# ID Card Centre
Laptop Rental Guidelines

By renting a laptop from ID Card Centre, you can be sure that it comes installed with the correct printer drivers, the rental printer is set up and has been tested and CardExchange is loaded and ready to use. There will be no issues with admin rights or Firewalls.

Please follow these steps as soon as you receive the rental laptop from us

1. Plug in and turn on the laptop and plug in the printer. Make sure you're using the correct power supplies with the printer and laptop as you may have printing issues if you get them mixed up.


2. Turn on the Laptop and log in – Just hit enter to log onto the laptop

3. Check the printer is connected to the laptop by going in to **Devices and Printers**
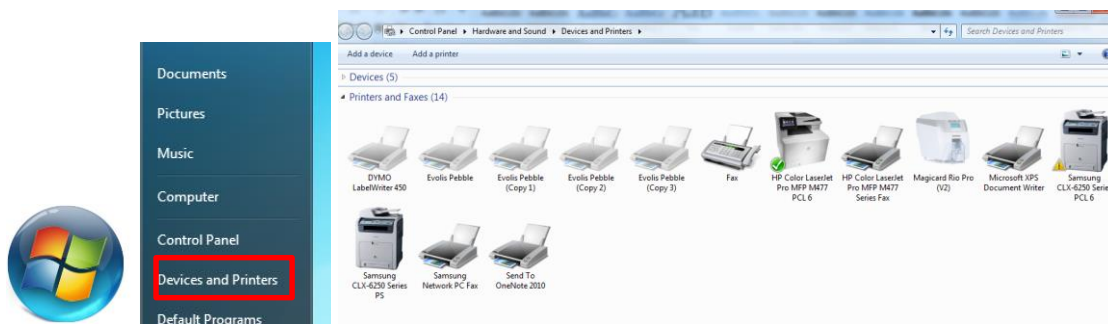
Returning the Laptop

✓ Please note that it is your responsibility to clear down data from spreadsheet – we will endeavour to check before the kit is sent out again but we cannot guarantee this.
✓ Please ensure that ALL cables and accessories are packed back in the case and/or box as they were when you received them.
✓ For safety in transport, please disconnect the battery on the laptop (underneath, two switches).
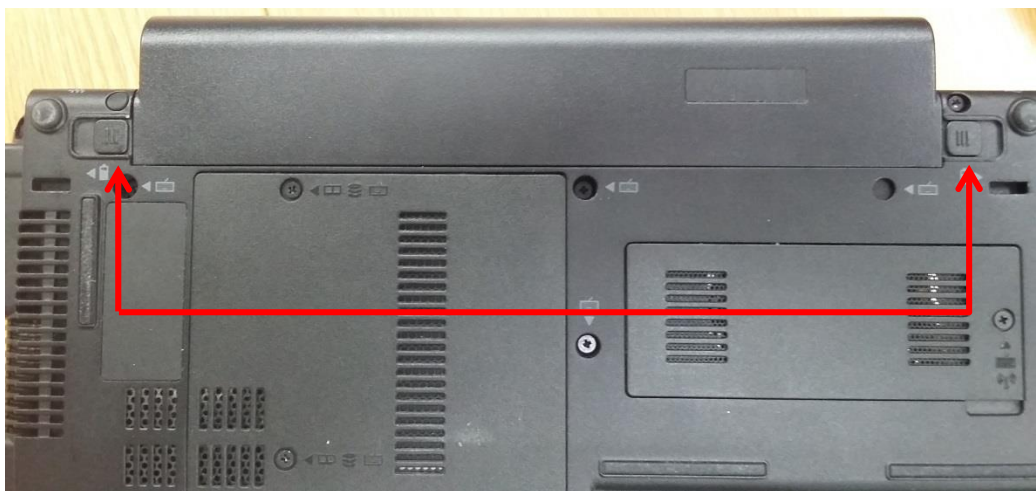
✓ Laptop and cables should be put back into case like this:
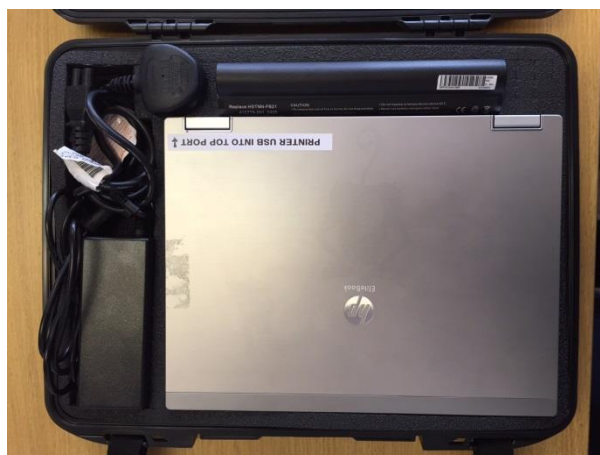
✓ Please note that anything missing will be chargeable.

At the end of the rental, please ensure that everything that was included in the rental is returned

LAPTOP RENTAL CHECKLIST		
	Pre-rental	**Return**
Laptop		
Power Supply		
Kettle Lead		
Updates Complete		
Checked by		

Assistance if required

If you are having any problems with CardExchange, in the first instance, please refer to the 'CardExchange Quick Help' guide on the website FAQ's section, or the full Card Exchange manual saved on the desktop of the laptop.

If you're still having problems and need technical assistance, please call us on **01604 422422** during office hours (Monday – Friday, 9am – 6pm). We can then either talk you through the issue or, as long as you have an internet connection, we can remotely log on to the laptop via Teamviewer (Teamviewer is already installed on the machine) to assist with the problem.