How to track a loaner device

When loaners are enabled, record which device was provided, who received it, and when it should return.

1. Assign the available loaner to the repair.
2. Confirm its identifier and condition.
3. Record the customer handoff according to policy.
4. When returned, inspect the device and update its status.

Loaners still with customers appear in the Repair dashboard’s Needs Attention area.

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