

How to make a claim for Insurance or Warranty:

Step 1:

Please on the internet can you open the below link, or just simply click on this blue text below.

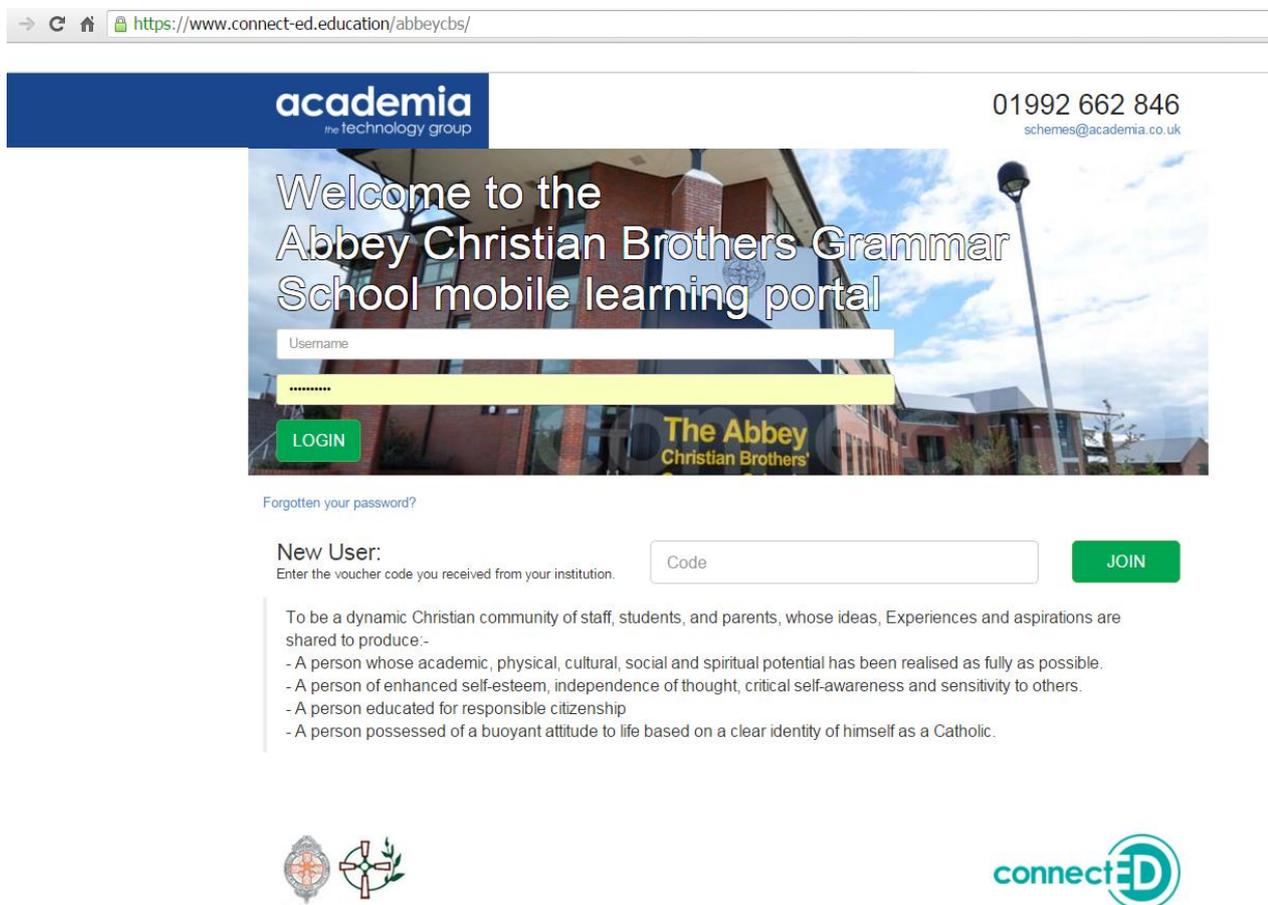
www.connect-ed.education/abbeycbs

Step 2:

This will open the below webpage. You need to log onto the portal and make an insurance claim this way. You will be required to enter your username and password this would have been created when you originally purchased the device and signed up on the portal in the first instance.

