

Chromebook or iPad Lost or Stolen During Remote Learning? Or a student has withdrawn without returning a device?



Look for it for TWO days. Use this list:

1. Look all over the places where you live/stay. Examples: under the bed, in the laundry basket, on bookshelves, under piles of paper, near the front door, behind couch cushions, etc.
2. Look in every car you've been in, including checking the trunk and under the seats.
3. If you have been to anyone else's house, ask them if they've seen it.
4. Empty your backpack or any other bags you might have used, and look inside your binders. (Sometimes devices get hidden inside other belongings!)

If the Chromebook or iPad still isn't found after two days...

Call your school, the student help desk, (512-414-4357) or parent help desk (512-414-9187) and ask them to report the device as lost or stolen using the Lost/Stolen Device Reporting form: bit.ly/aisdstolenlosttech. (ONLY Austin ISD staff can use that form.)

Austin ISD staff must then use TIPWeb-IT or the tile in the Staff Cloud to report the device as lost or stolen, before the student can be issued a new device.

They may ask you for this information when you call:

- Date and time you lost it (as close as you can remember)
- Do you think it's LOST or that someone STOLE it?
- Address of where loss occurred, if you have an idea
- Any other details about where/how you lost it?
- Student's name
- Student's ID number
- Parent's name
- Parent's phone number

****NOTE: Reporting the device as lost/stolen/withdrawn authorizes us to "brick" the device and to use location tracking to identify the device's location.**