

How to make a claim for Insurance or Warranty:

Step 1:

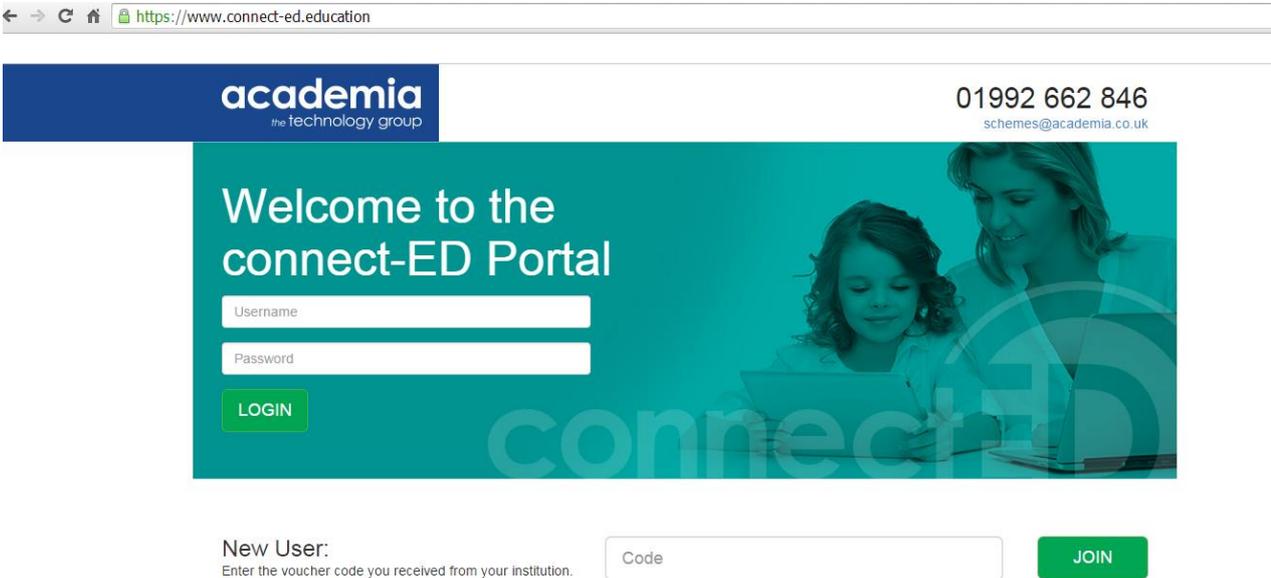
Please on the internet can you open the below link, or just simply click on this blue text below.

<https://www.connect-ed.education/ourlady/>

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



← → ↻ 🏠 <https://www.connect-ed.education>

academia
the technology group

01992 662 846
schemes@academia.co.uk

Welcome to the connect-ED Portal

Username

Password

LOGIN

New User:
Enter the voucher code you received from your institution.

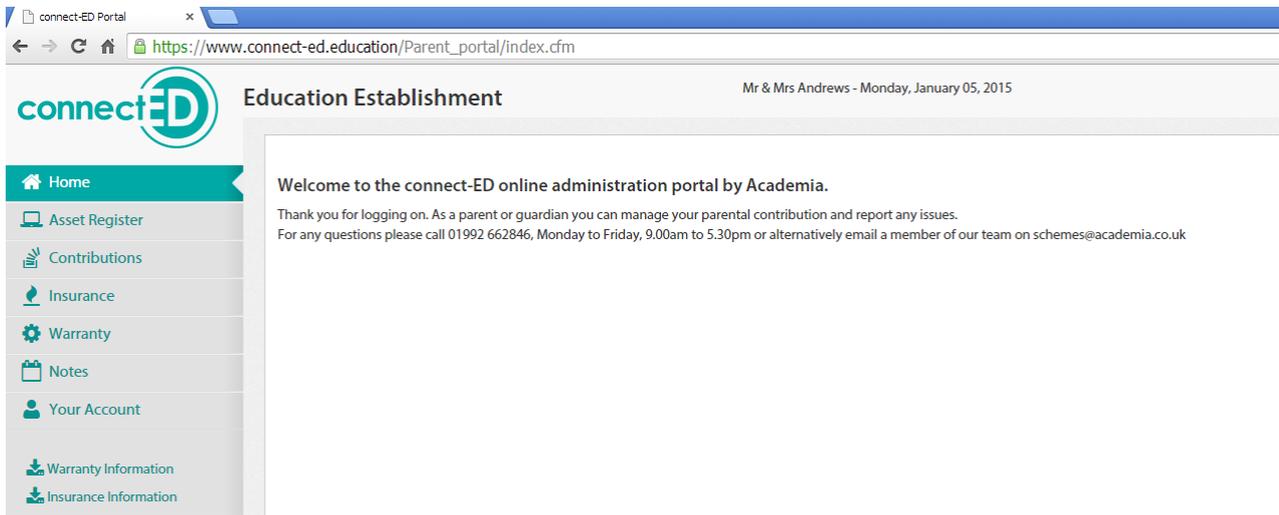
Code

JOIN

Step 3:

