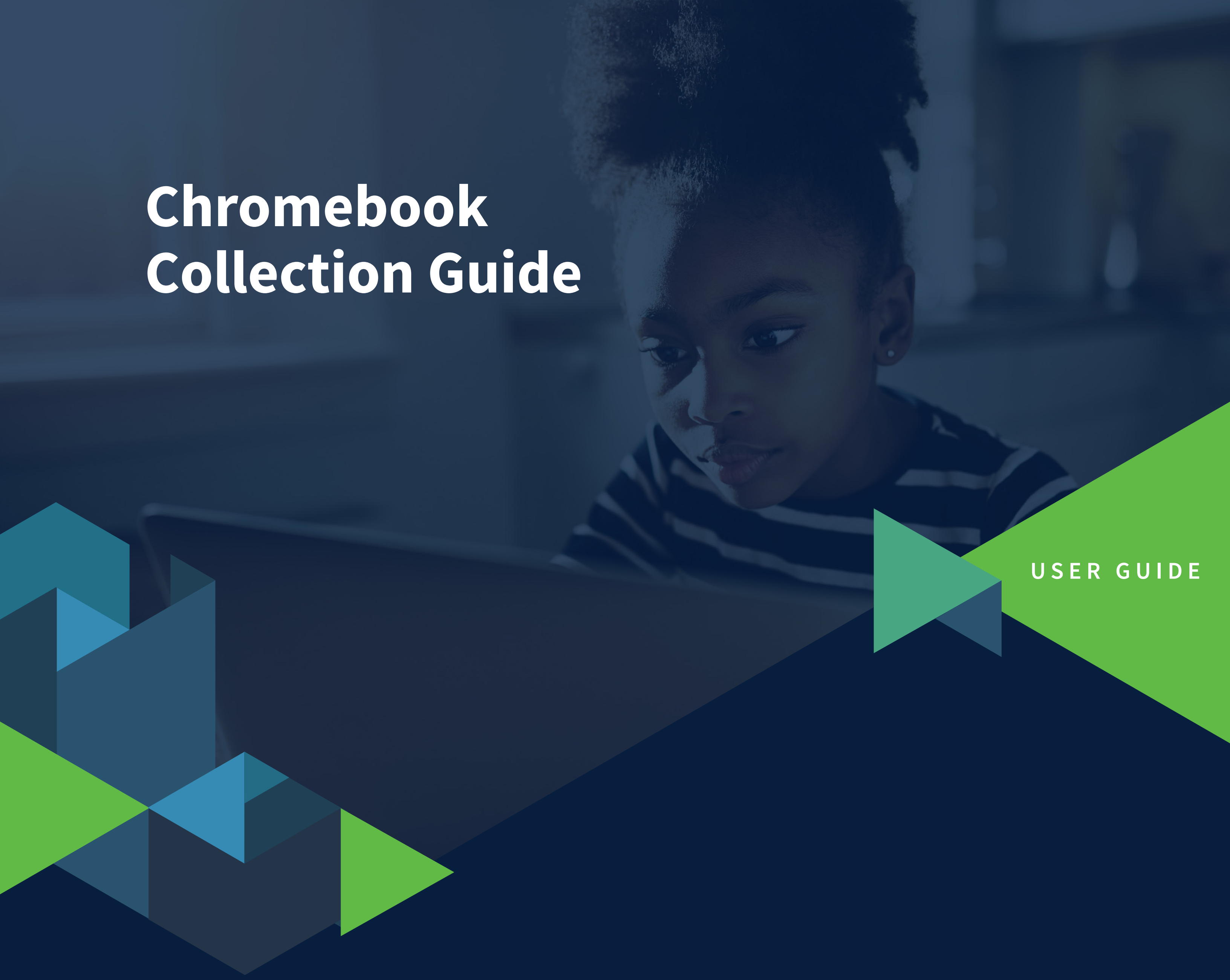
Chromebook Collection Guide



USER GUIDE

An Absolute Guide to Successfully Reclaiming Student Devices with Ease

ABSOLUTE®

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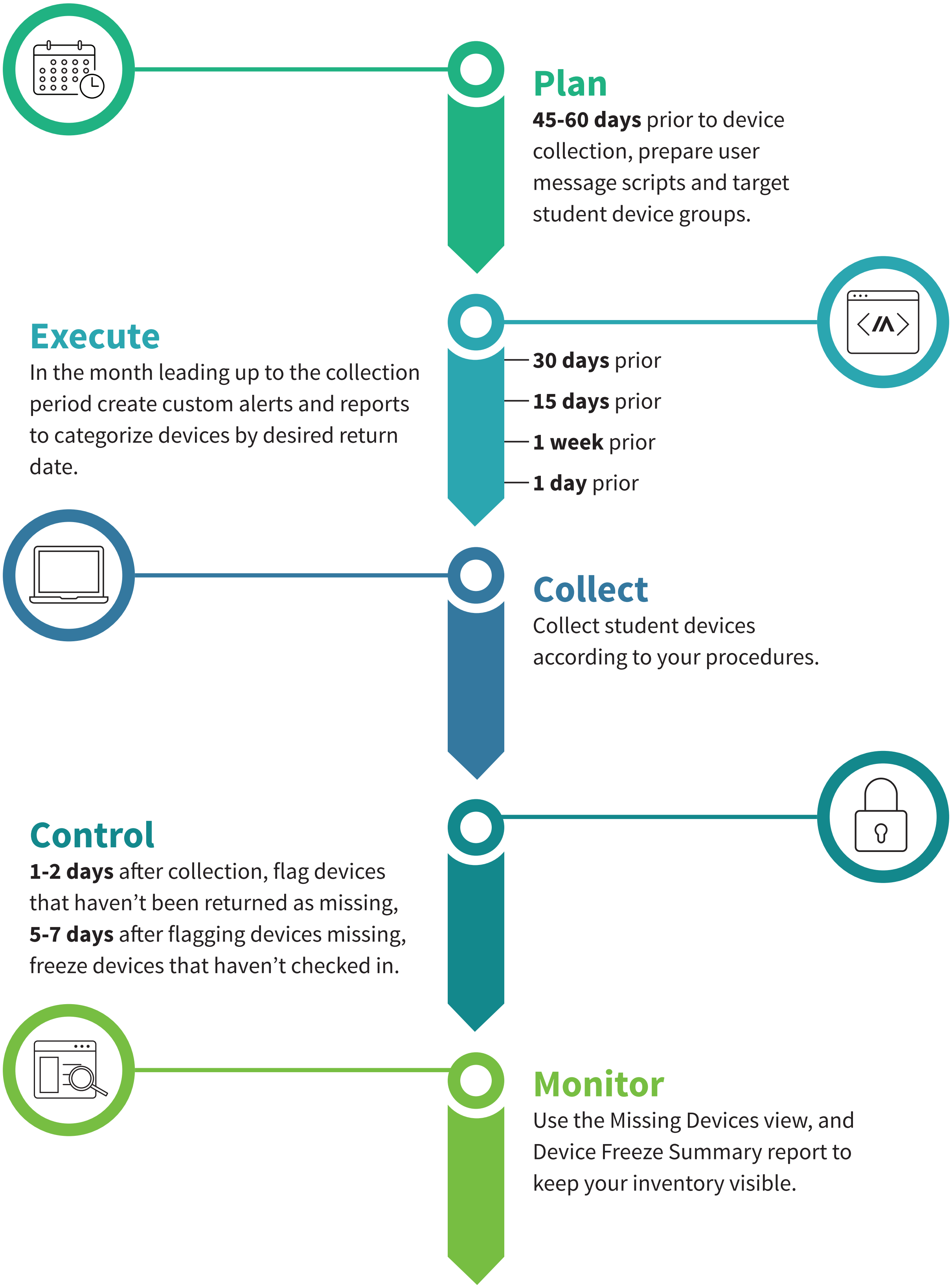
This guide takes you through the device collection process and highlights the Absolute features that can assist you in successfully reclaiming your district's devices. Here is a summary:



Plan

45-60 days prior to device collection, prepare user message scripts and target student device groups.

