



BROWN CIS IT Service Center

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Loaner Equipment Self-Service Transactions

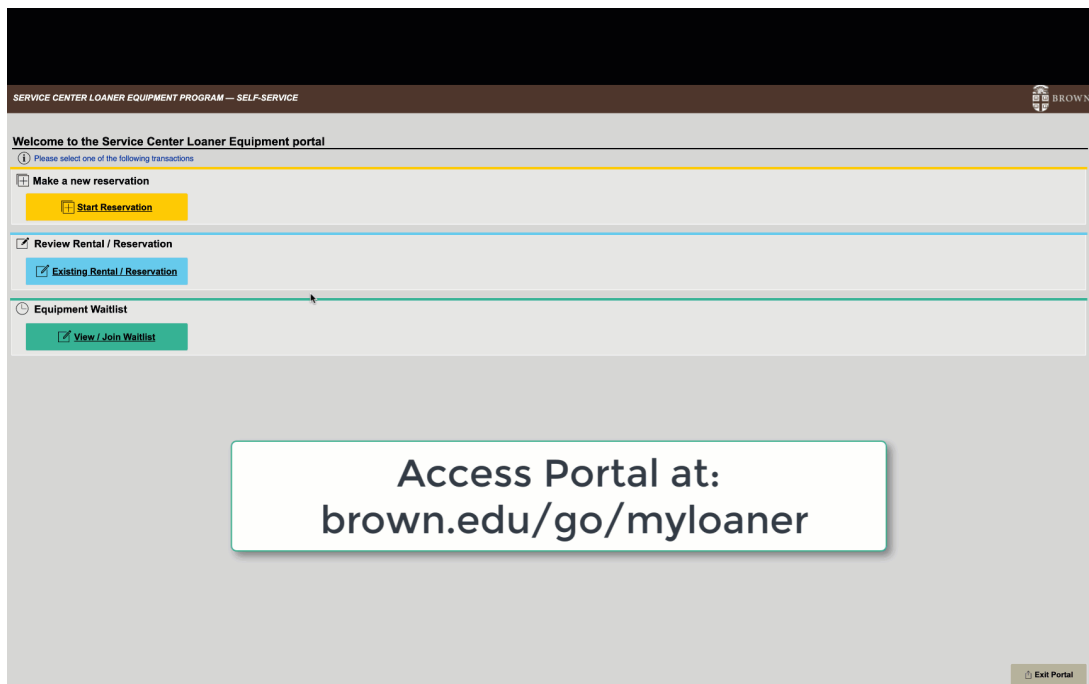
Michael Stanger - 2020-07-20 - 0 Comments - in Loaner Equipment

Many loaner equipment transactions can now be completed online instead of visiting or calling the IT Service Center. To log in to our loaner equipment portal, simply visit brown.edu/go/myloaner. **When you are prompted to log-in, click the option to Sign In with your Brown Username and Password.**

The following transactions are available online:

- Customers with loaner equipment signed out can:
 - Review a list of loaner equipment signed out and check the due date
 - Request renewals of eligible loaner equipment
- Customers who plan to sign out loaner equipment can:
 - Check live availability of our most common equipment
 - Create a reservation for available loaner equipment to place it on hold for up to 24 hours
 - Join the wait list for loaner equipment that is not currently available

For the most efficient experience, we recommend taking advantage of these self-service options. We still remain available to help with all transactions in person, over the phone or e-mail should you prefer.



The following transactions can only be completed over the phone or in our office:

- Request exceptions to our standard loaner terms and renewal limitations
- Bulk reservations of loaner equipment for registered student organizations and Brown-sponsored events
- International loaners
- Payment of overdue fines, lost/damaged equipment charges, and applicable administrative fees