

# Sending Device(s) for Repair

School

Mobile Device Management (MDM)

Start



Submit request

Receive request

Remove management

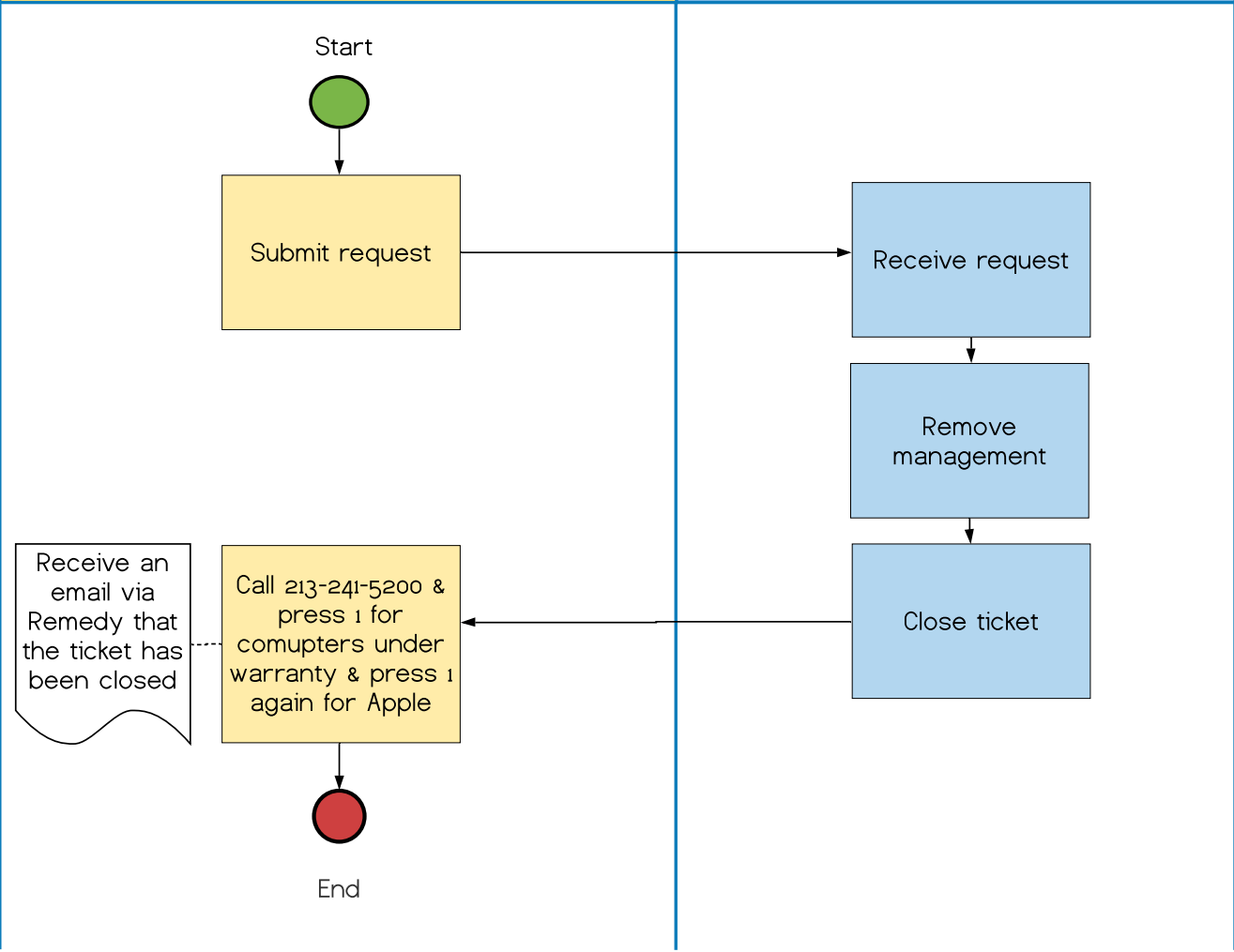
Close ticket

Receive an email via Remedy that the ticket has been closed

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



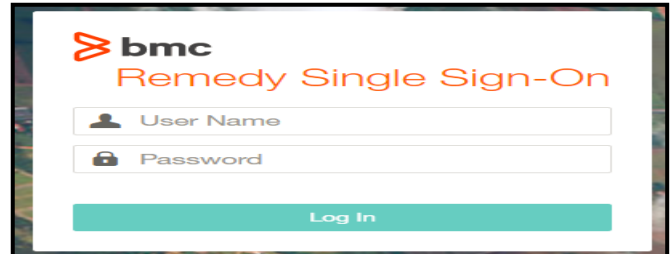
End



# Sending Apple Device for Repair

## 01. Sign-in

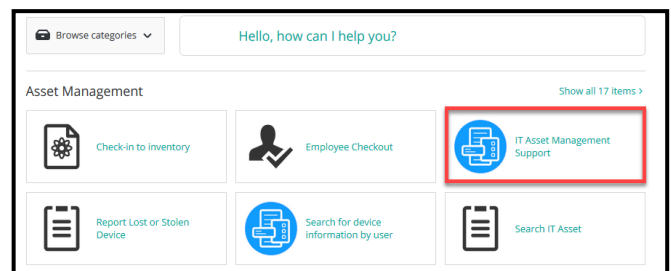
- Go to <https://lausd-myit.onbmc.com>
- Sign in using your single sign-on
- Click **Log In**



The screenshot shows the BMC Remedy Single Sign-On login page. It features the BMC logo at the top left, followed by the text "Remedy Single Sign-On". Below this, there are two input fields: "User Name" and "Password". A green "Log In" button is positioned at the bottom right of the form.

## 02. Support Ticket

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



The screenshot shows the BMC Remedy Asset Management library. At the top, there is a search bar with the text "Hello, how can I help you?". Below the search bar, there is a section titled "Asset Management" with a "Show all 17 Items >" link. The library contains several tiles: "Check-in to inventory", "Employee Checkout", "IT Asset Management Support" (highlighted with a red box), "Report Lost or Stolen Device", "Search for device information by user", and "Search IT Asset".

### Provide request details

#### How can we help you? \*

- Add IDM assignment to location
- Focus Reports issue
- Student/Employee not found when checking out devices
- Add check-in rooms to a location
- Provide Asset Tag bar-codes
- I have questions about IT Asset Management
- Apple Repair/ Replacement

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

- Device is going to Apple for Repair
- Received replacement/ repaired device

#### Provide the list of serial numbers to have management removed. \*

- Entry is limited to 500 characters.

#### 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

## 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**