

Received Apple Replacement/ Repaired Device

01. Sign-in

- Go to <https://lausd-myit.onbmc.com>
- Sign in using your single sign-on
- Click **Log In**
- Scroll down to the asset management library
- Select **IT Asset Management Support**
- Select **Apple Repair/Replacement**

Browse categories ▾ Hello, how can I help you?

Asset Management Show all 17 items >

Check-in to inventory Employee Checkout IT Asset Management Support

Provide request details

How can we help you? *

Add IDM assignment to location

I have questions about IT Asset Management

Apple Repair/ Replacement

02. Device Details

- Select **Received replacement/repaired device**
- Select if the device is :
 - A new LTE iPad
 - A new WiFi Only iPad
- Provide the **serial number** of replacement
- Provide the **IMEI** of the replacement
- Provide the **serial number** of damaged device
- Provide the **IMEI** of the **damaged device**
- * *This information is so we can remove the damaged device from your schools inventory and to add the replacement device*
- Find location related to this request
 - Find the location by cost center
 - Find the location by name
- Click **Submit Request**

Select from the option below the type of support needed: *

Device is going to Apple for Repair

Received replacement/ repaired device

Is this device: *

A new LTE iPad

A new WiFi Only iPad

Same device that was sent for repair

Provide Serial Number of replacement device *

Provide IMEI of replacement device *

Provide Serial Number of damaged device

Provide IMEI of damaged device

How would you like to find the location related to this request? *

Select

None

Find the location by cost center

Find the location by name

Submit Request

If you are checking out the device, please submit request to activate service by clicking link below:

<https://lausd-myit.onbmc.com/dwp/app/>