Sending Device(s) for Repair

School	Mobile Device Management (MDM)

School

Start

Submit request
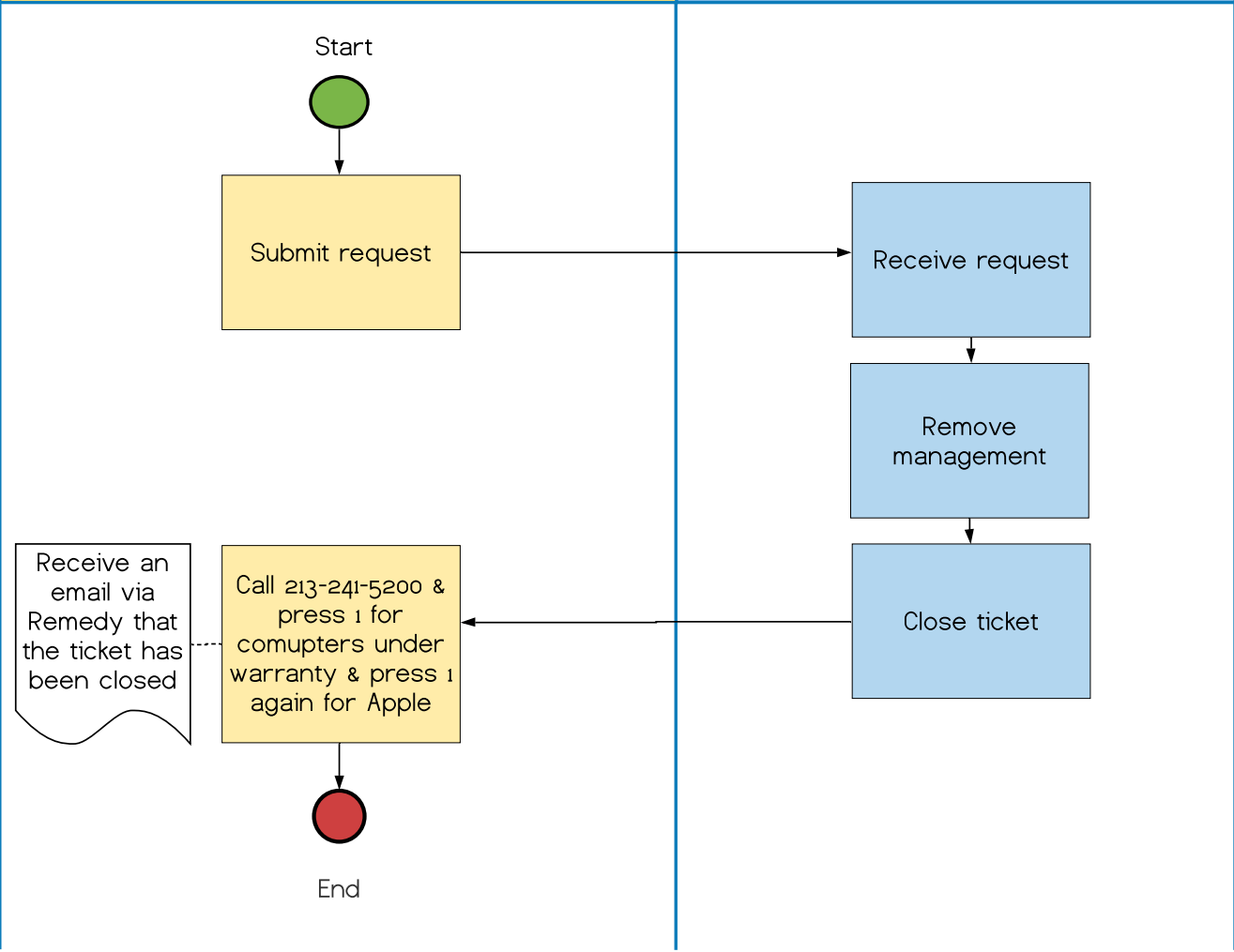
Receive an email via Remedy that the ticket has been closed

Call 213-241-5200 & press 1 for comupters under warranty & press 1 again for Apple

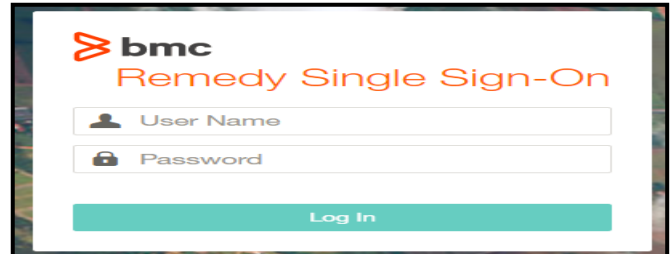End

Mobile Device Management (MDM)

Receive request

Remove management

Close ticket

Sending Apple Device for Repair

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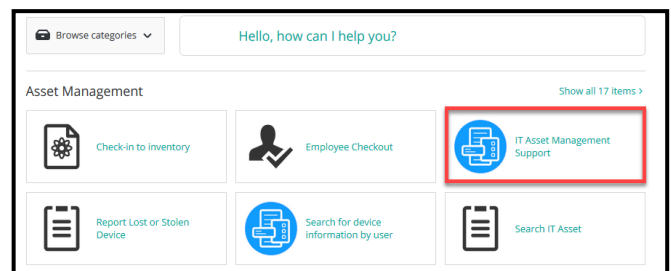
- Go to https://lausd-myit.onbmc.com
- Sign in using your single sign-on
- Click **Log In**

02. Support Ticket

- Scroll down to the asset management library
- Select **IT Asset Management Support**
- Select **Apple Repair/Replacement**

03. Device Details

- Select **Device is going to Apple for Repair**
- Provide the list of serial number to have management removed

  * If you have more than 25 devices, please attach excel file

- Find location related to this request
  → Find the location by cost center
  → Find the location by name
- Click **Submit Request**