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

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

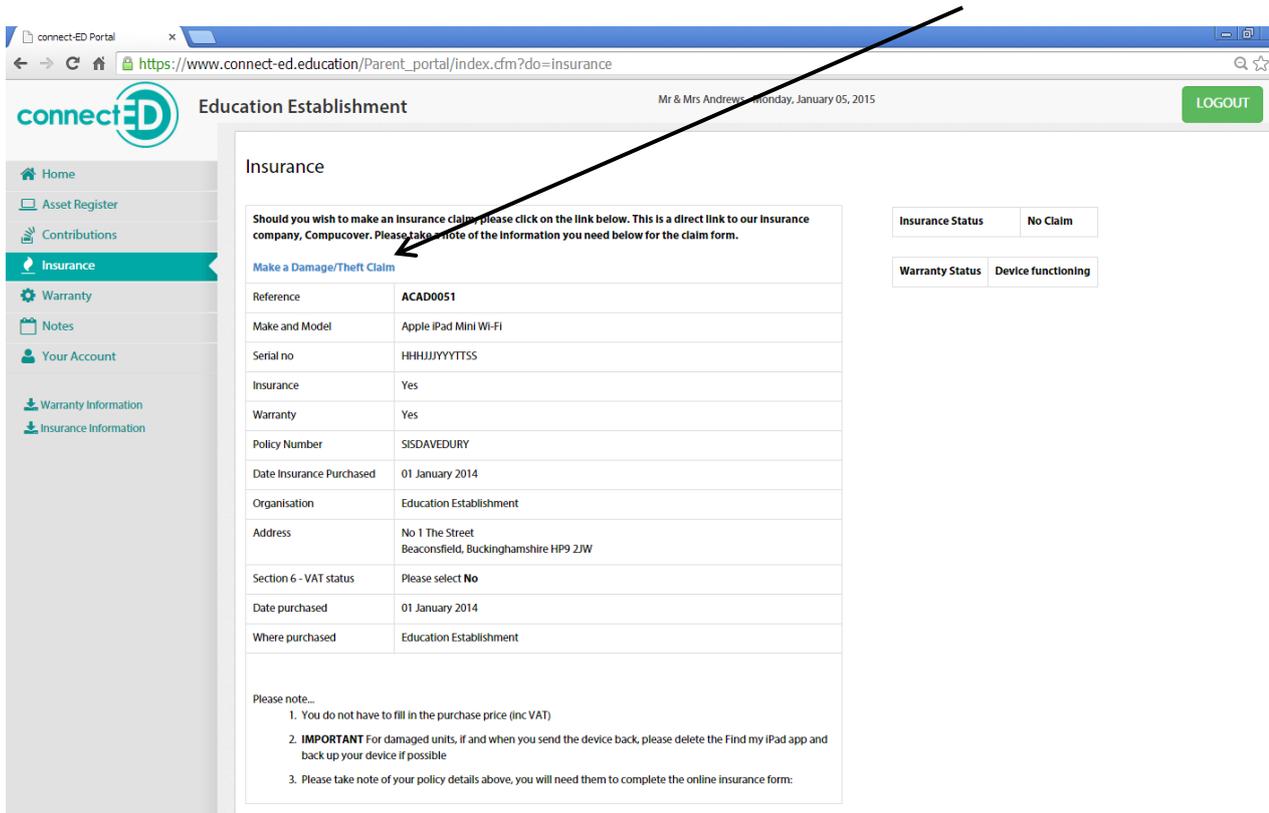


* **NOTE:** If your claim is for a fault with the actual iPad Device or charger etc. can you please select the **Warranty option** and **skip to step 6** on Page 4

Step 4:

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.



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 : **Our Lady and St Patrick's College.**

The address will be the school address of: 120 Gilnahirk Road, Belfast, County Antrim, Northern Ireland, BT5 7DL

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 Portal once you have logged at the web address: <https://www.connect-ed.education/ourlady/>

connect-ED Portal x CompuCover - Insurance for x

www.compucover.co.uk/claimform.asp

CompuCover - Insurance for a mobile generation

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

Title: * Policy Number: *

Firstname: * Date insurance purchased: *

Surname: * Organisation:

Telephone (mobile): Address:

Telephone (daytime): *

E-mail: * Postcode: *

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

3 - THEFT CLAIMS

Incident date and time: Date and time of discovery:

Where did the incident occur:

Who was in charge of the equipment when the incident occurred:

Please provide full details of the circumstances surrounding the incident, including where you and the equipment were located at the time of the incident:

Date, time and location when the equipment was last seen:

Date and time reported to the police:

Crime reference:

Address of police station:

Police station telephone number:

Name of investigating officer:

If the item was stolen from a property or vehicle, how was access gained:

4 - DAMAGE CLAIMS (Please ensure all data is backed up prior to collection of your equipment)

Incident date and time: Date and time of discovery:

Where did the incident occur:

Who was in charge of the equipment when the incident occurred:

Please provide full details of the circumstances surrounding the incident, including where you and the equipment were located at the time of the incident, how the damage occurred and what damage has occurred:

Name and address of any person responsible for the incident:

How were they responsible:

Please give contact details of any witnesses:

If incident occurred in transit, please give full details of carrier. All incidents should be reported to the carrier as soon as discovered. Please attach a copy of any damage report and travel ticket:

When the incident occurred was the item in a case? Yes No

If yes, please provide the make and model:

5 - OTHER INSURANCES

Please provide details of any other insurance that may cover this incident:

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 above 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.

I/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

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.

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

The screenshot shows the 'connect-ED' portal interface. The top navigation bar includes the logo, 'Education Establishment', the user name 'Mr & Mrs Andrews - Monday, January 05, 2015', and a 'LOGOUT' button. A left-hand menu is visible with options: Home, Asset Register, Contributions, Insurance, Warranty (highlighted), Notes, Your Account, Warranty Information, and Insurance Information. The main content area displays 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.