If you require assistance 9am -5pm please call **01992 662 846**

Or alternatively you can send an email to: **schemes@academia.co.uk**

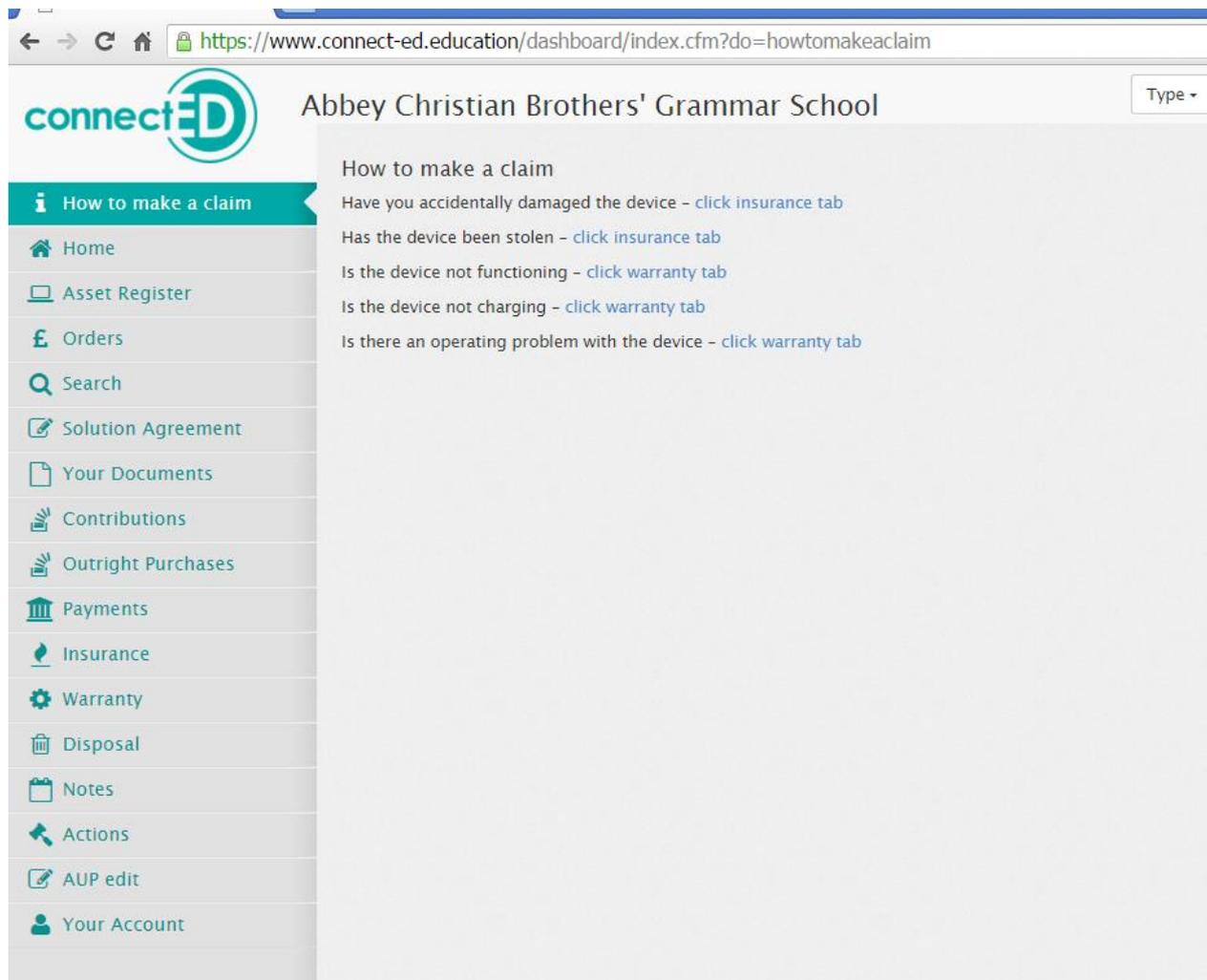


The screenshot shows a web browser window with the URL <https://www.connect-ed.education/abbeycbs/>. The page header features the 'academia the technology group' logo on the left and the contact number '01992 662 846' with the email 'schemes@academia.co.uk' on the right. The main content area has a background image of a school building and a sign that reads 'The Abbey Christian Brothers'. The text 'Welcome to the Abbey Christian Brothers Grammar School mobile learning portal' is overlaid on the image. Below the text are two input fields: 'Username' and a password field (represented by asterisks). A green 'LOGIN' button is positioned below the password field. A link for 'Forgotten your password?' is located below the login fields. A 'New User:' section includes a 'Code' input field and a green 'JOIN' button, with the instruction 'Enter the voucher code you received from your institution.' Below this, a list of goals for the community is provided: 'To be a dynamic Christian community of staff, students, and parents, whose ideas, Experiences and aspirations are shared to produce:-' followed by four bullet points: '- A person whose academic, physical, cultural, social and spiritual potential has been realised as fully as possible.', '- A person of enhanced self-esteem, independence of thought, critical self-awareness and sensitivity to others.', '- A person educated for responsible citizenship', and '- A person possessed of a buoyant attitude to life based on a clear identity of himself as a Catholic.' At the bottom of the page, there are two logos on the left: a circular emblem with a cross and a green emblem with a cross and leaves, and the 'connectED' logo on the right.