Execute

In the month leading up to the collection period create custom alerts and reports to categorize devices by desired return date.

- **30 days** prior
- **15 days** prior
- **1 week** prior
- **1 day** prior

Collect

Collect student devices according to your procedures.

Control

1-2 days after collection, flag devices that haven't been returned as missing, **5-7 days** after flagging devices missing, freeze devices that haven't checked in.

Monitor

Use the Missing Devices view, and Device Freeze Summary report to keep your inventory visible.

Plan

TIMELINE: 45-60 DAYS PRIOR TO THE DEVICE COLLECTION PERIOD

Get organized for the phases that lie ahead. Read about the other phases in this guide and make any necessary preparations so that you can successfully collect your devices.

Preparation tasks may include:

- Create device groups (e.g. by school, 1:1 program, etc.)
- Create custom alerts and reports by required date of return in the Execute phase
- Coordinate with your colleagues for the Collect phase
- Prepare custom Device Freeze messages to elicit a response from students who have not returned devices on time in the Control phase

Execute

TIMELINE: 30 DAYS, 15 DAYS, 1 WEEK, AND 1 DAY PRIOR TO THE DEVICE COLLECTION PERIOD

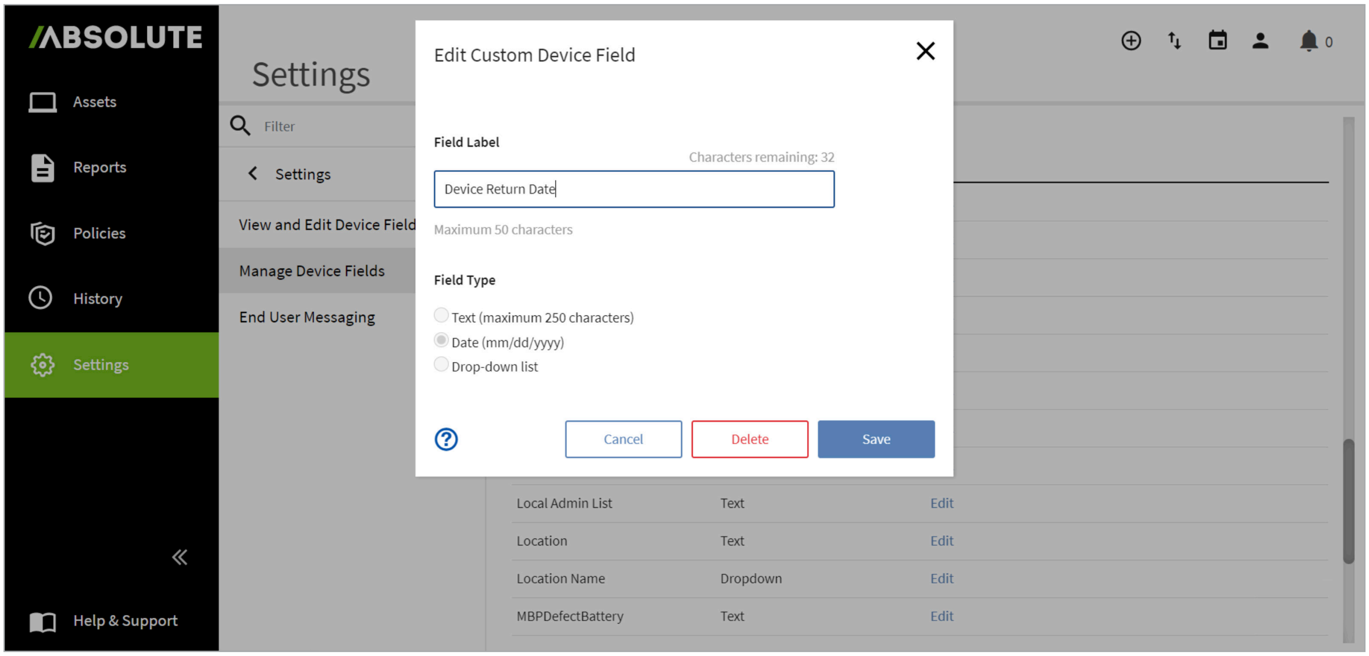
In the Execute phase, identify and categorize devices by desired return date, and create alerts for before and after the return date to help you stay organized.

Absolute's custom report fields and alerts help you in this task. Identify the devices that you want returned by creating a custom reports device field for the date the device(s) should be returned. Use this date value to create custom reports and alerts for devices approaching or past their return date. Please see Help for more information on populating custom device fields with more information.

Create a Custom Device Field to Categorize Devices by Return Date

1. Navigate to Settings → Data → Manage Device Fields

2. Click **Create a Custom Device Field** and name the field **Device Return Date** (or custom) to be used for reporting and alert purposes. Set the **Field Type** to **Date** and click **Save**.



Edit Custom Device Field

Field Label

Characters remaining: 32

Device Return Date

Maximum 50 characters

Field Type

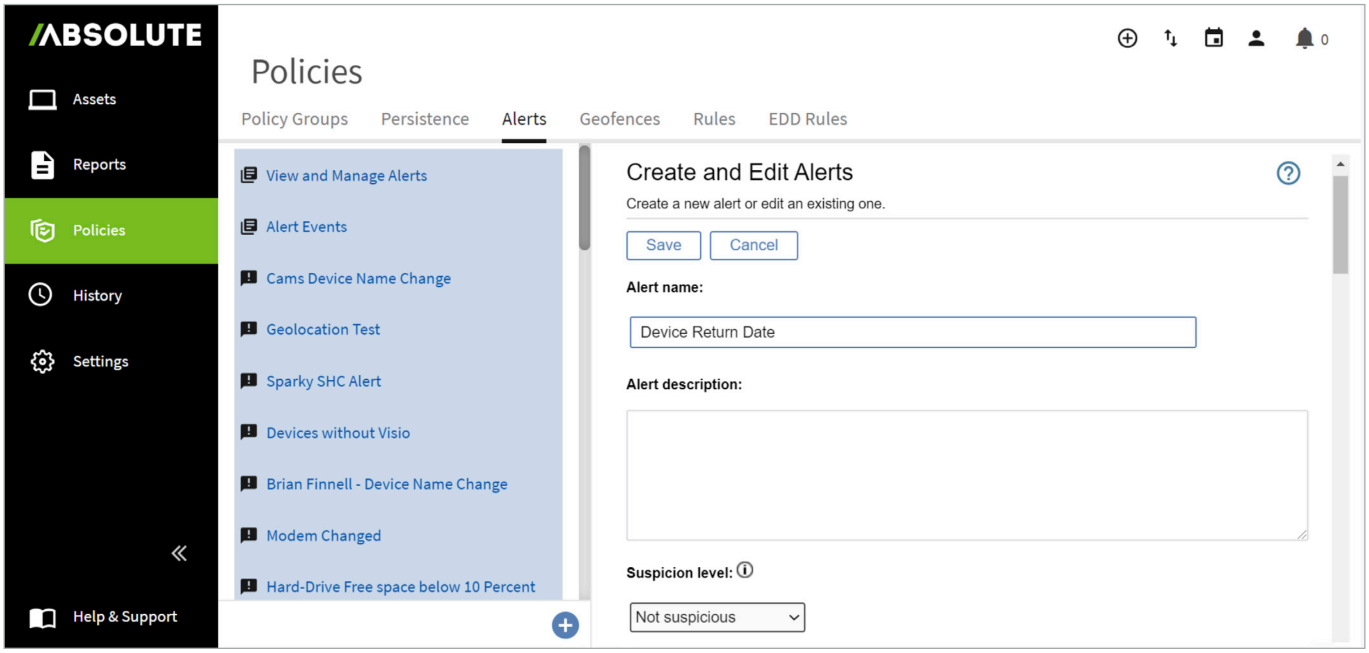
○ Text (maximum 250 characters)
● Date (mm/dd/yyyy)
○ Drop-down list

Local Admin List	Text	Edit
Location	Text	Edit
Location Name	Dropdown	Edit
MBPDefectBattery	Text	Edit

Set Up Return Date Alerts

1. Set up an email alert for this group of devices to trigger prior to and after the return date.

2. Go to Policies → Alerts → Create and Edit Alerts.



Create and Edit Alerts

Create a new alert or edit an existing one.

