

Reporting Lost Devices

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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.

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