

How to Enter a Staff Device Repair Ticket through Microsoft

Begin a repair ticket through Microsoft: [Services Hub \(microsoft.com\)](https://serviceshub.microsoft.com)

- Click **SIGN IN** and enter your Mayfield Username (first initial + last name)
- Enter your email and select **WORK OR SCHOOL ACCOUNT**
- Enter your network password (the one you use to login to a desktop computer or your email).
- Stay signed in (**Yes** is fine)
- Click the **+ Open a product support request** (on the right)



STEP 1

- Product family > SURFACE
- Product & Services > Surface Go (unless you have upgraded to a larger surface or laptop)
- Product Version > Surface Go 2 (unless you have upgraded to a larger surface or laptop)
- Issue > Warranty and Service
- Select **Professional No Charge**
- Located > United States
- Time Zone > (UTC-05:00) Eastern Standard Time

STEP 2

- Summarize the issue with as much detail as possible
- **To expedite your support request, make sure to include your device(s) serial number (on the back of your device) and your shipping address in the *Issue Description* field.**
- Download the Warranty and Service Claim Form and fill out to the best of your ability.
- Save the Claim Form to your computer

STEP 3

- Enter any Contact details if necessary
- Click **SUBMIT**

Answer the questions to the best of your ability – and it might be helpful to take a picture of your issue or damaged device.

They will contact you via email on the next steps on the repair process.