



Service request – JB Education

If you have purchased a BYOD device from the JB Education Portal, the following instructions will log a service request for a device that requires repair.

1. To log a service request for the repair of a device, go to <https://productcare.jbeducation.com.au/>
2. Select 'Log product care request'.

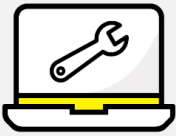
JB Education

Business Education

Log product care request Track my product care request

Services


Please choose which service you would like to use



Log product care request

Encountered a problem with a product you purchased from us? Click here to complete a product care request form and our team will be in touch within 24 hours to discuss next steps. To submit a claim, all you need are details of the product handy.

[More >](#)



Track my product care request

Here you can track the progress of a product care request. Please have your product care request number and serial number ready.

[More >](#)

3. Fill out the details of your device.

Log a Product Care Request

Your Contact Information

Contact Name *

Contact Email *

Contact Number *

School *

Address *

Suburb *

State *

Postcode *

I am submitting on behalf of the Student / Parent *
 Yes No

Product Details

Brand *

Model Number

Product Name

Request Type *

Serial Number *

Student Name/ID

Description of Problem and important notes *

Is BYOD Device *
 Yes No



4. You will receive a Service Request number.

Product Care Request Logged

Service Request Number
2032236

Log Another Service Request

5. A ticket will be sent to the nominated email address.

New Service Ticket

Hi ,

We have received your Product Care Request and a case has been successfully created.

Your Product Care ticket number is **2032236**, relating to **Mater Dei College - Serial: PF3456789 - Ref: xxxx**

One of our certified Product Care specialists will review your case and be in contact with you within 3 business days to investigate the situation further and plan next steps.

Please find the details for your Product Care Request below - This information will help you to track the current status of your case via the Product Care Portal or to reference when seeking further information from our team.

PRODUCT CARE REQUEST SUMMARY

Reference Number: 2032236
Request Status: *New
Request Summary: Mater Dei College - Serial: PF3456789 - Ref: xxxx
Request Detail:

6. Please forward the ticket to it@mdc.wa.edu.au.

If a loan laptop is required in the interim, please fill out the loan request form on the MDC website.

<https://mdc.wa.edu.au/community/bring-your-own-device-byod/>

Loaning a Device

If your child's device is away for repairs, a short term loan device may be available from the IT Department for up to two weeks.

If your child needs to loan a Device from the College, please fill in the form below and click the Submit button when it appears.