Step 3:

Once you will have successfully logged onto the portal you will see the options below.

Please read these options and follow the appropriate link relating to your issue or claim.



Step 4:

If your claim is for Accidental Damage or Theft, please can you select insurance along the menu on the left side of the screen.

* **NOTE:** If your claim is for a fault with the actual iPad Device or charger can you please select the **Warranty option** and skip to step 6 on Page 5.

Once you will have selected insurance you will be shown the summary insurance page.

Please can you then select the “Make a Damage / Theft Claim” link in the light blue text.

connect-ED Portal x CompuCover - Claim Form x

https://www.connect-ed.education/Parent_portal/index.cfm?do=insurance

connectED Education Establishment Tommy Andrews - Wednesday, November 04, 2015

How to make a claim
Home
Asset Register
Contributions
Insurance
Warranty
Notes
Your Account
Warranty Information
Insurance Information

Insurance

Should you wish to make an insurance claim, please click on the link below. This is a direct link to our insurance company, Compucover. Please take a note of the information you need below for the claim form.

[Make a Damage/Theft Claim](#)

Reference	ACAD0107
Make and Model	Apple iPad Mini 16GB
Serial no	
Insurance	Yes
Warranty	Yes
Policy Number	SISDAVEDURY
Date Insurance Purchased	01 January 2014
Organisation	Education Establishment
Address	No 1 The Street Beaconsfield, Buckinghamshire HP9 2JW
Section 6 - VAT status	Please select No
Date purchased	01 January 2014
Where purchased	Education Establishment

Insurance Status

Warranty Status

Please note...

1. You do not have to fill in the purchase price (inc VAT)
2. **IMPORTANT** For damaged units, if and when you send the device back, please delete the Find my iPad app and back up your device if possible
3. Please take note of your policy details above, you will need them to complete the online insurance form:

Step 5:

A new window will open up and you will see the below form, this is the insurer form to capture the details regarding the claim you want to make. Please ensure to fill out as much detail as possible or your claim.

In section 1, Details: The organisation response will be: **Abbey Grammar School.**

The address will be: Abbey Grammar School, 77a Ashgrove Road, Newry, BT34 1QN.

Once you have submitted your insurance claim, click Submit Claim button, all communication after this will be made by the insurer directly with you. Updates to the status of this claim will appear on the Abbey Grammar Portal once you have logged at the web address: www.connect-ed.education/abbeycbs

www.compucover.co.uk/claims/form.asp

COMPUCOVER CLAIM FORM

To ensure your claim is dealt with as quickly as possible, please complete this claim form in full.

Your claim will be delayed if you do not complete ALL relevant sections. All claims must be referred to the Claims Administrators before you take any action. Failure to do so will invalidate your claim.

For a claim that is not capable of repair e.g. following theft, the Claims Administrators will instruct our authorised supplier to arrange replacement.

The claim form will need to be completed in full by the named Policyholder. If the Policyholder requires someone else to complete the form on their behalf, then due to the Data Protection Act we will need the name and address of the person who will complete the form on the Policyholder's behalf. This information will need to be provided by the Policyholder in writing either by post, fax or e-mail.

Fields marked with an * are mandatory.

PLEASE DO NOT SEND YOUR EQUIPMENT TO US

1. YOUR DETAILS (Individual and/or organisation submitting the claim)

Title*

First Name*

Surname*

Organisation (if applicable)

Address

Postcode*

Contact Number (9am-5pm)*

E-mail*

Policy Number*

Date insurance purchased*

2. CLAIM TYPE

Is the claim for - *

Theft Complete sections 3, 5, 6, 7 and 8

Damage Complete sections 4, 5, 6, 7 and 8

5. OTHER INSURANCES

Do you have any other insurance that may cover this incident*
 Yes No

6. VAT STATUS

Are you a taxable organisation for VAT purposes and can you recover VAT*
 Yes No
 If yes, the VAT element of the cost of repair or replacement will be invoiced directly to you by the company authorised to fulfil your claim.

