JB Hi-Fi Device Care Portal
User Guide for Parents

## Welcome to the JB Hi-Fi Device Care Portal

This portal provides parents and students with a quick and simple way to manage device warranties and repairs. Whether you're submitting a claim for a BYOD device or checking the status of a repair, the portal streamlines the process and offers flexibility to meet your needs.

As a parent or student, you can access the portal as a guest user to submit repair requests and track ticket statuses without needing a login. You can also authorize your school to collaborate on your ticket if needed.

Key features of the portal include:

- **Warranty Ticket Creation**: Easily log warranty claims for any eligible device.

- **Real-Time Ticket Tracking**: Stay informed about the status of your claims from submission to resolution.

- **Email-Based Communication**: Receive updates and communicate with the JB Hi-Fi Warranty Services team directly via email.

- **Self Help Guides:** Assist you in troubleshooting your issue to determine if it's software-related. They also provide useful steps to prepare your device for repair, ensuring technicians have the access they need.

https://devicecare.jbhifi.education
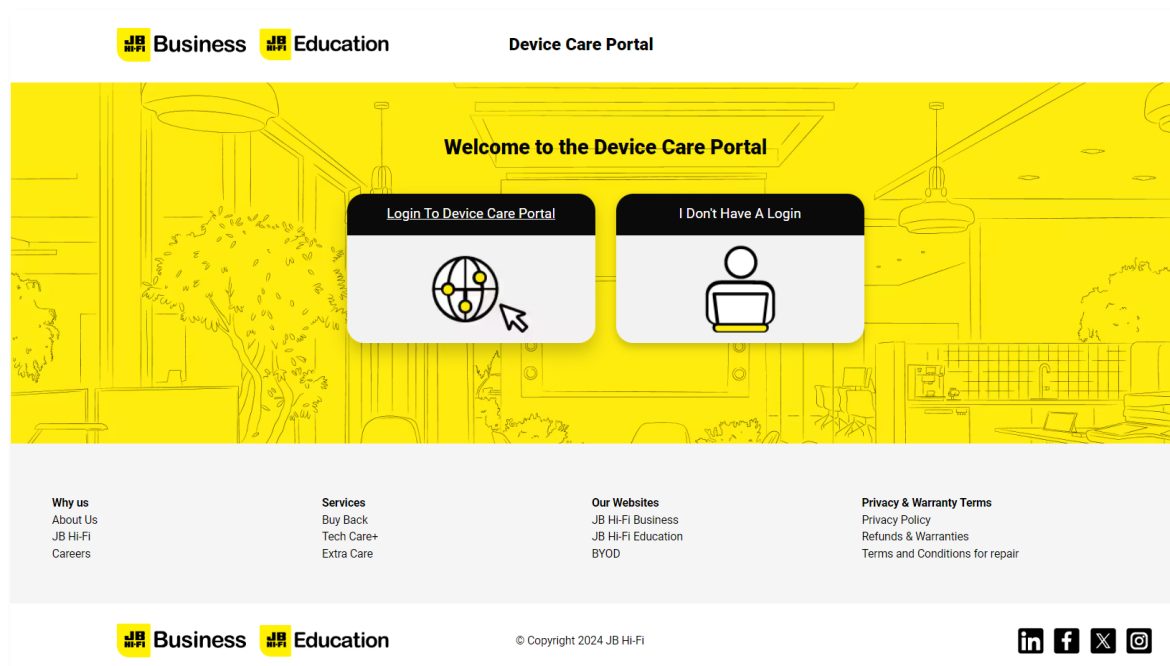
Accessing the Portal

Parents and students can access the portal at **https://devicecare.jbhifi.education**.

You do not need login credentials to access the portal. Simply click **I don't have a login** to submit a repair request or check ticket status.

