Reporting Lost/Stolen/Seized Devices

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Reporting Lost Devices

Reporting Lost Devices

1. Student/Staff Reports loss
2. Create workorder to report device as lost - Class is Device Lost/Stolen/Seized
A. Work order gets updated with last check in information
B. Device gets placed on missing/lost list if needed
C. Work order placed on hold

** No loaner will be provided
3. Bill/Invoice for lost device is generated in 1to1Plus
4. Work order will be updated will invoice number
5. School communicates/collects/creates payment plan for student payment* (admin process)
6. Collected money goes into school funds account 7.6 with a reference to the invoice # in the description field.
7. CFO will transfer funds quarterly into repair account - 8.5110.015.422
8. On completion of payment of at least 50%, student issued replacement device. Proof of payment must be attached to workorder.

If device is returned update original workorder with return information and it will be taken off the missing/lost list. Laptops will need to reimaged. Ipads will auto update to remove stolen settings.Reach out to IT department for further instructions on which device to return and any refund of payments.

Reporting Stolen Devices

Reporting Stolen Devices

1. Student/Staff Reports theft to tech contact
    1. Tech contact does basic investigation (check classroom, bookbag, etc)
    2. Create workorder for last check-in
    3. Have conversation with SRO for next steps (if student was last check-in wait 24 hours)
2. Student provides police report as soon as possible to tech contact
    1. On campus with SRO
    2. Off campus with law enforcement where theft happened
3. ** No loaner will be provided
4. Update Work Order (add police report and insurance information if applicable)
5. Bill/Invoice for stolen device is generated in 1to1Plus
6. Work order will be updated will invoice number
7. School communicates/collects/creates payment plan for student payment* (admin process)
8. Collected money goes into school funds account 7.6 with a reference to the invoice # in the description field.
9. CFO will transfer funds quarterly into repair account - 8.5110.015.422
10. On completion of payment of at least 50%, student issued replacement device. Proof of payment must be attached to workorder.

If device is returned update original workorder with return information and it will be taken off the missing/lost list. Laptops will need to reimaged. Ipads will auto update to remove stolen settings. Reach out to IT department for further instructions on which device to return and any refund of payments.

Reporting Seized Devices

Reporting Seized Devices

1. Law enforcement signs <u>Chain of Custody form.</u>

2. Create workorder to report device seized.

a. Attach Chain of Custody form

b. Work order placed on hold

3. No loaner is given

4. Change student's password immediately

5. Device should be returned to IT department by law enforcement for reimage

(Define the process for SRO - Dave Cabinet)

6. If device is returned to school instead of IT

a. The device should be immediately be given to IT for reimage

b. Original work order should be updated to show device has been returned

7. If device was returned to IT

a. Device will be reimaged

b. Original work order will be used to return device to school

8. Device is returned to student if approved by school administration