Asset Add-Update Request - Download](#) and [IV17 OIS 2.0 Remove Asset from Inventory](#) forms on one ticket to **Technology -> Inventory -> OIS update**.

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## Stolen Equipment

It is required to report stolen equipment within 24 hours to local, state, and regional leadership.

Please have your TC or LC use [IV17 OIS 2.0 Remove Asset from Inventory](#) to remove the old equipment in OIS2 from inventory. Summarize the circumstances under **Reason for Disposal** and select “*Stolen*” as the **Method of Disposal**.

Please **append the police report to the ticket** and submit an [IV17 OIS 2.0 Remove Asset from Inventory](#) form on a ticket to **Technology -> Hardware Lost/Stolen**.

Please copy the SC, RC, AND the Assistant National director on the ticket. Note: the Assistant National Director for your region can be found by searching the portal using “Assistant National Directors (AND) List By Region”.

## Lost Equipment

If the equipment was in OIS2, Please have your TC or LC use [IV17 OIS 2.0 Remove Asset from Inventory](#) to remove the equipment from inventory. Summarize the circumstances and attempts made to recover the equipment under **Reason for Disposal** and select “*Lost*” as the **Method of Disposal**.

Submit [IV17 OIS 2.0 Remove Asset from Inventory](#) form on a ticket to **Technology -> Hardware Lost/Stolen**.

## End of Life Equipment (Everything other than Chromebooks.)

Please remove the asset tag from the device, and have your TC or LC use [IV17 OIS 2.0 Remove Asset from Inventory](#) to remove the no longer supported equipment from inventory. Under **Reason for Disposal** and select “*Donated*” or “*Retired*” as the **Method of Disposal**. Submit [IV17 OIS 2.0 Remove Asset from Inventory](#) form on a ticket to Technology -> Inventory -> OIS update.

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## Revision History

| Version # | Date       | Initials | Comments  |
|-----------|------------|----------|---|
| 1         | 08/01/2022 | JB       | NTSC Reorganization/Standardization   |
| 2         | 09/29/2023 | KO       | (previously C09 & P06) Added How to order, Covered all OIS2 equipment, Renumbered to RR01, Added Lost / Stolen  |
| 3         | 10/15/2023 | JB KO    | Corrected grammatical errors. Added notes to always consult with TC before submitting a ticket and only have TC / LC submit tickets                               |
| 4         | 10/19/2023 | KO       | Fix EOL wording   |
| 5         | 02/26/2024 | KO       | Add Diagnostics for battery life and replace on battery health < 50%  |
| 6         | 08/13/2024 | JB/SC    | Added special/standard instructions to Malfunctioning Chromebooks, content regarding Cryptohome corruption, fixed current date routine, updated links to tinyurls |
| 7         | 10/21/2024 | KO       | Fixed errors / typos suggested by Herb Klug   |
| 8         | 10/30/2024 | JB KO    | Add section on broken Self Purchased Equipment. Relabeled sections  |
| 9         | 11/25/2024 | JB       | Updated Special Instructions section  |
| 10        | 12/23/2024 | JB       | Corrected link to TS12  |
| 11        | 7/31/2025  | JB       | Updated links to force download on: IV01, IV06, IV17 documents  |