

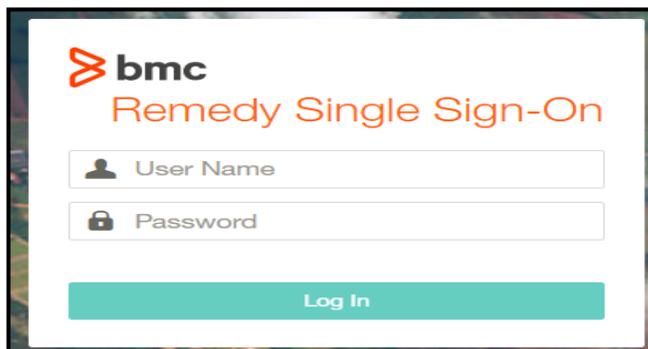


### SECTION 7: REPORT LOST OR STOLEN DEVICE

#### Step 1

##### REMEDY SINGLE SIGN-ON

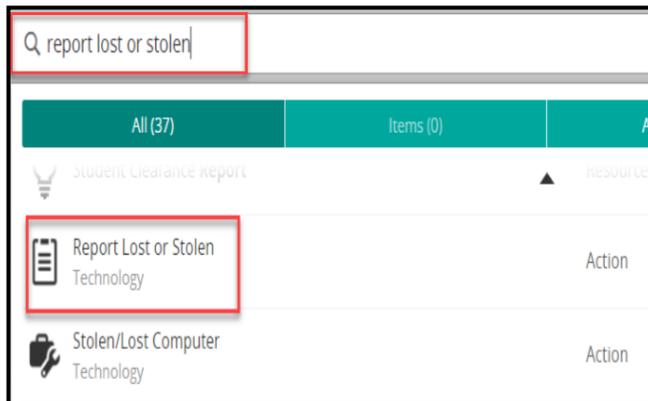
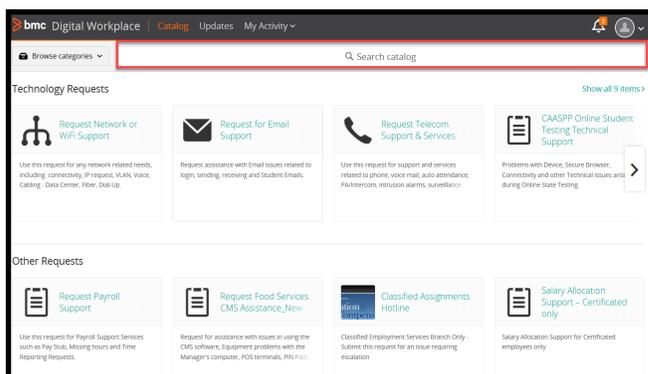
- Go to <https://lausd-myit.onbmc.com>
- Sign in using your single sign-on
- Click **Log In**



#### 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 to
- 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

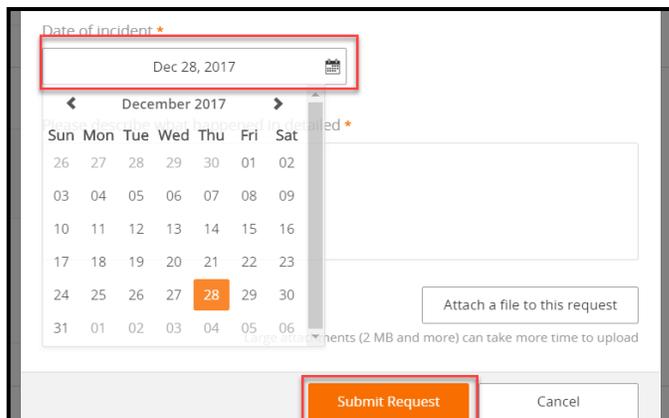


SECTION 7: REPORT LOST OR STOLEN DEVICE

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**



Step 8

CONFIRMATION

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

