How to Change the Status of a Student’s Device

Overview

This Quick Reference Guide shows how 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.

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

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

Work Instructions

Option 1

To change the status of a student’s device in RMU using the Student Assignment tab follow the process below:

1. Click the Student 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.

Search for the student by selecting the relevant options from the drop down list in the Scholastic Year, Student Name or Student Group fields and click Search.
2. The following screen shows list of students as per the search criteria.

3. Click on the **Student Name** or any field in that row to bring up the Device details

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.
Option 2

To change the status of a student’s device in RMU using the Device tab, 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.

3. Search for the students name by;
   - clicking the Status field in the Device List section to sort the devices in order of their status;
Or

- Enter the devices serial no. in the **Serial Number** (e.g. LR-PRYDE) field and select the **Search** button

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.