7. DECLARATION

The details you supply will be used to administer your claim and to combat fraud. The answers to the questions will be the basis of the assessment of your claim. All material facts must be disclosed. A material fact is one that is likely to influence us in the assessment or acceptance of this claim, or one that is likely to influence our consideration of cover under the terms of your policy. If you are in any doubt as to whether a fact is material, you must disclose it.1/We submit my/our claim for the amounts stated and declare that, to the best of my/our knowledge and belief, all information given on this form is true and correct, as will be my/our response to any further enquiries made by CompuCover.

Please tick the box to confirm you have read the declaration*

PLEASE ENSURE YOU COMPLETE THE EQUIPMENT DETAILS BELOW

8. DETAILS OF ITEMS STOLEN OR DAMAGED

Item	Make*	Full Model Description*	Colour	Serial Number and/or IMEI*	Date Purchased*	Where Purchased*	Purchase Price (inc. VAT)
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
10	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

SUBMIT CLAIM

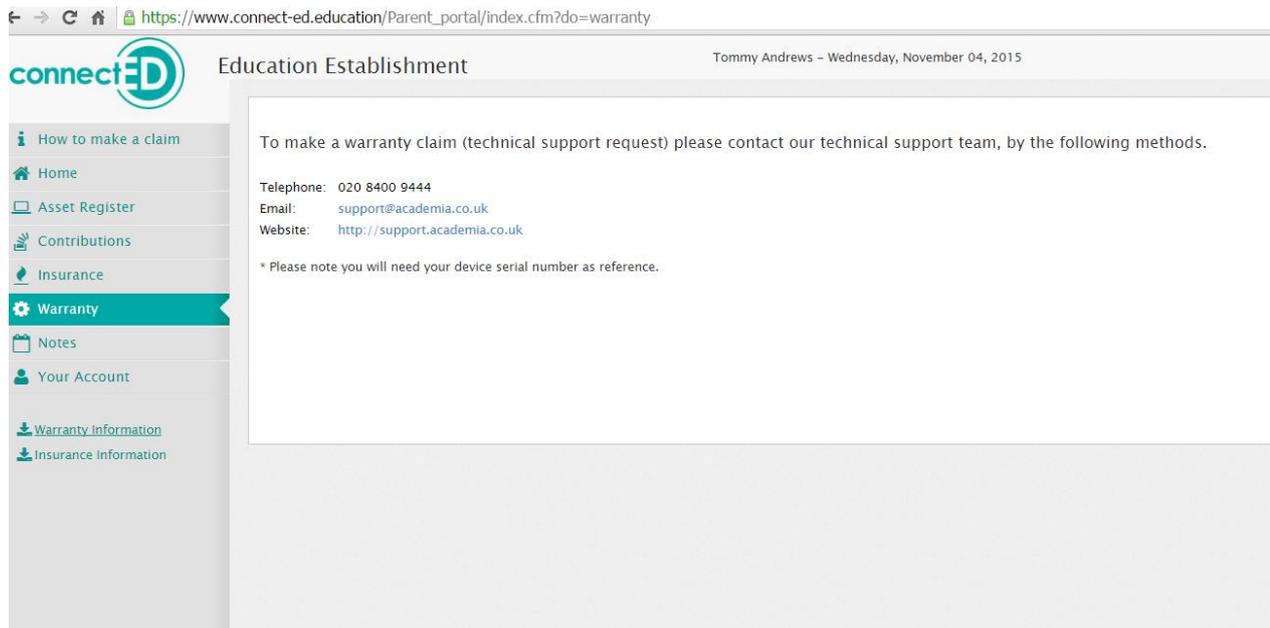
Step 6:

To make a warranty claim, can you please select the warranty option from the menu on the left side of the screen.

To make a claim you can chose from the Website option, by clicking the link or alternatively you can send an email to the email address listed on the portal.

Email : support@academia.co.uk

If you send an email please include your all you contact details and please give as much detail as possible.



The screenshot shows a web browser window with the URL https://www.connect-ed.education/Parent_portal/index.cfm?do=warranty. The page header includes the 'connectED' logo, the text 'Education Establishment', and the user name 'Tommy Andrews - Wednesday, November 04, 2015'. A left-hand navigation menu lists several options: 'How to make a claim', 'Home', 'Asset Register', 'Contributions', 'Insurance', 'Warranty' (which is highlighted in a teal banner), 'Notes', 'Your Account', 'Warranty Information', and 'Insurance Information'. The main content area contains the following text:

To make a warranty claim (technical support request) please contact our technical support team, by the following methods.

Telephone: 020 8400 9444
Email: support@academia.co.uk
Website: <http://support.academia.co.uk>

* Please note you will need your device serial number as reference.