Alert name:

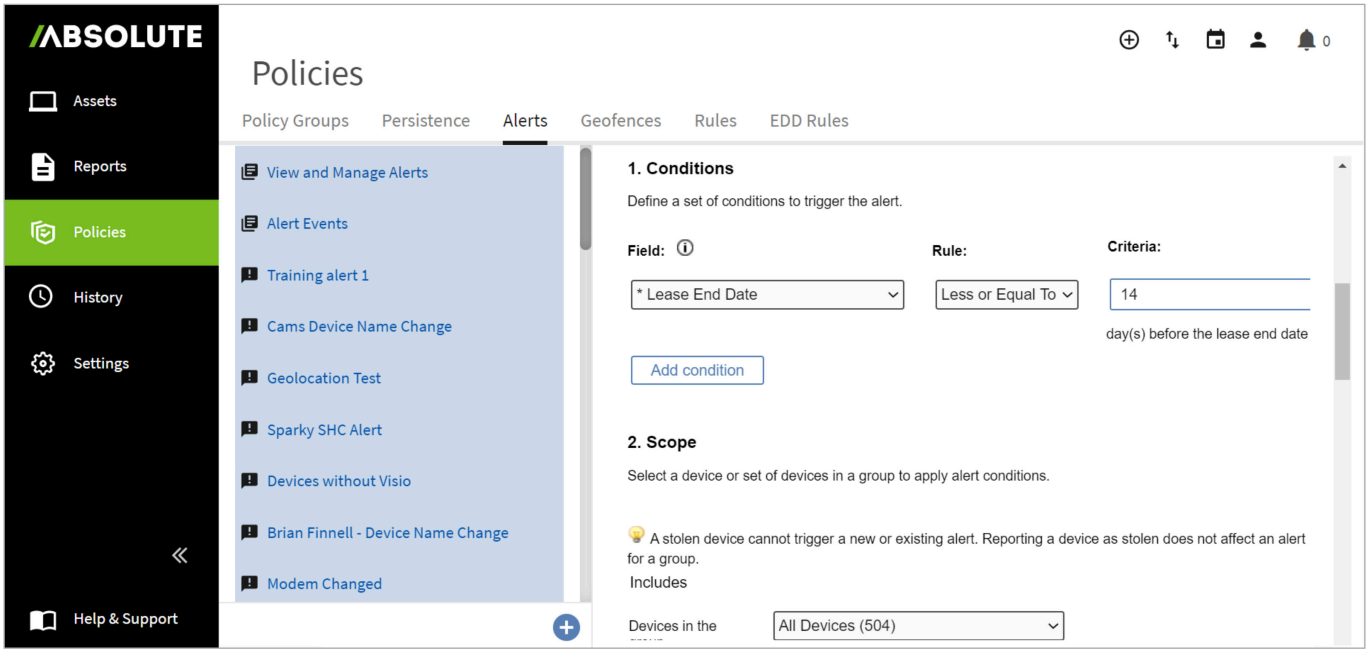
Device Return Date

Alert description:

Suspicion level:

Not suspicious

3. Select the **Device Return Date** field and how many days in advance you would like the alert. Here, we suggest 14 days.



1. Conditions

Define a set of conditions to trigger the alert.

Field: * Lease End Date

Rule: Less or Equal To

Criteria: 14

day(s) before the lease end date

2. Scope

Select a device or set of devices in a group to apply alert conditions.

A stolen device cannot trigger a new or existing alert. Reporting a device as stolen does not affect an alert for a group.

Includes

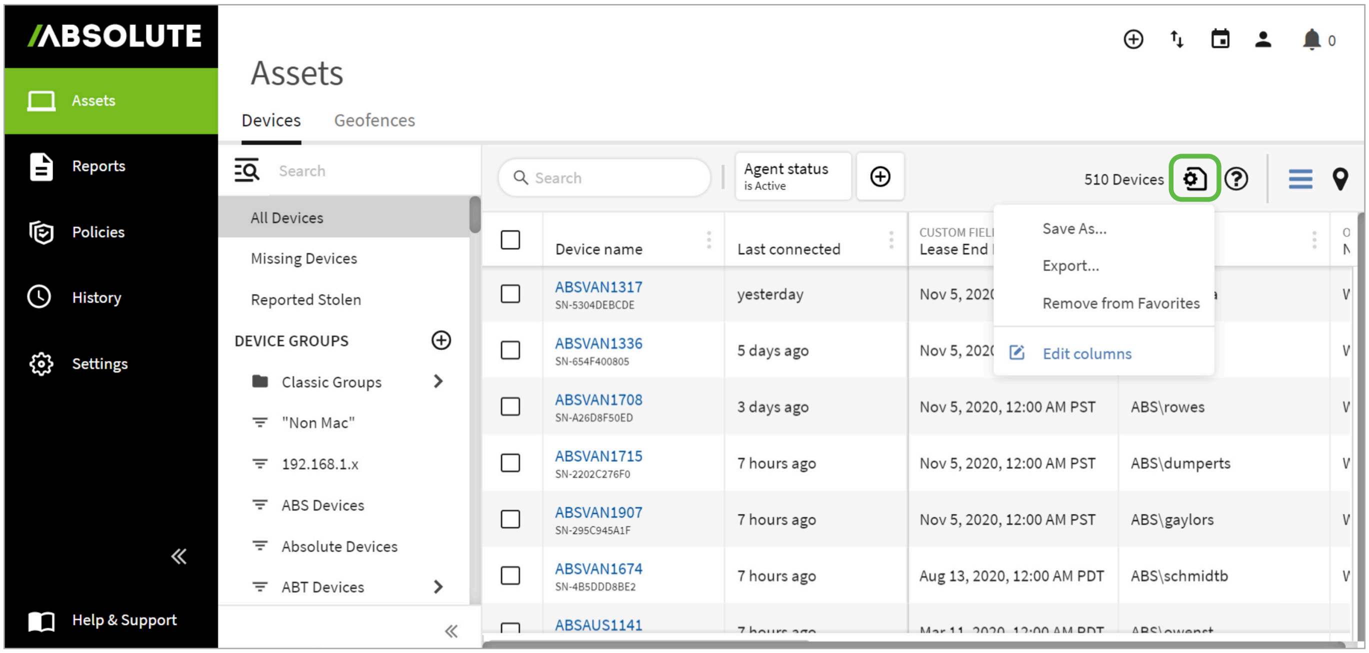
Devices in the group: All Devices (504)

Set Up Return Date Reports

Use your Device Return Date report to see all the Chromebooks that need to be returned.

