

IT Training Reference Guide



Frontline Asset Management

Search Device Details, Issuing, Collecting, Room Transfers



Revised – 8/1/2023

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Obtaining a Frontline Account

1. Ask your admin to request Frontline Inventory training for you via the Asset Management Designated Staff (Google Form). Your admin is aware of the form.
2. Sign up for the Frontline Inventory training at:
<https://www.sbcsud.com/cms/One.aspx?portalId=59953&pageId=1068391>
3. Once your training has been completed, enter a help desk ticket within Applications Issues -> Business Applications -> Frontline Inventory Control, asking for a Frontline Inventory account;
www.sbcsud.com/helpdesk
4. IT will respond to the ticket by asking you to sign in and sign out of Frontline Inventory
5. Point a web browser to Frontline at, <https://sbcsud.tipwebhss.com/TipWebIT/>
Username = first.last@sbcsud.k12.ca.us
Password = your District password
6. Reply to ticket once you have signed in and signed out of Frontline Inventory
7. You may sign in once IT has set the ticket to resolved

Search/View Devices Details

1. Point a **web browser** to Frontline at, <https://sbcusd.tipwebhss.com/TipWebIT/>

Username = first.last@sbcusd.k12.ca.us
 Password = your District password



2. Select your **Site** from the **Switch to site...** drop-down menu

Switch to site...

3. **Click** on the **Tags** icon at top of the window



SINGLE DEVICE SEARCH

1. Enter the **Tag** or **Serial number** in the **Search** feature
2. **Click** on the **Search icon** or press Enter



Device information is displayed including, LAST USER and LAST LOGIN DATE.

Tag / Serial Search Tag or Serial Number

Tag Information

Tag/Serial: 76066034

Detail	Status History	Audit History	Ticket Hist
Tag: 76066034			De
Serial: C02JHXEFDTY3			

3. **Click** on **Status History** to display the device's history detail or

NOTE – You can search for a student's or staff member's devices by changing the search feature's target drop-down to Student or Staff and entering their District ID.

SEARCH MULTIPLE DEVICES VIA STATUS

1. Within the **Tags** feature, under **Basic Filters**, use the **Status drop-down** to list devices with the various statuses listed

Currently supported device statuses include; In Use, Available, Disposed (E-Waste) In Repair (at IT for repair).

2. **Click** on **Go**



Devices with your target status will be displayed.

Status: Available

Asset Type: Check All

Manufacturer: Auctioned

Available

Disposed

In Repair

In Transit

NOTE – An Excel spreadsheet of the search results can be emailed as a .CSV report, by clicking on the E-Mail Report icon at the top of the listed devices.

SEARCH FOR A CUSTOM LIST OF DEVICES

1. Within the **Tags** feature **click** on the **Advanced Filters** button
2. Select **Tag List** or **Serial List**
3. Enter or paste a list of **Asset numbers** or **Serial numbers** in the list area
4. **Click** on **Go**



Advanced Filters

Tag List 5 tags entered

76066034
 76155535
 76045444
 78945443
 34367611

NOTE – An Excel spreadsheet of the search results can be emailed as a .CSV report, by clicking on the E-Mail Report icon at the top of the listed devices.

Issuing Devices

1. Point a **web browser** to Frontline at, <https://sbcsud.tipwebhss.com/TipWebIT/>

Username = first.last@sbcsud.k12.ca.us

Password = your District password



2. Select your **Site** from the **Switch to site...** drop-down menu

Switch to site...

3. At the left of the window, click either **Issue to Staff** or **Issue to Students**

Site Tools

- Issue to Staff
- Issue to Students
- Print Tags

4. Enter the **staff** or **student's ID** and click the **Next** button



OR

- a. Use the **Binoculars** to **search** by name



- b. Click on **Select** at the right side of the window to select the staff or student

Show All Site Staff

Staff ID	First	Middle	Last	Grade	Homeroom	
49334	Sarah		Mora			
53166	Demi		De Maio			Select
48338	Fernando		Garcia			Select
53685	Sandy		Ortiz			Select
45618	Rita		Crawford			Select

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Staff ID: 48714

Staff Name: Whitney Hengesbach - SMART Bldg

Due Date:

Tag / Serial: 79233718

5. **Scan** or **type** the **barcode** or **serial number** and click the **Save** button

NOTE - If you will be issuing multiple devices to the same person, click on the **Lock** button next to the staff or student ID so you don't have to input the values after each device.



NOTE – If a device is not found via it's tag/barcode, try the serial number. If neither the tag/barcode or serial are found, the device is not in Frontline. [Place an IT Help Desk ticket \(sbcsud.com/helpdesk\)](https://sbcsud.com/helpdesk) in with the device's District Asset tag, its Serial #, and the Financial 2000 Purchase Order Number it was ordered with (have a secretary find this in F2K).

6. When you are finished, click **Done** button in the upper right corner of the window



Collecting Devices

1. Point a **web browser** to Frontline at, <https://sbcsud.tipwebhss.com/TipWebIT/>

Username = first.last@sbcsud.k12.ca.us
 Password = your District password



2. Select your **Site** from the **Switch to site...** drop-down menu

Switch to site...

