Frequently Asked Questions

Overview
The following is a list of frequently asked questions and answers around using RMU.

General RMU Guides

1. **How do I login to RMU?**
   
   Go to the - [QRG - How to Logon to RMU](#) for instructions.

2. **What do I do if I have problems logging into the DET Staff Portal when trying to log into RMU?**
   
   If you have troubles logging into the DET Staff Portal please contact your principal or ICT Service Desk on 1800 338 483.

3. **What happens if you don’t see RMU in the My Applications tab?**
   
   If you don’t have access to RMU, please contact your Principal or ICT Service Desk on 1800 338 483.

4. **What do I do if I have problems whilst logged into RMU?**
   
   If you have troubles whilst logged into RMU please contact ICT Service Desk on 1800 338 483.

5. **How do I reset my student/staff password?**
   
   Only an authorised TSO or staff member can reset the student or staff password. For more information go to the [QRG - How to Reset a Password](#).

6. **How do I change the default school in my profile?**
   
   Go to step 8 and 9 of the [QRG - How to Logon to RMU](#) for instructions.

7. **Who is the Device Manager in RMU and how are they assigned?**
   
   The Device Manager in RMU is generally assigned to the TSO whose access is setup by support. In the event the TSO is on leave, the principal has the ability to setup an additional Device Manager in RMU. For instructions on how to assign an additional Device Manager the Principal needs to go to the [QRG - How to Delegate RMU Access (for Principals)](#).

8. **Where is the serial number located on the device?**
   
   The serial number is located on the bottom right hand corner on the reverse side of the device. For more details go to the [QRG - How to Find a Serial Number of the Device](#).
9. What do I do if the serial number on the devices sent to our school don’t match those listed within RMU?
In the event the devices delivered to your school have different serial numbers to those listed within RMU, go to the QRG - What do I do if the D.E.R-NSW devices I receive don’t match those listed within the RMU for instructions.

10. What are the different device statuses?
To enable the application of policy and procedure each device has a status of which there are 12 in total. A device can only have one status at any point in time. The status will govern the application of business rules, policy, procedure and system logic. For a list and understanding of all the device statuses go to QRG - Laptop Statuses.

11. How do I perform on device Assignment?
A TSO can perform on device assignment on behalf of the student or staff member who may also be a custodian. When the on device management process is finished, the device is either loaned or allocated to the student or in the case of staff or a custodian, loaned.
Go to the QRG - How to Perform on Device Commission for instructions on how to perform on device assignment.

12. What is a Custodian?
A custodian is a staff member who is responsible for managing the devices assigned to them. For example the school librarian could be assigned the role of custodian for a pool of devices to be used by staff and students in the library.

13. How do you assign a custodian to a device?
Go to the QRG - How to Assign a Custodian to a Pooled Device for instructions on how to assign a custodian to a device.

14. How do I provide a device for temporary loan?
In the event a student or staff’s device is lost, stolen or broken, a temporary device can be loaned to them. Go to the QRG - How to Perform on Device Commission for instructions on how to provide a device on temporary loan.

15. How do I transfer devices to another school?
A device is defined as being transferred for example when:
- a device is delivered by accident to the wrong school and needs to be transferred; or
- a school has extra devices in their pool and transfers some to another school in need.
Go to the QRG - How to Transfer Devices to another school for instructions on how to transfer a device to another school.
Device Management

1. **How do I update student’s details in RMU after their consent form has been returned to the school?**

   Before devices can be distributed to students, a consent form must be completed and signed by the student and a parent/carer. The TSO must then logon and update RMU before a student is assigned a device to commission. Go to [QRG - How to Mark Student DER Details](#) for instructions on how to update student’s details in RMU.

2. **How do I change the status of a student’s device?**

   There are two ways to change the status of a student’s device in RMU. It is used when the student’s device has been:
   - stolen;
   - broken;
   - lost; or
   - retired.

   Go to the [QRG - How to Change Status of a Student's Device](#) for instructions on how to change the status of a student’s device in RMU.

3. **How do I change the status of a staff member’s device?**

   There are two ways to change the status of a staff member’s device in RMU. It is used when the staff member’s device has been:
   - stolen;
   - broken;
   - lost; or
   - retired.

   Go to the [QRG - How to Change Status of a Staff Device](#) for instructions on how to change the status of a staff member’s device in RMU.

4. **How do I transfer spare DET devices to a school?**

   DET has available on hand a number of spare devices that can be transferred to schools who require additional devices. Only an Authorised TSO can perform this function. Go to [QRG - How to Transfer DET Devices to Schools](#) for instructions on how to transfer a device from DET to a school in RMU.
Operational Exception Enquiry

1. How do I view the exceptions around both staff and student’s use of devices compared to what is considered acceptable?
   Go to the QRG - How to use Operational Exception Enquiry for instructions.