

Procedures for Lost or Stolen Laptop

1. Inform your Principal or Immediate Supervisor at once.
2. File a police report. **This must be done ASAP**
 - a. Provide your Serial # and Asset tag #, so keep track of it in a secure location.
 - b. Give the Police Office detailed information
 - i. Time, Location, Security of Laptop*
3. Contact the helpdesk at 587-HELP and place a ticket for a lost or stolen laptop
4. Obtain an official copy of the police report from the main office of the city where the laptop was reported lost or stolen.
5. Send the official copy of the report to the Help Desk **ONE** of the following ways.
 - a. Scan to email using the Lexmark MFP by utilizing the short cut key #40
 - b. Fax to 587-0305-- Attention: Stolen Laptop Report.
 - c. Bring to the Help Desk in the IT Building.
6. IT will enter in into the Districts tracking database.
7. Replacement of laptop will follow the standards listed in the Security Letter signed at time of laptop issue.
8. Replacement laptop will be provided if it falls under the guidelines for lost/stolen laptops and pending availability in IT.
9. The ticket will be closed when laptop is signed out to the user.

*** Remember to use your Defcon Cable Lock at ALL times. It is a great deterrent to theft.**

Revised 6/6/2005