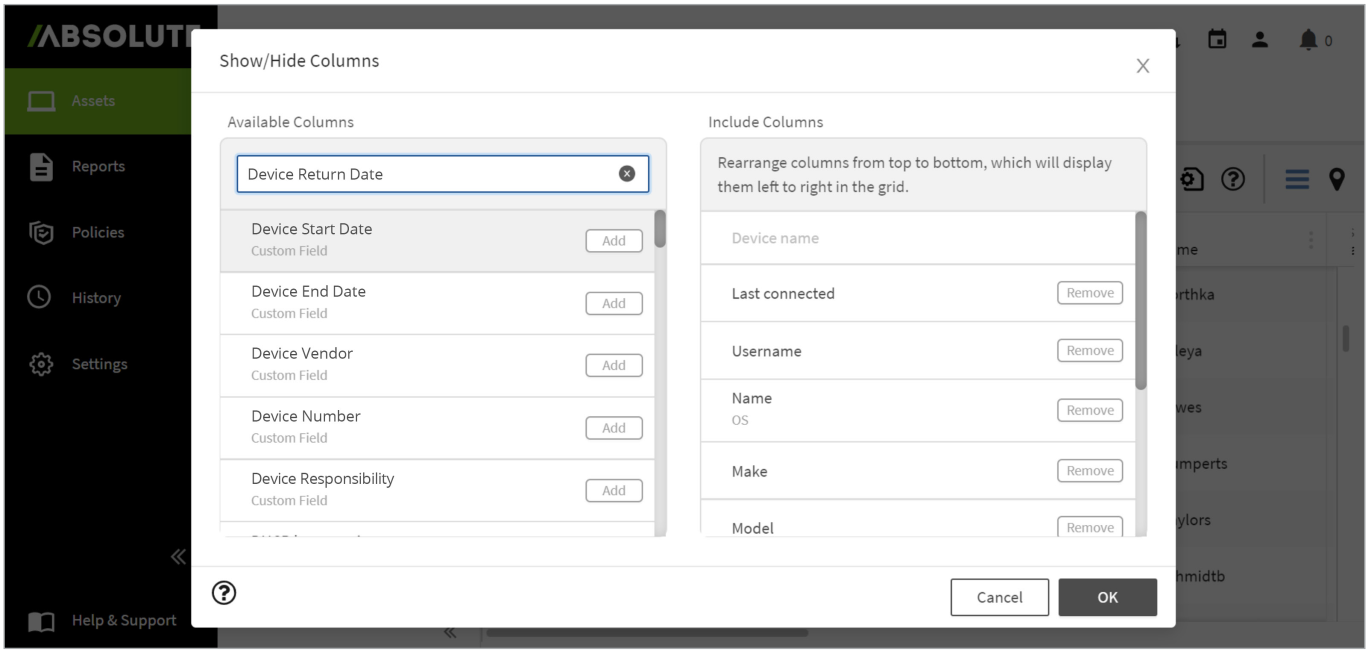
1. Navigate to Assets → All Devices

2. Click the Menu Options Icon ⚙ → Select **Edit Columns**



	Device name	Last connected	CUSTOM FIELD Lease End Date	
□	ABSVAN1317 SN-5304DEBCDE	yesterday	Nov 5, 2020	
□	ABSVAN1336 SN-654F400805	5 days ago	Nov 5, 2020	
□	ABSVAN1708 SN-A26D8F50ED	3 days ago	Nov 5, 2020, 12:00 AM PST	ABS\rowes
□	ABSVAN1715 SN-2202C276F0	7 hours ago	Nov 5, 2020, 12:00 AM PST	ABS\dumperts
□	ABSVAN1907 SN-295C945A1F	7 hours ago	Nov 5, 2020, 12:00 AM PST	ABS\gaylors
□	ABSVAN1674 SN-4B5DDD8BE2	7 hours ago	Aug 13, 2020, 12:00 AM PDT	ABS\schmidtb
□	ABSAUS1141	7 hours ago	Mar 11, 2020, 12:00 AM PDT	ABS\owenst

3. Search for the **Device Return Date** Item on the Left Pane and Add to the Right Pane.



Show/Hide Columns

Available Columns

Device Return Date

- Device Start Date — Custom Field — Add
- Device End Date — Custom Field — Add
- Device Vendor — Custom Field — Add
- Device Number — Custom Field — Add
- Device Responsibility — Custom Field — Add

Include Columns

Rearrange columns from top to bottom, which will display them left to right in the grid.

- Device name
- Last connected — Remove
- Username — Remove
- Name — OS — Remove
- Make — Remove
- Model — Remove

Cancel OK

4. Save the report with a custom name such as **Assets List with Return Dates**

Use these reports to track your device returns in the Collect phase. Additional custom reports and alerts can be created based on your requirements, such as devices that have passed their return date.

Collect

In this phase, collect devices according to your District’s procedures.

Control

In the Control phase, flag unreturned Chromebooks as missing in the console to attempt retrieval. If this is unsuccessful, freeze the devices.

Track missing devices

TIMELINE: 1-2 DAYS AFTER THE DEVICE COLLECTION PERIOD

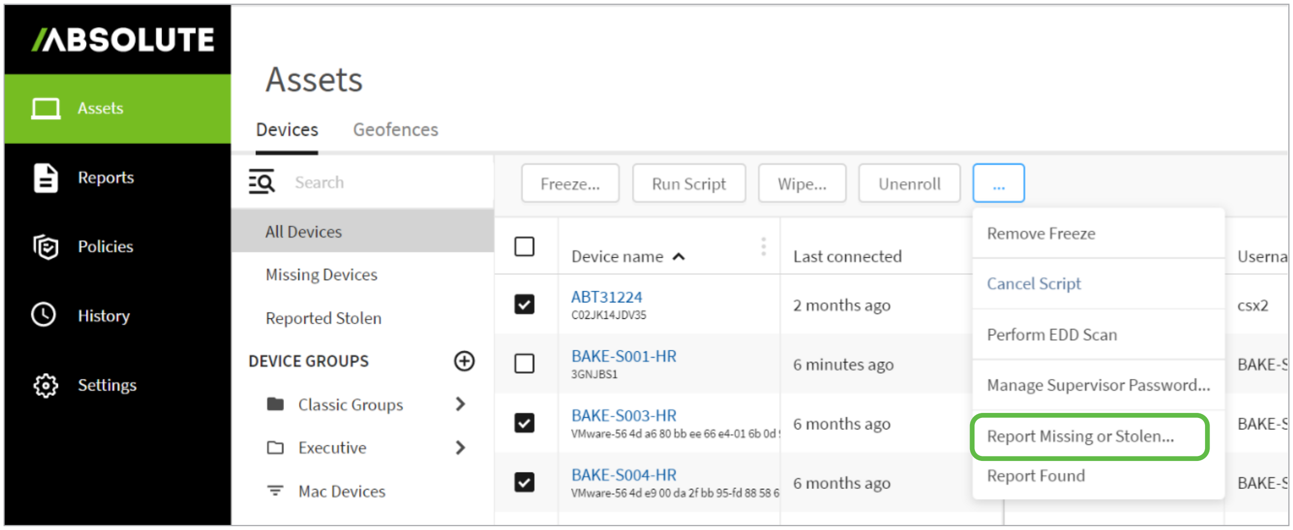
Absolute monitors devices that you have flagged as missing. When they come online, you are notified and provided with details such as username, public and local IP. Using this information, you can determine the device location and contact the user to collect the device. When collected, mark the device as found in the console.

