How to Resend a Staff Device Loan Acknowledgement Email

Overview

When a device is loaned to a staff member, RMU automatically sends an acknowledgement email using the staff members email address obtained from IDM. An example of the email is shown below

Dear XXXXX,

Internal Audit requires an acknowledgement from teachers who have been issued a DER NSW laptop. Our records indicate that you were issued a laptop with serial number L3AYX2Y on 02/06/2010 10:03 AM. Please acknowledge receipt of the laptop by clicking here.

The laptop was issued to you with a return date of 24/08/2010 12:49 AM and your TSO would appreciate the return of the laptop on or before this date.

Regards,

The DER Team

This email contains a web link which the staff member clicks to acknowledge receipt of the loan device. Upon clicking the link, the following page is displayed in the users browser, and RMU’s records are updated to reflect the acknowledgement.

Thank You XXXXX,

We have successfully received your loan acknowledgement for device L3AYX2Y.

Regards,

The DER Team

If the acknowledgement email needs to be resent for any reason (incorrect staff email address in IDM, lost email etc), this can be achieved by following the instructions in this QRG.

The guide covers two ways to resend the acknowledgement email:
- Option 1 – using the RMU **Staff Assignment** tab; or
- Option 2 – using the RMU **Device Assignment** tab.
Work Instructions

Option 1 – Using the RMU Staff Assignment Tab

1. Click the **Resource Management** menu item.

2. Click the **Staff Assignment** tab.
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.

3. Select **LN - Loaned** from the **Device Status** search criteria, and Click **Go** to refresh the screen.

4. The resulting list indicates staff with loaned devices.

**Note:** The colour of the value in the **Device Status** column for a loaned device indicates its loan acknowledgement status. There are 3 possible colours:

<table>
<thead>
<tr>
<th>Device Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loaned (Red)</td>
<td>Acknowledgement email has not been sent</td>
</tr>
<tr>
<td>Loaned (Orange)</td>
<td>Acknowledgement email has been sent, but the staff member has not responded by clicking the link in the email</td>
</tr>
<tr>
<td>Loaned (Black)</td>
<td>Acknowledgement email has been sent, and the staff member has responded by clicking the link in the email</td>
</tr>
</tbody>
</table>
5. Select the device you wish to resend the email for by hovering over the icon in the **Devices** column and clicking on **Update Device Status** in the resulting popup.

![Update Device Status](image)

6. The Update Device Status popup indicates the current loan acknowledgement status of the device.

![Update Device Status](image)

7. If required, the email address of the recipient can be modified by editing the text in the **Staff Email** field. Note, the **Staff Email** field cannot be blank.
8. In addition, the loan return date can be added or modified by clicking the calendar icon next to the **Return Date** field and selecting a date.

9. Click on **Resend Email** button.
10. If the **Return Date** field has been modified, select **OK** if you wish to save the new return date value before sending the email, or **Cancel** to send with the old value.

11. The popup displays a confirmation that the email has been sent successfully.
Successfully resent resource loan email

Update Device Status  Device Comments
Update Device Status  4333 A16 L3 3YX2Y  Status: Loaned

Vintage: Vintage 09  Usage Type: Teacher  Build (SOE): Unknown (01-Jan-1900)
Wireless MAC: 0022 F4E878CA  Wired MAC: Unknown
Acknowledgement: Not Received
Staff Email: 
Return Date: 24/06/2010 12:49
Status: LN: Loaned

Close  View History  Set Re-Imaged  Save & Exit

*Indicates mandatory field.
Option 2 – Using the RMU Device Assignment Tab

1. Click the **Resource Management** menu item.

2. Click the **Device Assignment** tab.

   ![Image of RMU Device Assignment Tab]

   **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.
3. Select LN - Loaned from the Device Status search criteria, and Click Go to refresh the screen.

4. The resulting list indicates staff with loaned devices.

Note: The colour of the value in the Status column for a loaned device indicates its loan acknowledgement status. There are 3 possible colours:

- Loaned (Red): Acknowledgement email has not been sent
<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loaned (Orange)</td>
<td>Acknowledgement email has been sent, but the staff member has not responded by clicking the link in the email</td>
</tr>
<tr>
<td>Loaned (Black)</td>
<td>Acknowledgement email has been sent, and the staff member has responded by clicking the link in the email</td>
</tr>
</tbody>
</table>

5. Select the device you wish to resend the email for by clicking on the corresponding row in the **Device List**.

6. The Update Device Status popup indicates the current loan acknowledgement status of the device.

7. If required, the email address of the recipient can be modified by editing the text in the **Staff Email** field. Note, the **Staff Email** field cannot be blank.
8. In addition, the loan return date can be added or modified by clicking the calendar icon next to the **Return Date** field and selecting a date.

9. Click on **Resend Email** button.
10. If the **Return Date** field has been modified, select **OK** if you wish to save the new return date value before sending the email, or **Cancel** to send with the old value.

11. The popup displays a confirmation that the email has been sent successfully.
Successfully resent resource loan email

*Indicates mandatory field.