

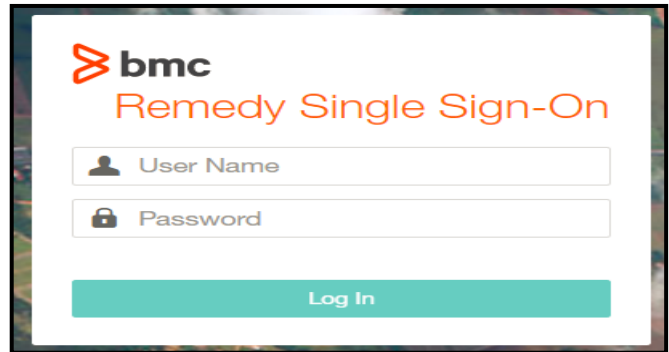


SECTION 6: REPORT DAMAGED DEVICE

Step 1

REMEDY SINGLE SIGN-ON

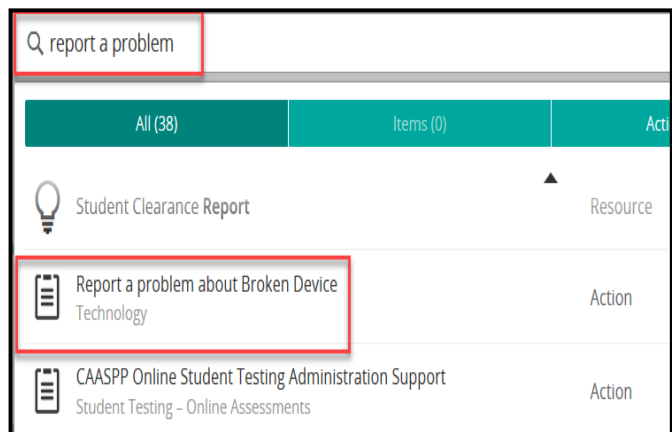
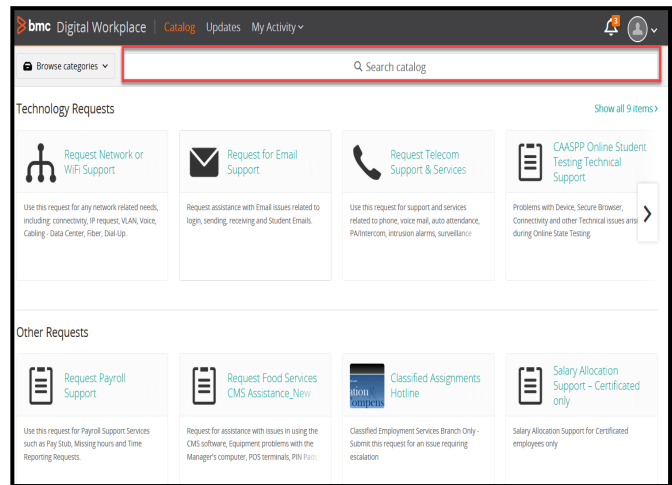
- Go to <https://lausd-myit.onbmc.com>
- Sign in using your single sign-on
- Click **Log In**



Step 2

SEARCH FOR REQUEST

- In search box, type in **Report a problem about Broken Device**
- Click **Report a problem about Broken Device** from search results





SECTION 6: REPORT DAMAGED DEVICE

Step 3

REPORT DAMAGED DEVICE

- Select one of the following:
 - Processing Unit (computing device)
 - Peripheral
- Scan or enter **asset tag or case tag**
- Press **enter**
 - * Asset data will be displayed
- Describe the issue
- Select from dropdown the **operating system** of device

Request

Report a problem about Broken Device
Use this request for issue with your computer, printer, server, tablet

Request for: IDM User1 [Change](#)

Email: lausd.remedy@lausd.net [Edit](#)

Phone: ###

Request Details

Is this a Processing Unit (i.e. Computers) or Peripheral (different hardware) ? *

Processing Unit

Peripheral

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

M784026

Device Type

Desktop

Please describe the issue: *

Broken Screen

Model *

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

eMac

Manufacturer *

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

APPLE

CI Name

APPLE-G83211WFPQ8

What operating system?

Apple (iOS)

Search

Apple (iOS)

Windows

Other



SECTION 6: REPORT DAMAGED DEVICE

Step 4

BROKEN DEVICE REPORT

- Select **yes** if default location displayed is where service is being requested
- Select **no** if default location displayed is incorrect
 - Select correct site or location code from dropdown
- Enter **floor**, **room** and **alternate phone number**
- Select **available days**
- Select **available time** from dropdown
- Click **Submit Request**

Default Site Name
Evergreen Elementary

Default Street
Deland Ave

Default City:
Los Angeles

Default Zip Code:
90017

Are you requesting for service at your default location listed above? *

Yes
 No

I know my location code *

Yes
 No

Select your Site name from drop-down menu: *

107th Street Elementary

Floor *
2

Room *
B2

Alternate Phone Number *
(213) 241-1999

Available Days *

Monday
 Tuesday
 Wednesday
 Thursday
 Friday
 Mon-Fri

Available Time

8:00AM to 12Noon

Search

8:00AM to 5:00PM
8:00AM to 12Noon
1:00PM to 5:00PM

Submit Request Cancel



SECTION 6: REPORT DAMAGED DEVICE

Step 5

CONFIRMATION

- Request to report damaged device is complete when message *“Your request has been submitted”* appears

