FAU College of Medicine Support Center

iPad Lost, Stolen, Repairs

Jeff Clark - 2021-07-21 - iPad Support

LOST iPAD:

1. Report it to COMIT [EmailTo:ComHelpDesk@health.fau.edu]
2. Attempt to use the Find My iPhone application to locate it. (Access it at iCloud.com)
    1. Put the device in Lost Mode
3. File a Police Report
4. COMIT will reissue you a new iPad
5. You will be responsible for the replacement cost as listed on the "Policy Acknowledgement and Device Release Form" you signed when you received your device

DAMAGED iPAD:

1. Report it to COMIT [ComHelpDesk@health.fau.edu]
2. Once approved, take to an authorized Apple Repair Center (Apple Store or Best Buy)
    1. Please do not attempt to self repair or take to a non-Apple/Best Buy repair shop.
    2. Damages caused by non-Apple repairs will be the financial responsibility of the student.
3. If necessary, COMIT will issue you a loaner device while yours is sent to Apple for repair.
4. You will be responsible for the repair cost as the iPad is property of FAU and on loan to the student.