

Procedures

- [Collections and Deployment](#)
- [Reporting Lost/Stolen/Seized Devices](#)
 - [Reporting Lost Devices](#)
 - [Reporting Stolen Devices](#)
 - [Reporting Seized Devices](#)
- [COVID-19 Device Repair and Pickup Process](#)
- [How to Submit a Workorder](#)
- [Macbook Resource Page](#)
- [Unblock / Block a Website Form](#)
- [On Leave Devices](#)
- [Rapid Identity Password Reset](#)
- [Workorder Guidelines](#)

Collections and Deployment

Processes and Procedures for 1:1 device collections and deployment

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. 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 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 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 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

COVID-19 Device Repair and Pickup Process

This is a living document. For up to date information please **[click here.](#)**

1. As a first step, contact the I-SS Help Desk at isshelpdesk@iss.k12.nc.us or via phone at (704) 761-8501 to determine if the issue can be fixed or it will require a work order.
2. If Help Desk determines the machine must be brought in for repair, the student must create a work order for any damages or tech repairs. *(Note: if school personnel are putting in the work order for the student, please make sure that the student's name is on the work order - subject line & on the work order - so the technician can respond via email to the student to set up an appointment for pick-up and/or drop-off. You can submit the work order in the student's name instead of your own and this will help technology dept keep in contact with student, and then add yourself to the work order.)*
 1. [Enter a work order here](#)
 2. [Instructions for completing a work order](#)
3. In the work order, please put a student/parent contact phone number, so an I-SS Technician can schedule a pick-up/drop off appointment with the student/parent.
4. Helpdesk will verify work order has all information needed and will transfer work order to the "Ready to Schedule Appointment Queue"
5. A technician will pick-up a loaner & assign to the student in 1to1 (Held by and Assigned to) and update work order with the loaner asset number.
6. After a loaner is assigned, a technician makes an appointment with a parent/student for pickup and updates work order with appointment information.
7. After appointment has been made, technician transfers work order to "Appointment Made, Ready for Delivery Queue"
8. After the appointment is confirmed, the student will drop the device off at their designated Drop Off/Pick Up Location - Location will be marked by signs on site - (see Zones and Schools below)

1. Zone 1 school students will drop off at East Iredell Middle School
2. Zone 2 school students will drop off at Statesville Middle School
3. Zone 3 school students will drop off at Brawley Middle School
4. Drop off and pick-up times will be scheduled as follows:
 1. Brawley MS - 9:00 - 10:00 AM or 1:00 - 2:00 PM
 2. East Iredell MS - 9:00 - 10:00 AM or 11:00 - 12:00 PM
 3. Statesville MS - 9:00 - 10:00 AM or 1:00 - 2:00 PM
 4. **NOTE: A technician will only be onsite IF there is a work order with an appointment scheduled for that date and time for pickup/drop off.**
 5. **You must have an appointment scheduled with a technician before bringing the device to the drop-off location. Thank you.**
9. At each site there will be a drop-off table labeled for the student/parent to put the device on. The technician will remain no closer than 6 feet from the student/parent when retrieving the device. The technician must wipe the device down with a disinfectant wipe prior to the device leaving for Unity. (Technician will check device in). Technician will need to identify (with paper, blue tape and marker) the work order so it can be printed.
10. Technician will coordinate with Bench Repair Lead to determine repairs and timeline.
11. Once the device is ready for pick up, the Technician will notify the student of date/time for pick-up. (Device will be checked out by Tech prior to student pick up)
12. Student/parent will pick up the device at the same location and **will need to log into the machine and shut down the laptop prior to leaving the campus. Parents - be sure to bring your child's username and password for logging into the computer**
13. Student will need to turn in any I-SS loaner laptop that they may have when picking up a repaired device.

How to Submit a Workorder

ALL Technology Requests must come through our work order system so they can be tracked. Please do not send an email requesting assistance with your computer or SmartBoards as we do have a working process in place.

Here are the directions on how to submit a work order:

1. Navigate to iss.sherpadesk.com
2. Click on the Login button in the top right of the portal page.
3. Login into the system using your ISS email address
4. Click on the Submit a Ticket Button
5. Complete the form being sure to answer ALL the questions or complete the information requested.

KEEP IN MIND THE FOLLOWING WHEN ENTERING THE WORKORDER CLASS

- Hardware Repair - fix something physically wrong with your computer or SmartBoard
 - Hardware Setup - install or connect something on or attached to your computer or SmartBoard
 - Software Install - install software program on your computer
 - Software Repair/Update - repair how your software app or programs already installed on your computer runs
1. Be sure to Include the following information in the subject:
 1. Name
 2. Student ID (if you are a student)
 3. Computer Asset number or serial number (on bottom of device)
 4. Brief description of problem.
 2. In the next field, include as much detail to help the technician understand what is happening (or not happening) with your device or software. The more specific the better as this will make it easier to determine the problem and resolve it. You can attach any files or screen you think would be necessary.
 3. Then click on Create Ticket
 4. Once you submit, you will be given a work order number and receive a verification email.
 5. When the next window opens, you will then be given an opportunity to print the workorder if necessary.

Following this process will ensure your requests are seen by the Technician and can be completed in a timely manner. This will also allow you to receive updates and notifications of work performed on your requests!

Macbook Resource Page

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

[Please click here.](#)

Unblock / Block a Website Form

Request to Block or Unblock Website

Please put in a workorder at iss.sherpadesk.com to unblock a site

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
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

Workorder Guidelines

Workorder Guidelines

Required information for every work order:

Quick Description (see below) - Student full Name, ID, Grade, ASSET# -- for every workorder except a new request, asset # will be added to those as they get processed.

Quick Description - Staff full name, Asset #

Quick Description Examples:

NEW REQUEST – for requesting new devices (in the subject line indicate where the student is coming from)

REPAIR – has damage of some sort and needs to go to bench repair

CHARGER – anything to do with chargers

VPP APP – for Apple VPP App purchase for iPad

SOFTWARE – for any software requests – details for the software should be in the notes section

TRANSFER – for transferring devices between schools (in the subject line state “transfer from to where” - ie. transfer from LNHS to SIHS) - When the laptop is ready, transfer the work order to your queue.

RETURN – when student/staff leave the district (in the subject line indicate one of the following: charger set included, bill attached, receipt attached)

PUT ON HOLD – for any student/staff on any kind of leave or extended absence (ex. Maternity, worker’s comp., etc.)

This allows workorders to be processed in the most efficient way.