Flag an unreturned device as missing

To flag a device as missing:

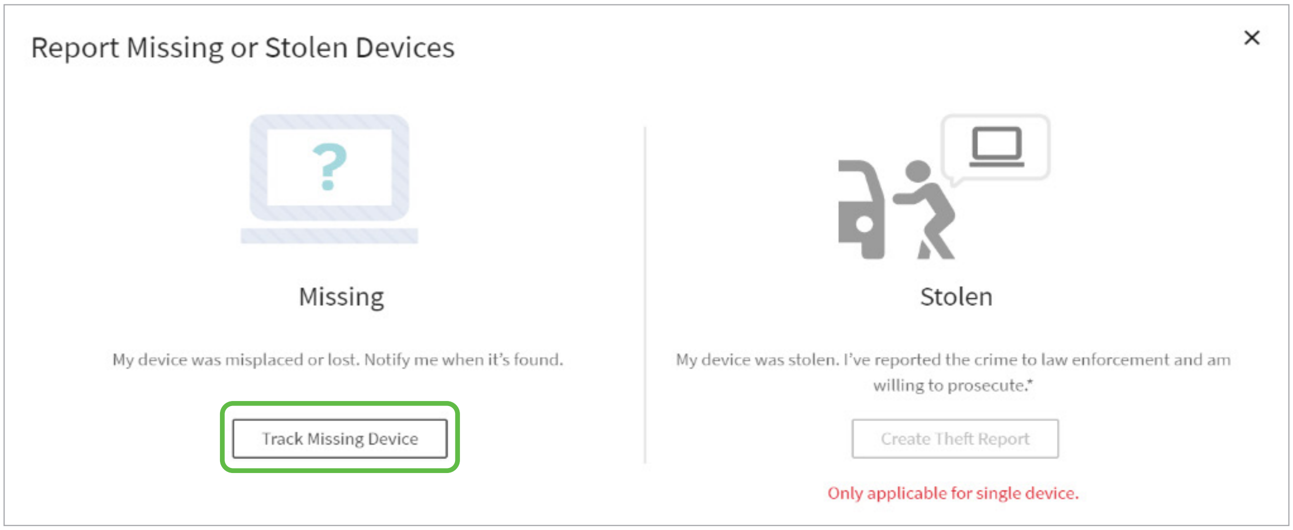
1. In the *Assets* area, select one or more devices (maximum: 100 devices) from the *All Devices* view.

2. Expand the ··· menu and select **Report Missing or Stolen**.



□	Device name ^	Last connected	Userna
☑	ABT31224 C02JK14JDV35	2 months ago	csx2
□	BAKE-S001-HR 3GNJBS1	6 minutes ago	BAKE-S
☑	BAKE-S003-HR VMware-56 4d a6 80 bb ee 66 e4-01 6b 0d	6 months ago	BAKE-S
☑	BAKE-S004-HR VMware-56 4d e9 00 da 2f bb 95-fd 88 58 6	6 months ago	BAKE-S

3. In the dialog, click **Track Missing Device**.



Report Missing or Stolen Devices

Missing

My device was misplaced or lost. Notify me when it's found.

Track Missing Device

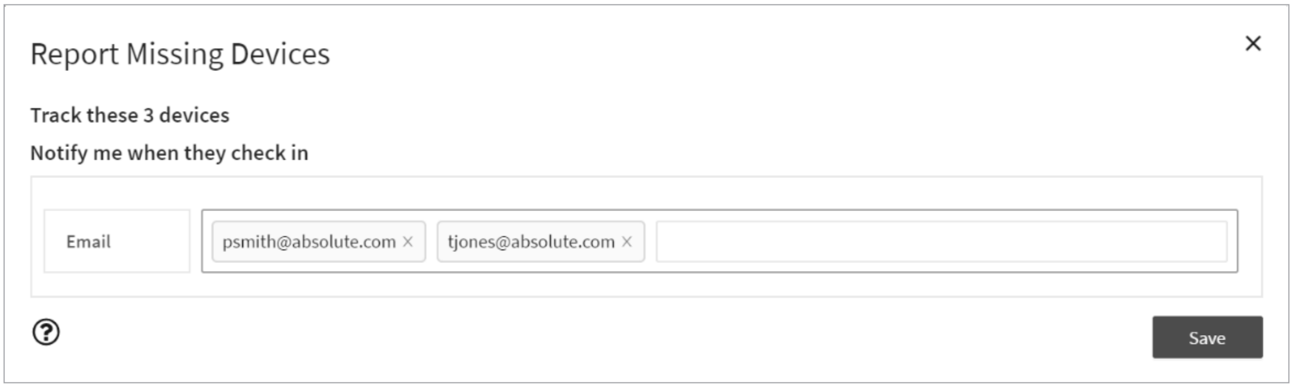
Stolen

My device was stolen. I've reported the crime to law enforcement and am willing to prosecute.*

Create Theft Report

Only applicable for single device.

4. In the dialog, specify the email addresses of those who should be notified when the device calls in. Separate email addresses by pressing **Enter** on the keyboard. Email addresses can include non-console users.



Report Missing Devices

Track these 3 devices

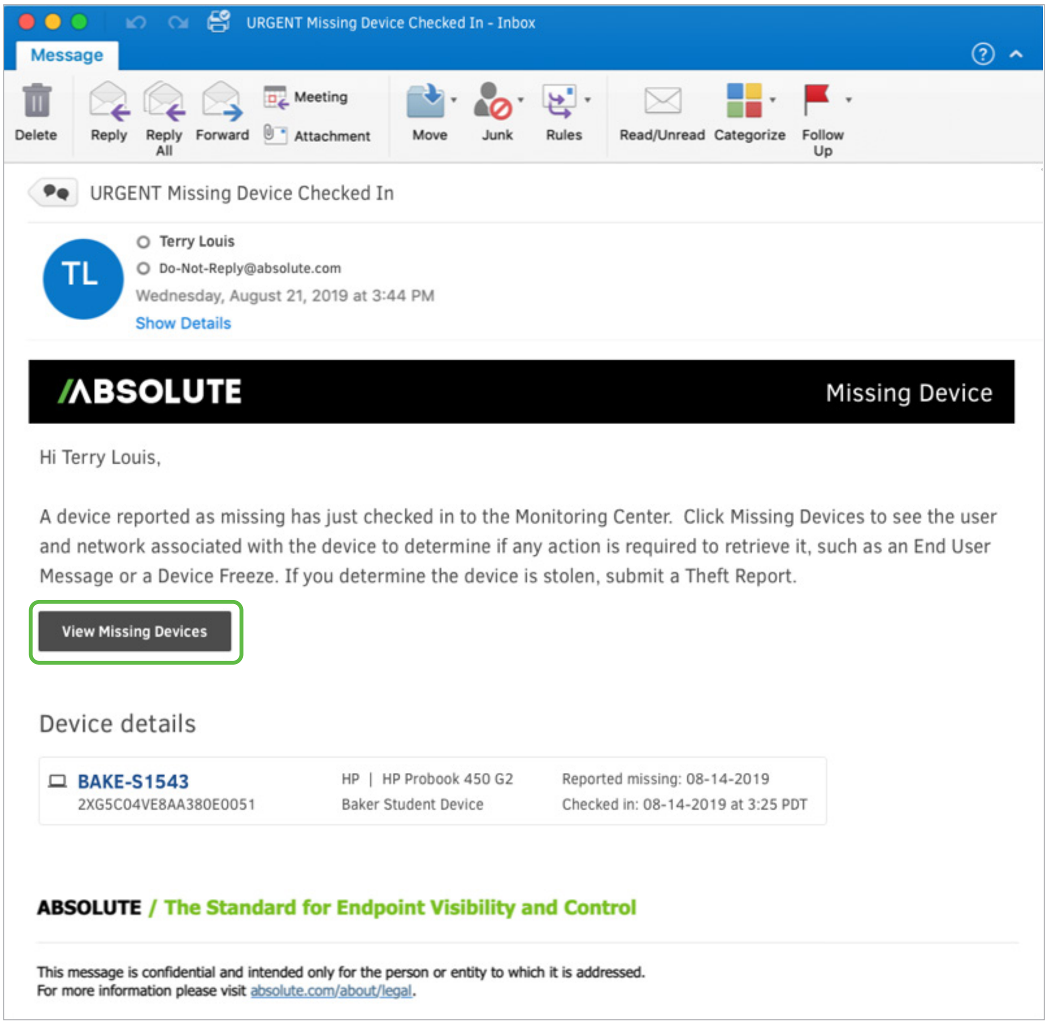
Notify me when they check in

Email: psmith@absolute.com × tjones@absolute.com ×

5. Click **Save**.

When a missing device comes online and calls in, a notification will be sent to the specified email addresses.

