



Lost/Stolen Computers

If a computer you are responsible for has been lost or stolen, it is your responsibility to report the incident within 24 hours to ensure university and student data is protected.
(This includes iPads, tablets, and any devices containing university/student information.)

Instructions for Area Techs

1. Ensure that the user has notified all personnel listed in the [employee guide](#).
2. Update computer status in [Asset Panda](#).
 - Mark it as "To Be Surplused" and set the reason as "Stolen" or "Lost".
3. If a case wasn't assigned to you by the Service Desk, create one.
 - Note that there currently is no case category for lost/stolen computers.
4. Inform the [IT Security Office](#) of the incident **immediately** via email. See template below.
 - It is **imperative** that you inform them within **24 hours**.

Email template:

Send to: Leroy.Brown@uvu.edu; *(cc the user who is responsible for the lost asset)*

Subject: Lost/Stolen UVU Computer

Body:

A computer has been reported lost/stolen. Below is all the information you need for the user and computer.

Responsible User UVID:

Inventory/Tag Number:

Serial Number:

Date and time of incident:

Location where incident took place:

What types of data were stored on the device?

Is the device encrypted?

Is the device capable of being wiped remotely?

5. Mark the Jira ticket as "Done."

If you have questions that this document does not address, please call the [Service Desk](#).
(801) 863-8888