How to Change the Status of a Staff’s Device

Overview

This Quick Reference Guide shows how 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.

The guide covers two ways to change the status of a staff member’s device in RMU:

- Option 1 – use the Staff tab; or
- Option 2 – use the Device tab.

**Note:** When a laptop is commissioned to a staff member the status is automatically updated to loaned in RMU as opposed to allocated in a student’s case.
Work Instructions

Option 1

To change the status of a staff member’s device using the Teacher Assignment tab in RMU, follow the process below:

1. Click the Staff tab in the Device Management menu
   NOTE: If the school default needs to be changed, click the magnifying glass next to the School field and follow the prompts to enter, search and select the new location.

2. Click Search to refresh the screen.

3. The following screen indicates if staff have been loaned devices or not.

4. Click on the Name or any field in that row to bring up the Device details
5. Click on the laptop icon next to the serial number to bring up the **Update Device Status** tab

6. Select the relevant status (e.g. Written Off) from the **Status** drop down list to assign to the device and click **Save**.

The **Device Status** field and **Devices** field are successfully updated.
Option 2

To change the status of a staff member’s device using the **Device** tab in RMU, follow the process below:

1. **Click the Device Tab in the Device Management menu**
   
   **NOTE:** If the school default needs to be changed, click the *magnifying* glass next to the **School** field and follow the prompts to change, search and select the new location.

2. The following screen indicates which staff and students have devices.

   ![Device Management Screen]

3. Enter the device serial no. in the **Serial Number** field and select **Search**.

4. **Click on the laptop icon next to the serial number to bring up the Update Device Status** tab
5. Select the relevant status (e.g. Written Off) from the Status drop down list to assign to the device and click Save.

The Device Status field and Devices field are successfully updated.