

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 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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