

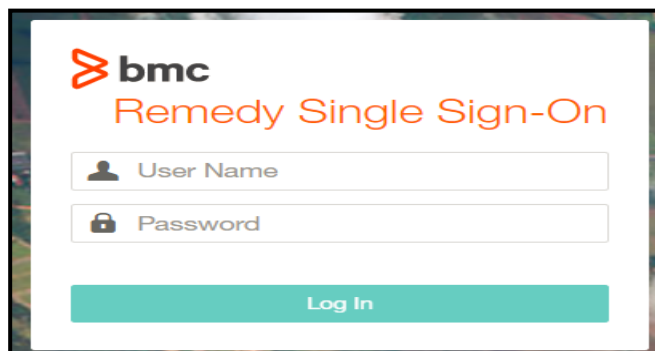


SECTION 11: SEARCH FOR DEVICE INFORMATION

Step 1

REMEDY SINGLE SIGN-ON

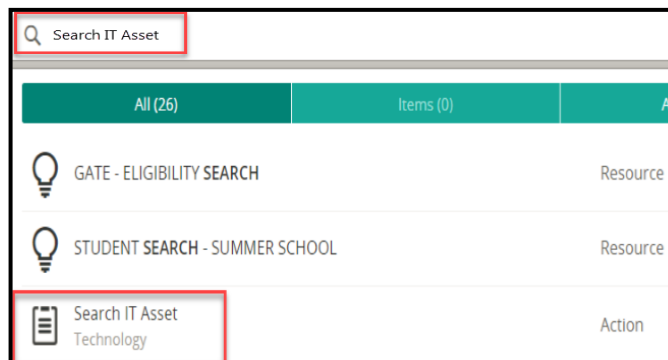
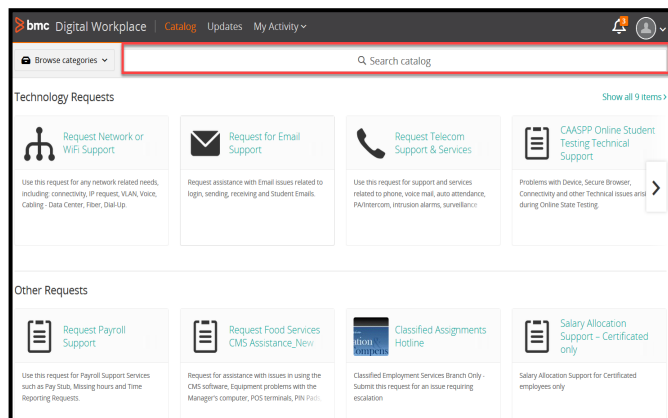
- Go to <https://lausd-myit.onbmc.com/>
- Sign in using your single sign-on
- Click **Log In**



Step 2

SEARCH FOR REQUEST

- In search box, type in **Search IT Asset**
- Select **Search IT Asset** from search results





SECTION 11: SEARCH FOR DEVICE INFORMATION

Step 3

ENTER ASSET/CASE TAG

- Scan or enter **asset tag or case tag**
- Press **enter**

The screenshot shows a 'Request' window titled 'Search IT Asset'. Below the title bar, there is a search input field containing the text 'XA937348GVK'. Above the input field, there is a red warning message: 'Bottom of screen there are 2 buttons to select, Cancel and Submit. Either can be selected, preference is "Cancel"'. Below the warning, it says 'If Product Model and Manufacture do not populate within 10 seconds, then device does not exist in the system.' The 'Request for:' field shows 'IDM User1' with a 'Change' link. The 'Request Details' section has a label 'Scan Asset Tag or Serial Number or Case Tag *' with a note '(Press the Tab key, after entering the value)'. The input field is highlighted with a red box.

Step 4

ASSET INFORMATION

- Device Information will be displayed
 - Model
 - Manufacturer
 - Asset Site
 - Room
 - Asset Status
 - Asset Status Reason/Condition
 - Warranty End Date
 - PO Number
 - Last Checkout Date
 - Last Checkout To (ID)
 - Last Checkout To (Name)
 - Grade/Desk

The screenshot shows the 'Asset Information' section of the form. Fields include: Model (IMAC), Manufacturer (APPLE), Version, if any (empty), Asset Site (Windsor Elementary Math/Science Aerospace Magnet), Room (Library), Asset Status (Deployed), and Asset Status Reason/Condition (if any) (Checked Out).

The screenshot shows the 'Warranty End Date' section. Fields include: Warranty End Date (Sep 22, 2021), PO Number (4500216600), Last Checkout Date (if any) (Dec 31, 2015), Last Checkout To (ID) (01765432), Last Checkout To (Name) (Diana Gutierrez), Grade/Desk (10th), and Home Room/Mail Stop (Science Room).

Step 5

CLOSE REQUEST

- Click **cancel** to close request

The screenshot shows two buttons at the bottom of the form: 'Submit Request' (orange) and 'Cancel' (white with a red border). The 'Cancel' button is highlighted with a red box.