

# Procedures

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# Reporting Lost/Stolen/Seized Devices

# 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 with 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 be reimaged. I pads 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 with 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 be 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 Chain of Custody form.
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

# Macbook Resource Page

Here you will find instructions for using Apple Apps and other resources helpful when using your MacBook.

[Please click here.](#)

# On Leave Devices

## On Leave Device Process

When staff needs to go out on leave for any reason, the laptop and/or iPad with charger is to be collected and given to IT Department to be held in storage while staff is out.

1. Create a workorder to have laptop/iPad and charger put in storage -- Subject line should be
  1. On Hold -- staff name, UID, asset number
2. Technician will pick up device and charger and deliver to IT Department
3. IT Department will place device in special area for storage and work order gets placed on hold.
4. When staff returns, complete the following
  1. school updates on hold work order with teacher's return date
  2. Create return workorder for interim device and charger pickup
5. IT will pull device and charger and make sure it is charged and put in transfer area for technician to deliver back to school
6. If interim device and charger were given, this device and charger must be returned when teacher device and charger were delivered or before

\*\* Once IT Department has the teacher device and charger, an interim device can be requested.

# Rapid Identity Password Reset

## **Rapid Identity/PowerSchool Login/Password Reset**

1. To login go to [my.ncedcloud.org](https://my.ncedcloud.org)
2. Username: student id number
3. Password: (teacher can see the password)
4. Data Managers can change all student/staff passwords
5. Teachers can change only their students' passwords.
6. Login to RapidIdentity
7. Click Profiles on the left-hand side of the screen
8. Click on HelpDesk for Students
9. Search for the student by First Name, Last Name or Student ID
10. Click the box beside his/her name
11. Click Reset Password Box
12. Enter a Password to Reset- Must include a Capital Letter and a Number has to 8