

What to do in Case of a Lost or Stolen Chromebook (Technology: Devices - Chromebooks)

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(Non TechforEd devices)

Lost Devices (Chromebooks)

1. Student to report a lost device to their teacher
2. Teacher or DTL contacts ECTS Site Support with the Chromebook Serial Number.
3. The ECTS Site Support updates the Chrome Administration Spreadsheet. In the notes column Indicate date - Disabled. And reason for disabled Example. 04-09-2019 - Disabled. Lost”.

If the device is not found and it is determined to be officially lost

1. TL uses the TLC system to flag fines for the lost device and to add a comment to the account. It is up to the schools to collect the fine from the family using the [Fines agreement](https://docs.google.com/a/jeffcoschools.us/document/d/1LnbrMmIWChfMjYHuktn3y4WAgt6038xT8KO1NjL5LZM/edit?usp=sharing) [template](https://docs.google.com/a/jeffcoschools.us/document/d/1LnbrMmIWChfMjYHuktn3y4WAgt6038xT8KO1NjL5LZM/edit?usp=sharing).
(<https://docs.google.com/a/jeffcoschools.us/document/d/1LnbrMmIWChfMjYHuktn3y4WAgt6038xT8KO1NjL5LZM/edit?usp=sharing>) [template](https://docs.google.com/a/jeffcoschools.us/document/d/1FNRTaiNnR4TgpHGPA1FFNG4w50IBZ3WVlwhSesxF_rQ/edit).
(https://docs.google.com/a/jeffcoschools.us/document/d/1FNRTaiNnR4TgpHGPA1FFNG4w50IBZ3WVlwhSesxF_rQ/edit) The amount collected from the student is at the discretion of the school. Make a copy of the template and fill in the amounts.
2. School assigns temporary loaner or replacement device to the student. It is up to the school to provide these devices.

Stolen Devices(Chromebooks)

All circumstances with a device theft are different. Below are general guidelines to help recover, report and replace the stolen device.

1. Student to notify teacher of the incident
2. Teacher to notify school administration and ECTS Support Tech
3. School personnel gathers details of the incident
4. If not found, report the theft to local law enforcement (school to report if device stolen at school or family to report if device stolen outside of school)
5. If the device is not found and it is determined to be officially stolen

- a. TL uses the TLC system to flag fines for the lost device and to add a comment to the account. It is up to the schools to collect the fine from the family using the [Fines agreement](https://docs.google.com/document/d/1LnbrMmIWChfMjYHuktn3y4WAgt6038xT8KO1NjL5LZM/edit) [template](https://docs.google.com/document/d/1LnbrMmIWChfMjYHuktn3y4WAgt6038xT8KO1NjL5LZM/edit). The amount collected from the student is at the discretion of the school. Make a copy of the template and fill in school amounts.
- b. School assigns temporary loaner or replacement device to the student. It is up to the school to provide the device.
- c. Give ECTS Support tech the police report number and details of the theft so the device can be marked in ETAP as stolen.
- d. Report the loss to Risk Management if the total incident loss is over \$1,000.00

**** If the device is ever found at an unknown location do not try to recover the device yourself. Contact Local law enforcement.****