The notification email provides a link to the Missing Devices view in the console. This view is discussed further in the Monitor section.



URGENT Missing Device Checked In

TL
Terry Louis
Do-Not-Reply@absolute.com
Wednesday, August 21, 2019 at 3:44 PM
Show Details

/ABSOLUTE Missing Device

Hi Terry Louis,

A device reported as missing has just checked in to the Monitoring Center. Click Missing Devices to see the user and network associated with the device to determine if any action is required to retrieve it, such as an End User Message or a Device Freeze. If you determine the device is stolen, submit a Theft Report.

View Missing Devices

Device details

BAKE-S1543 2XG5C04VE8AA380E0051	HP | HP Probook 450 G2 Baker Student Device	Reported missing: 08-14-2019 Checked in: 08-14-2019 at 3:25 PDT

ABSOLUTE / The Standard for Endpoint Visibility and Control

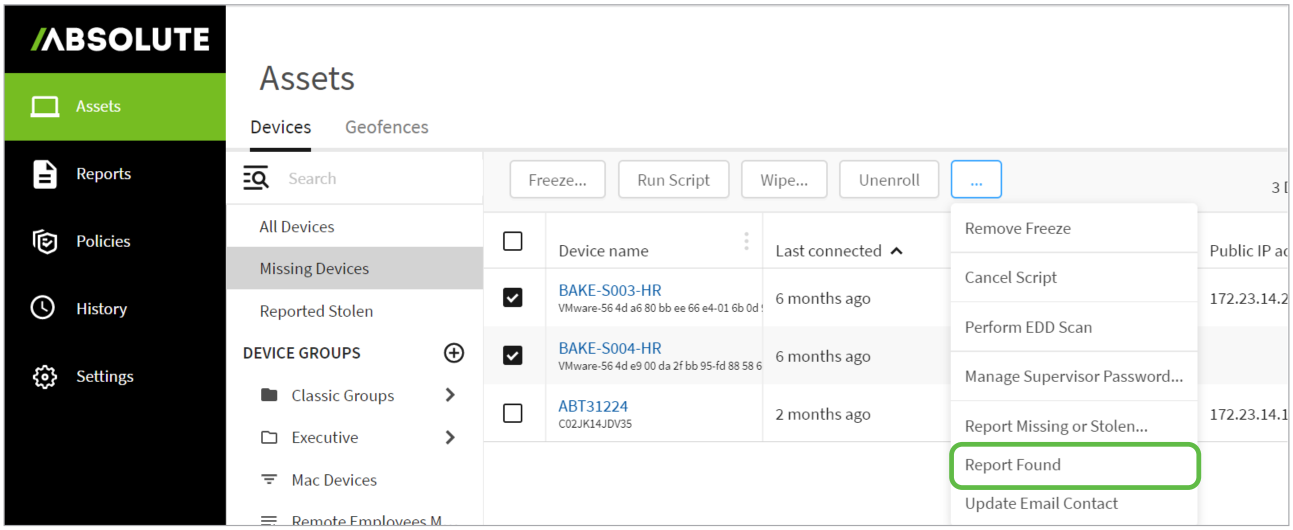
This message is confidential and intended only for the person or entity to which it is addressed.
For more information please visit absolute.com/about/legal.

Mark a missing device as found

When you have collected a missing device, mark it as found:

1. In the *Assets* area, select one or more devices from the *All Devices* view or *Missing Devices* view.

2. Expand the ... menu and select **Report Found**.



□	Device name	Last connected ^	Public IP ac
☑	BAKE-S003-HR VMware-56 4d a6 80 bb ee 66 e4-01 6b 0d	6 months ago	172.23.14.2
☑	BAKE-S004-HR VMware-56 4d e9 00 da 2f bb 95-fd 88 58 6	6 months ago	
□	ABT31224 C02JK14JDV35	2 months ago	172.23.14.1

Freeze missing devices

TIMELINE: 5 DAYS AFTER THE DEVICE COLLECTION PERIOD

If a missing device does not call-in, freeze it to display a full-screen message. The user is unable to bypass the message to use the device.

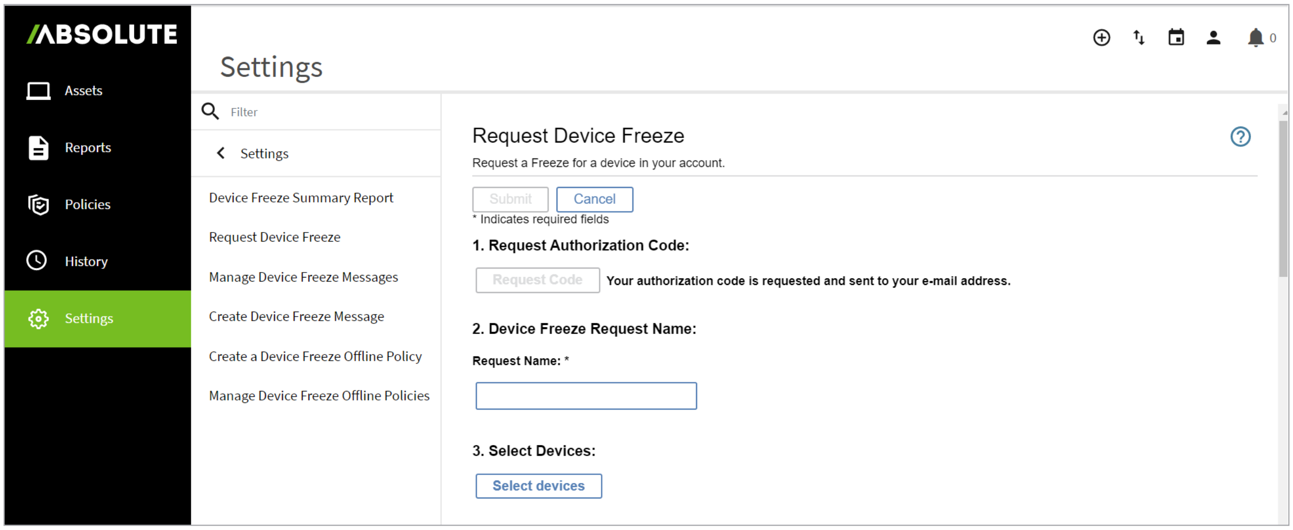
The steps to follow may not apply if you are using the alternate version of device freeze. If you're using the alternate version, follow the steps provided in the Help to submit an on-demand freeze request.

To freeze devices:

1. In the *Assets* area, select one or more devices from the *All Devices* view or *Missing Devices* view.

2. Click **Freeze**.

   You are taken to the Request Device Freeze page.



/ABSOLUTE
Assets
Reports
Policies
History
Settings
Settings
Filter
Settings
Device Freeze Summary Report
Request Device Freeze
Manage Device Freeze Messages
Create Device Freeze Message
Create a Device Freeze Offline Policy
Manage Device Freeze Offline Policies
0
Submit
Cancel
Request Code
Select devices

Request Device Freeze

Request a Freeze for a device in your account.

* Indicates required fields

1. Request Authorization Code:

Your authorization code is requested and sent to your e-mail address.

2. Device Freeze Request Name:

Request Name: *

3. Select Devices:

3. On the page, complete each of the sections as follows:

   i. **Request Authorization Code:** Click **Request Code**.

