

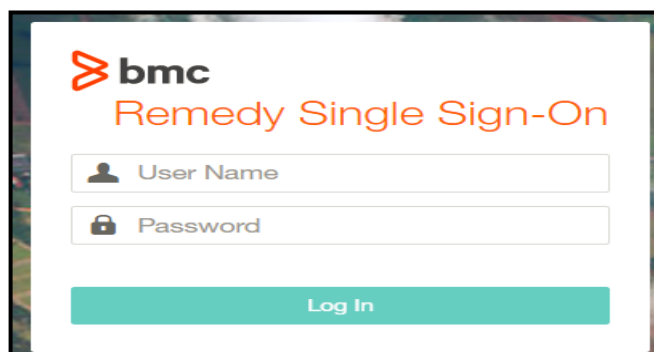


## SECTION 7: REPORT LOST OR STOLEN DEVICE

### Step 1

#### REMEDY SINGLE SIGN-ON

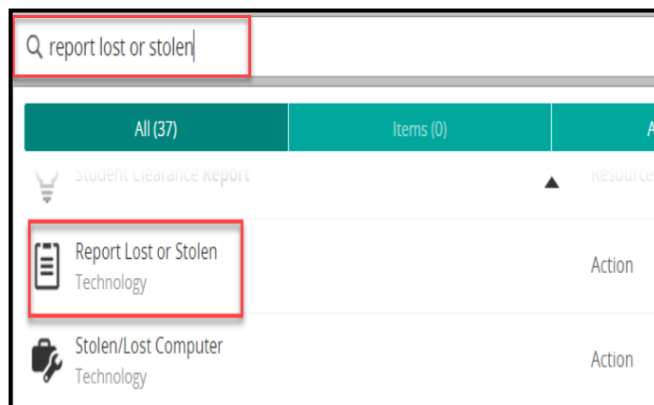
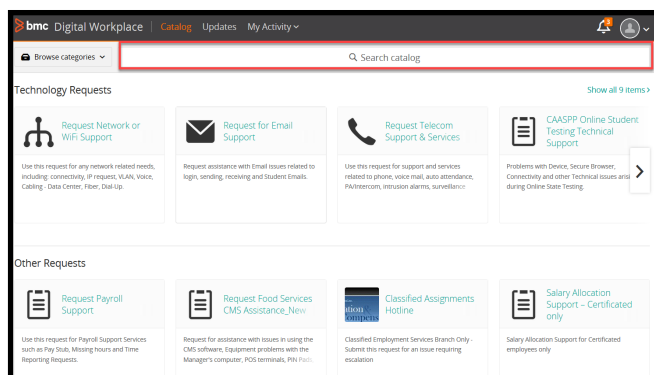
- Go to <https://lausd-myit.onbmc.com/>
- Sign in using your single sign-on
- Click **Log In**



### Step 2

#### SEARCH FOR REQUEST

- In search box, type in **Report Lost or Stolen**
- Click **Report Lost or Stolen** from search results





## SECTION 7: REPORT LOST OR STOLEN DEVICE

### Step 3

#### ASSET INFORMATION

- Select from dropdown the **site** device belongs
- Enter **asset tag or case tag**. If not available, refer to Search for Device Information (Section 11)
- Press **enter**

Request

Report Lost or Stolen  
Maintenance of IT Asset to report Lost/Stolen

Please refer to [this knowledge article](#) regarding Restitution Policy for student devices

Request for: IDM User1 [Change](#)

Request Details

Select Asset Site \*

Windsor Elementary Math/Science Aerospace Magnet

Provide Serial Number or Asset Tag or Case Tag \*  
(Press the Tab key, after key in the value)

XA9360KFGVK

### Step 4

#### ASSET INFORMATION

- Device Information will be provided:
  - \* Device Type
  - \* Model
  - \* Manufacturer

Provide Serial Number or Asset Tag or Case Tag \*  
(Press the Tab key, after key in the value)

XA9360KFGVK

Device Type

Desktop

Model \*

If Product manufacturer and model are not displayed, it means the asset entered does not exist in the system)

IMAC

Manufacturer \*

If Product manufacturer and model are not displayed, it means the asset entered does not exist in the system)

APPLE

Purchase Order Number

Operating System

IOS



## SECTION 7: REPORT LOST OR STOLEN DEVICE

## Step 5

## ASSESS FINES

- Select from dropdown if site will assess fine
- If **yes**, refer to BUL-5509.2 Restitution Procedures for the Loss or Damage of School Property for Students (Click on the **knowledge article** link at the top of request)
  - Continue to step 6
- If **no**, continue to step 6

Do you want to assess fines

Yes

Note:

Please refer to the restitution policy to create letter to parent to access fines. (See the instructions section above)

Request Share ✕

**Report Lost or Stolen**  
Maintenance of IT Asset to report Lost/Stolen

Please refer to [this knowledge article](#) regarding Restitution Policy for student devices

## Step 6

## LAW ENFORCEMENT

- Select from dropdown whether incident was reported to a Law Enforcement Agency
- If **yes**, provide information
  - Agency Division
  - Agency Telephone
  - Police File Report
  - Name of Investigation Officer
  - Officer Badge Number
- If **no**, continue to step 7 (a police report number is required and will be asked for at a later time)

Was incident reported to Law Enforcement

Yes

Agency : If LAPD, indicate specific Division \*

QW

Agency Telephone \*

909 590 4459

Police File Report # \*

13242

Name of Investigation Officer \*

Romero

Officer Badge Number

06697234



## SECTION 7: REPORT LOST OR STOLEN DEVICE

### Step 7

#### DATE OF INCIDENT

- Select **date of incident**
- In the field below the date, provide details of incident
- Additional documentation regarding incident may be attached
- Click **Submit Request**

Date of incident \*

Dec 28, 2017

December 2017

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	01	02	03	04	05	06

Attach a file to this request

Attachments (2 MB and more) can take more time to upload

Submit Request Cancel

Please describe what happened in detailed \*

Device was stolen

### Step 8

#### CONFIRMATION

- Request to report lost or stolen is complete when message *"Your request REQ\_\_\_\_\_ has been submitted"* appears
- Click **OK**

BMC Remedy User - Note

Your Request REQ000000596664 has been submitted. (ARNOTE 45352)

OK