

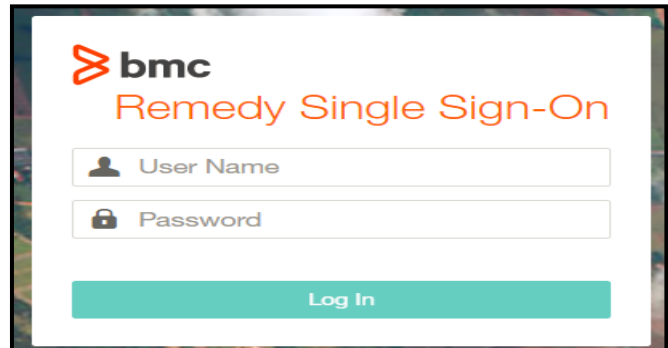


**SECTION 8: RECOVERED LOST OR STOLEN DEVICE**

**Step 1**

**REMEDY SINGLE SIGN-ON**

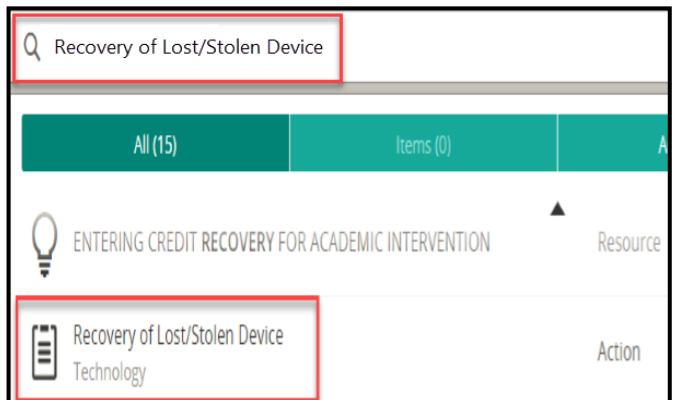
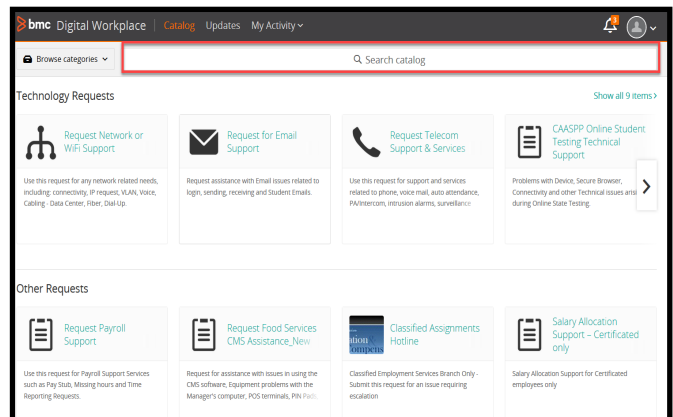
- Go to <https://lausd-myit.onbmc.com/>
- Sign in using your single sign-on
- Click **Log In**



**Step 2**

**SEARCH FOR REQUEST**

- In search box, type in **Recovery of Lost/Stolen Device**
- Select **Recovery of Lost/Stolen Device** from search results





## SECTION 8: RECOVERED LOST OR STOLEN DEVICE

## Step 3

## ASSET INFORMATION

- Select from dropdown the **site** where device is turned in and will be stored
- Scan or Enter **asset tag or case tag**
- Press **enter**
- After scanning or entering asset or case tag, location where device was assigned will be displayed in the "**Asset Original Location**" and all other asset information will be displayed

The screenshot shows a web form titled "Request" with a "Share" button and a close icon. The main heading is "Recovery of Lost/Stolen Device" with a sub-heading of the same text. Below this, it says "Instructions are shown here!". The form fields include: "Request for: IDM User2" with a "Change" link; "Email: lausd.remedy@lausd.net" with an "Edit" link; "Phone: ###"; "Request Details" section with "Recovered at \*" dropdown menu showing "Windsor Elementary Math/Science Aerospace Magnet"; "Provide Serial Number or Asset Tag or Case Tag \*" text input field containing "XA9360KFGVK"; and "Asset Original Location" dropdown menu showing "Windsor Elementary Math/Science Aerospace Magnet".

## Step 4

## STORAGE LOCATION

- Select from dropdown the **room** where device will be stored

The screenshot shows two dropdown menus. The first is labeled "Manufacturer \*" and has a note: "If Product manufacturer and model are not displayed, it means the asset entered does not exist in the system)". The dropdown menu shows "APPLE". The second dropdown menu is labeled "Room \*" and shows "Library".



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Step 5

COMPLETE REQUEST

- Click **Submit Request**

Site  
Windsor Elementary Math/Science Aerospace Magnet

Asset Status  
In Inventory

Asset Status Reason  
Lost-Stolen

Building  
Windsor Elementary Math/Science Aerospace Magnet

Attach a file to this request

Large attachments (2 MB and more) can take more time to upload

Submit Request Cancel

Step 6

CONFIRMATION

- Request to report recovered lost or stolen device is complete when message *“Your request has been submitted”* appears

Confirmed X

Your request has been submitted