   The authorization code is sent to the email address associated with your console login. You are required to provide this code later.

   ii. **Device Freeze Request Name:** Name your device freeze request. This name appears in reports.

   iii. **Select Devices:** Ignore this section since you have already selected your devices.

   iv. **Select a Message:** Create a device freeze message or select an existing message from the list.

   v. **Schedule Freeze Date:** Select **On next agent call.**

   This will freeze the selected devices on their next call-in.

   vi. **Select a Passcode Option:**

   - Select Code Length: Specify your preferred unfreeze code length.
   - Passcode Options: **Select Generate a different random passcode for each device**.

   vii. **Email Notification:** To receive freeze status notifications, provide your email address in the field and select the checkbox.

   viii. **Select whether a Reboot is to be Forced:** Select **Force reboot before freezing device (Windows devices only)**.

   This logs the user out of the device before the device freeze takes effect.

   ix. **Consent to Install Software:** Select the checkbox to consent to the terms.

4. Click Submit.

Monitor

TIMELINE: ONGOING. AT YOUR DISCRETION.

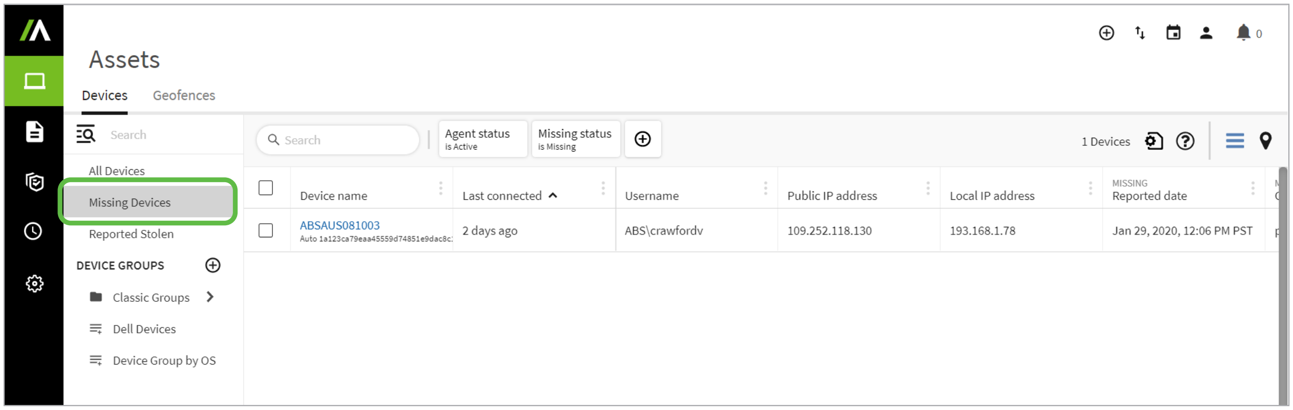
In the Monitor phase, use the Missing Devices view and Device Freeze Summary report to maintain visibility into your unreturned Chromebooks.

Missing Devices view

When missing devices call in, you will receive a notification email with a link to the Missing Devices view. However, you can access this view at any time to check the status of your missing devices.

To view details about your missing devices:

1. In the *Assets* area, click **Missing Devices** from the sidebar of the *Devices* section.



Device name	Last connected	Username	Public IP address	Local IP address	MISSING Reported date
ABSAUS081003 Auto 1a123ca79eaa45559d74851e9dac8c:	2 days ago	ABS\crawfordv	109.252.118.130	193.168.1.78	Jan 29, 2020, 12:06 PM PST

You are provided with details that can help you with retrieving devices.

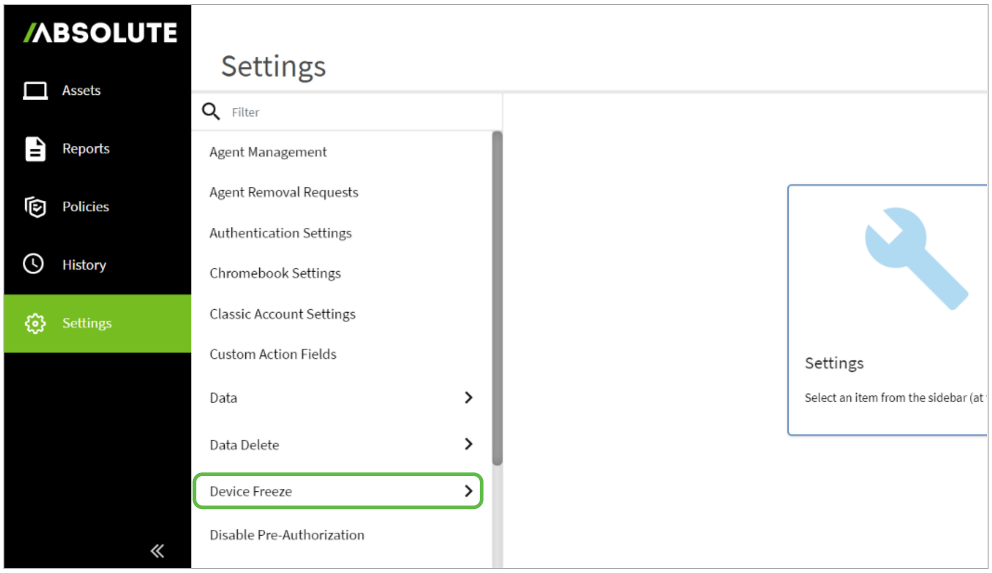
Device Freeze Summary report

Use the Device Freeze Summary report to identify whether devices have been successfully frozen.

The steps to follow may not apply if you are using the alternate version of device freeze. If you're using the alternate version, follow the steps provided in the Help.

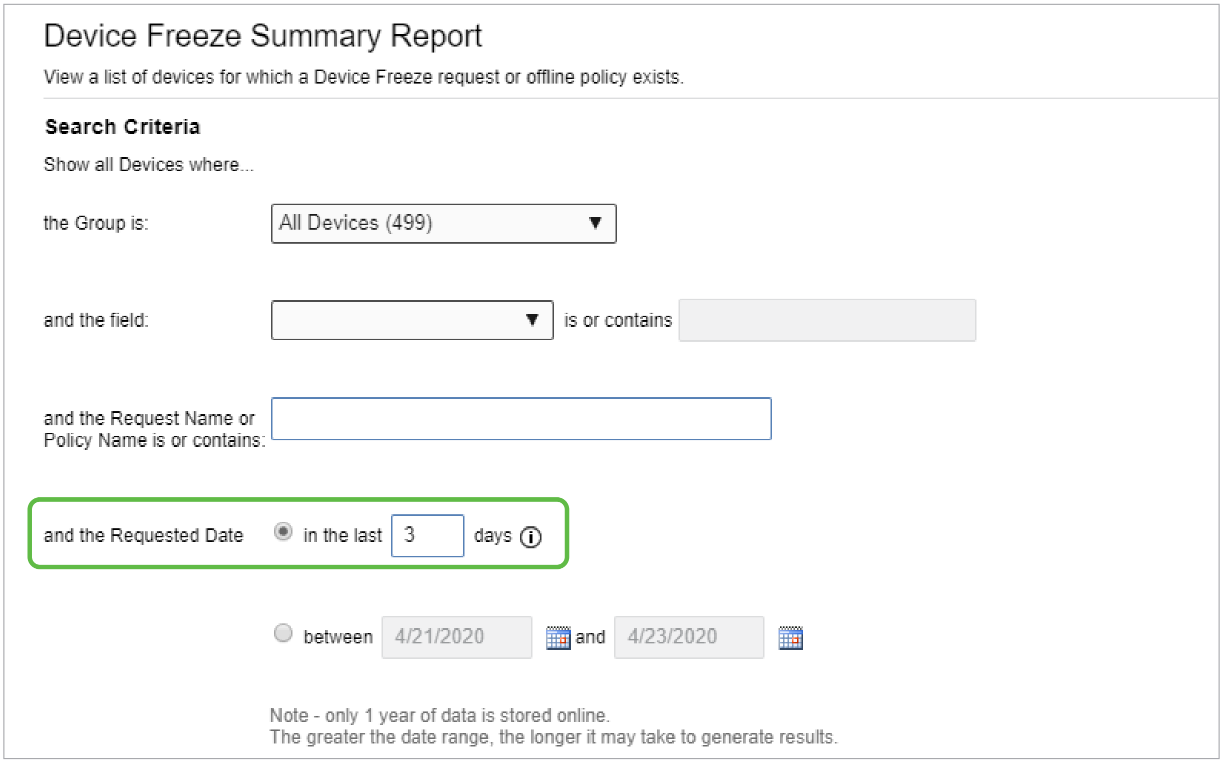
To run the Device Freeze Summary report:

1. In the *Settings* area, click **Device Freeze** from the sidebar.



2. Select **Device Freeze Summary Report** from the sidebar.

3. On the page, specify the time period for when the freeze requests were made.



Device Freeze Summary Report

View a list of devices for which a Device Freeze request or offline policy exists.

