



Technology and Information Services Branch

Reporting Lost Mobile Devices

When a District mobile device is stolen, the following contacts will have to be made:

- School Safety Report: 562-997-8101
 - School Safety will contact Police or Sheriff's Department as appropriate
- Help Desk Report: 562-997-8411
- Risk Management: John Aube, Risk Management Insurance Coordinator, 562-997-8235

*iPads: You will need the model, 6-digit inventory number, and serial number

*Chromebooks: You will need the model, yellow sticker 5-digit device number, and serial number. You can obtain this from your site mobile coordinator or office supervisor.

Reporting:

If stolen from a District office or school site:

- Employee will immediately notify site Administrator
- Administrator will notify:
 - School Safety
 - School Safety will contact Police or Sheriff's Department as appropriate
 - School Safety will create an incident report
 - Help Desk
 - The Help Desk will create a ticket for the lost device
 - Risk Management
 - File a claim for possible replacement (see next page for details)

If stolen away from the school site:

- Employee will file a report with the local law enforcement department, and provide a copy or the report number to the site Administrator
- Administrator will notify:
 - School Safety
 - School Safety will create an incident report
 - Help Desk
 - The Help Desk will create a ticket for the lost device
 - Risk Management
 - File a claim for possible replacement (see next page for details)

(See next page) →

Site Administration will contact Risk Management within 30 days of the theft to review/assist with the replacement of the stolen equipment.

The following information will be provided to Risk Management:

- Copy of the completed School Safety incident report (If Sheriff's or Police department was involved, a copy the PD report or report number)

- *Except for the following which are excluded from being replaced through this process:*
 - *Donated equipment or equipment purchased from donated funds*
 - *Unexplained or mysterious disappearance of property*