Steps for Technology Equipment Return

Please use the following steps as guidance in returning any borrowed technology equipment before returning to campus.

1. Make an appointment via Helpdesk to return all borrowed equipment including laptop, power adapter, monitor, cables, mouse, keyboard, docking station, or any other equipment borrowed from the IS Department.

2. Back up any data from the laptop prior to returning. Data can be backed up to external USB drive or cloud storage such as OneDrive. If you would like help from IS with this process, please specify this when making the appointment so additional time can be allotted.

3. If you have taken home any equipment from your office such as a computer, monitor, keyboard, mouse, printer, cables, phone, or any other equipment you must return those items directly to your office.

4. If you need help reconnecting any equipment you are returning to your office, you must submit a request through the Help Desk so a work order can be created and assigned to a technician.

5. If you would like any additional equipment you previously did not have in order to support your return to work, either on-campus or in a hybrid capacity, a request should be submitted directly to your department supervisors for approval. In some cases IS may have the requested equipment available in stock, but in other cases it may need to be purchased by IS or through your individual department. After the request is approved and when the equipment arrives, you must submit a request through the Help Desk for IS if assistance is needed to install it.

Please Note: A separate instruction should be given to department supervisors and managers requiring them to contact IS prior to purchasing anything in order to first determine whether equipment they are considering purchasing is compatible with Palomar's systems, network, and security requirements.