Search Criteria

Show all Devices where...

the Group is: All Devices (499) ▼

and the field: ▼ is or contains

and the Request Name or Policy Name is or contains:

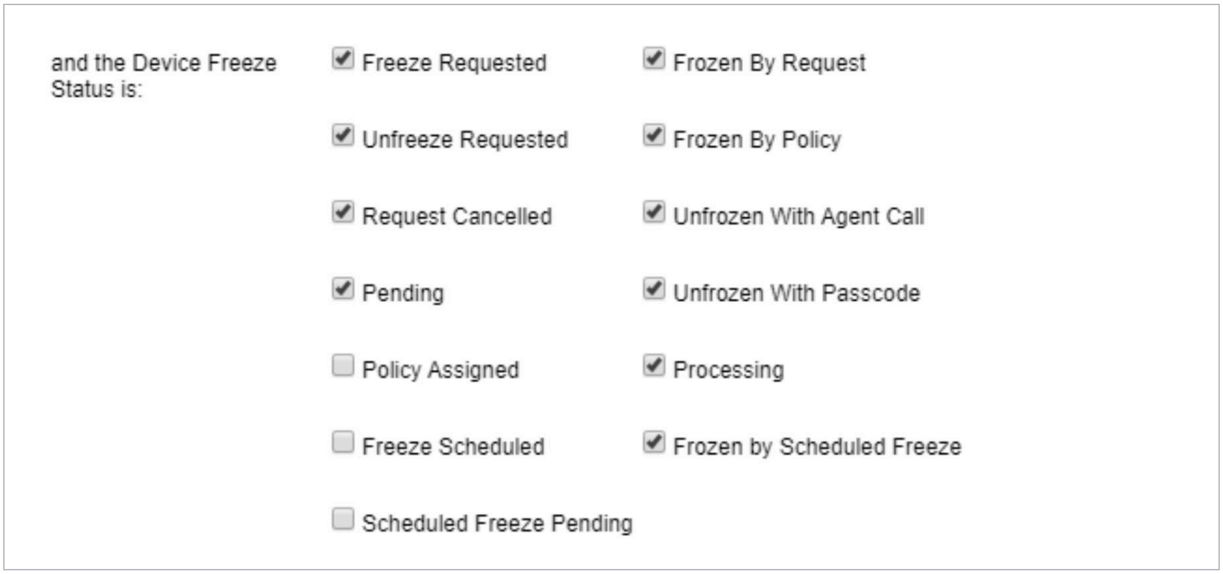
and the Requested Date ● in the last 3 days ⓘ

○ between 4/21/2020 and 4/23/2020

Note - only 1 year of data is stored online.
The greater the date range, the longer it may take to generate results.

4. Specify the freeze request statuses that you are interested in. These are most commonly used in device collection:

- Select **Freeze Requested** to see devices that have not come online to process the freeze request
- Select **Frozen by Request** to see devices that have been successfully frozen



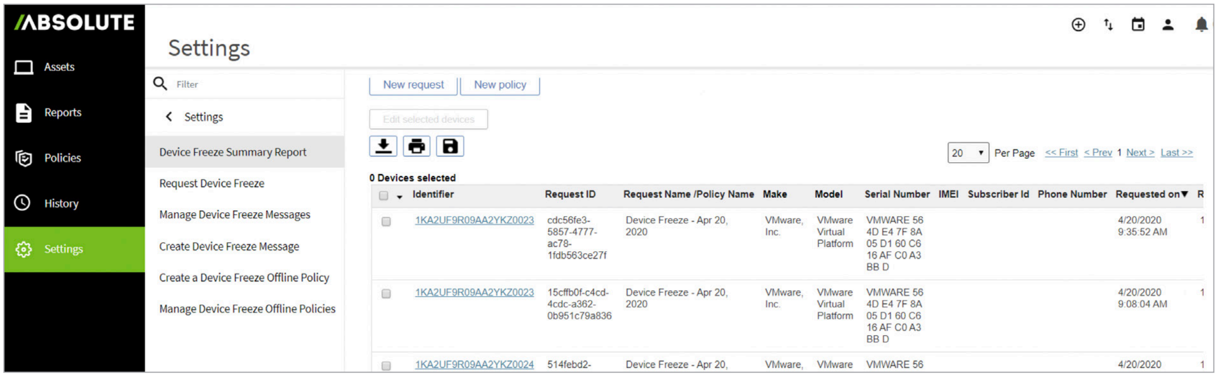
and the Device Freeze Status is:

☑ Freeze Requested
☑ Unfreeze Requested
☑ Request Cancelled
☑ Pending
□ Policy Assigned
□ Freeze Scheduled
□ Scheduled Freeze Pending

☑ Frozen By Request
☑ Frozen By Policy
☑ Unfrozen With Agent Call
☑ Unfrozen With Passcode
☑ Processing
☑ Frozen by Scheduled Freeze

5. Click **Show Results.**

You are provided with a report that includes device information, and device freeze details.



0 Devices selected

□	Identifier	Request ID	Request Name /Policy Name	Make	Model	Serial Number	IMEI	Subscriber Id	Phone Number	Requested on▼	R
□	1KA2UF9R09AA2YKZ0023	cdc56fe3-5857-4777-ac78-1fdb563ce27f	Device Freeze - Apr 20, 2020	VMware, Inc.	VMware Virtual Platform	VMWARE 56 4D E4 7F 8A 05 D1 60 C6 16 AF C0 A3 BB D				4/20/2020 9:35:52 AM	1
□	1KA2UF9R09AA2YKZ0023	15cffb0f-c4cd-4cdc-a362-0b951c79a836	Device Freeze - Apr 20, 2020	VMware, Inc.	VMware Virtual Platform	VMWARE 56 4D E4 7F 8A 05 D1 60 C6 16 AF C0 A3 BB D				4/20/2020 9:08:04 AM	1
□	1KA2UF9R09AA2YKZ0024	514febd2-	Device Freeze - Apr 20,	VMware,	VMware	VMWARE 56				4/20/2020	1

What's Next?

With the assistance of the Absolute console, you are more easily able to manage the phases of the device collection process.

To learn more about the console, visit The Learning Hub.

Need help with the device collection process or the console? Contact your Customer Success Manager, or Absolute Support.

ABSOLUTE®

ABOUT ABSOLUTE

Absolute empowers more than 12,000 customers worldwide to protect devices, data, applications and users against theft or attack — both on and off the corporate network. With the industry's only tamper-proof endpoint visibility and control solution, Absolute allows IT to enforce asset management, endpoint security, and data compliance for today's remote digital workforces. Patented Absolute Persistence™ is embedded in the firmware of Dell, HP, Lenovo, and 26 other manufacturers' devices for vendor-agnostic coverage, tamper-proof resilience, and ease of deployment. See how it works at **absolute.com** and follow us at **@absolutecorp**.

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