

Reporting Stolen Devices

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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.

Revision #3

Created 16 April 2020 12:04:33

Updated 16 April 2020 16:30:02