Submitting a Repair Request

1. Visit **https://devicecare.jbhifi.education** and click **I don't have a login**.
2. Click **Submit a Repair Request** and then select **I Want a Repair**
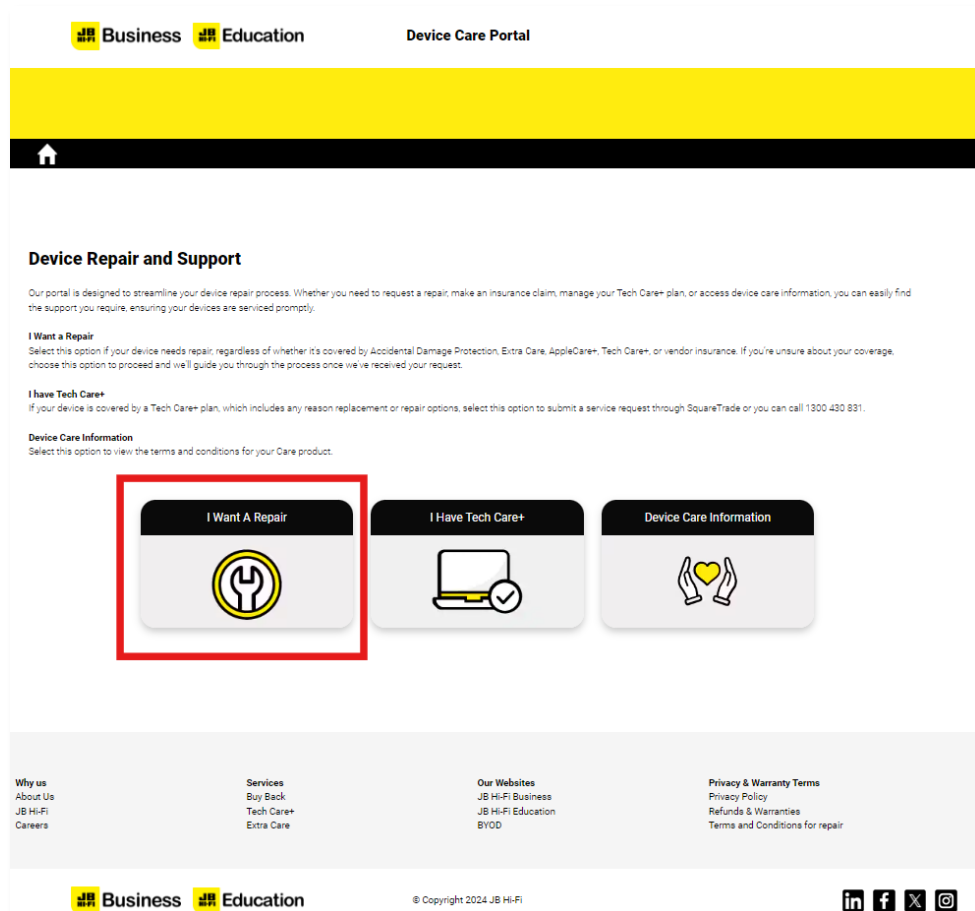
3. Choose **Parent** or **Student** as your profile.
4. Fill in the required fields, including device information and your contact details.
5. If applicable, authorize your school to collaborate on the ticket and view the status of the repair.
6. Upload any relevant files, such as photos and videos of the fault.
7. Read and acknowledge the Terms & Conditions and click **Next**.
8. You will receive an email confirmation with your ticket reference number.

Communication and Support

All communication for parents or students will be managed through email. You will receive status updates and responses directly from the JB Hi-Fi Warranty Services team via the email address you provided during the repair request process.

Tracking Ticket Status

1. Visit **https://devicecare.jbhifi.education** and click **I don't have a login**.
2. Click **Check Repair Status**.
3. Enter the email address you used to submit the repair request along with one of the following identifiers:
   - Ticket number
   - Serial number
   - BYOD order number

4. You will receive a one-time password (OTP) via email to verify your identity. Once entered, you will be able to view your ticket status.

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Additional Features from the Home Page

- **Troubleshooting Devices**: Select **Troubleshoot My Device** to access our Knowledge Base, which is continually updated with articles.

- **Contact Sales:** Select **Contact Sales** to be taken to the contact page for **JB Hi-Fi BYOD**

- **Service Request for Tech Care+**: Select **Submit a Repair Request** and click **I have Tech Care+,** which directly takes you to the SquareTrade portal to make a service request.

- **Care Product Terms & Conditions and Product Disclosure Statements**: Select **Submit a Repair Request** and click **Device Care Information** to access this information.

Returning to the Home Page

You can return to the home page by selecting the **Home** icon in the black navigation bar.

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