3. At the left of the window, click on **Quick Collect**

Site Tools

- [Issue to Staff](#)
- [Issue to Students](#)
- [Print Tags](#)
- [Quick Collect](#)

4. Leave the **Collect to** field at **Room**

5. Enter the room in the **Return to Room** field, and click **Next**



OR

- a. Click on the **Binoculars** button to search for the room



- b. Click on **Select** at the right side of the window to select the room

Room Number	Description	Room Type	Other	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
CS1 Storage	CS1 Storage Racks	Storage		Select
Front Office	Front Office	Receiving		Select
Lab 1	LAB 1	Lab		Select
Lab 2	Lab 2	Lab		Select
Main Rm	Main Work Area Room	Work Area		Select
Receiving	I.T. Device Inventory	Receiving		Select
SMART-ICEC	ICEC repairs	I.T. Device Inventory		Select
Supplies Room	Office Supplies	Storage		Select

1 Page size: 20 35 items in 2 pages

NOTE – If the device is not found due to it being issued while the student or staff member was at another site, enter an IT help ticket (sbcsud.com/helpdesk), and ask for IT to transfer the device to your site. Once that transfer has occurred, you can collect the device at your site.

CONTINUED...



Collect to:	Room	
Return to Room:	B22	   
Room Description:		
Collect to Status:	Available	
Status Notes:		
Tag / Serial:	2246854333	

6. Select the appropriate **status**, and set any desired **Status Notes**.

NOTE - If you will be collecting multiple devices to the same room and/or with the same status, click on the **Lock** button next to the values that won't change so you don't have to input the values after each device.



7. Scan, or type the **barcode** and press enter or click the **Save** button



NOTE – If a device is not found via its tag/barcode, try the serial number. If neither the tag/barcode or serial are found, the device is not in Frontline. [Place an IT Help Desk ticket \(sbcusd.com/helpdesk\)](http://sbcusd.com/helpdesk) in with the device's District Asset tag, its Serial #, and the Financial 2000 Purchase Order Number it was ordered with (have a secretary find this in F2K).

8. When you are finished, click the **Done** button in the upper right corner of the window



Room to Room Device Transfers

1. Point a web browser to Frontline at, <https://sbcusd.tipwebhss.com/TipWebIT/>

Username = first.last@sbcusd.k12.ca.us

Password = your District password

Arrowhead ES



Switch to site...

2. Select your **Site** from the **Switch to site...** drop-down menu
3. Click on **Room to Room** from the menu on the left
4. Enter the room in the **Transfer to Room** field, and click **Next**

Site Tools

- [Issue to Staff](#)
- [Issue to Students](#)
- [Print Tags](#)
- [Quick Collect](#)
- [Room to Room](#)
- [Tag Export](#)

OR

- a. Click on the **Binoculars** button to search for the room
- b. Click on **Select** at the right side of the window to select the room

Room Number	Description	Room Type	Other	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
CS1 Storage	CS1 Storage Racks	Storage		Select
Front Office	Front Office	Receiving		Select
Lab 1	LAB 1	Lab		Select
Lab 2	Lab 2	Lab		Select
Main Rm	Main Work Area Room	Work Area		Select
Receiving	I.T. Device Inventory	Receiving		Select

5. Select the appropriate **status**, and set any desired Status Notes.

6. Scan, or type the **barcode** and press enter or click the **Save** button

Transfer to Room:

Room Description: **ANTON SPECIALIZED PROGRAMS Conversion Room**

Status:

Use Previous Tag Status

Tag / Serial:

NOTE – If a device is not found via it's tag/barcode, try the serial number. If neither the tag/barcode or serial are found, the device is not in Frontline. [Place an IT Help Desk ticket \(sbcusd.com/helpdesk\)](https://sbcusd.com/helpdesk) in with the device's District Asset tag, its Serial #, and the Financial 2000 Purchase Order Number it was ordered with (have a secretary find this in F2K).

7. When you are finished, click the **Done** button in the upper right corner of the window

NOTE - If you will be transferring multiple devices to the same room and/or with the same status, click on the **Lock** button next to the values that won't change so you don't have to input the values after each device.

Receiving Devices From IT

1. Point a web browser to Frontline at, <https://sbcusd.tipwebhss.com/TipWebIT/>
 Username = first.last@sbcusd.k12.ca.us
 Password = your District password
2. Select your **Site** from the **Switch to site...** drop-down menu
3. Click on **Receive Transfer** from the menu on the left
4. In the window that appears, type the **transfer number provided by the shipping site**. You can also click on the **binoculars icon to search** for any transfers to your site.



Switch to site... ▾

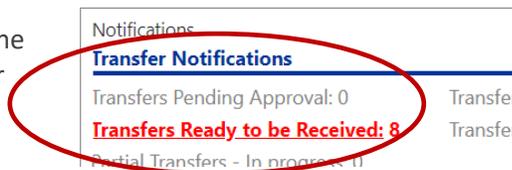
Site Tools

- Issue to Staff
- Issue to Students
- Print Tags
- Quick Collect
- Room to Room
- Tag Export

Transfer Tools

- Initiate Transfer
- Receive Transfer
- Transfer History

NOTE – The notifications portlet on the home page will alert you to a transfer waiting to be received.



Receive Transfer

Transfer Details

Transfer #:  

5. After the number has been entered, press Enter or **click the Arrow icon**. If you used the **Search** feature, click on **Select** for the appropriate transfer. This will expand the window with more options

Receive Transfer ✕

Transfer Search: ✖ Cancel

Show Completed 🔄 Refresh

Transfer Number	Origin Site	Status	Approval State	Created Date	Created By	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>	
5354	SMART Bldg	Receiving	Approved	02/04/2022	Philip Folkens	Select

Receive Transfer ✕

Transfer Details

Transfer #: 5354 ↓ 🔗

Type: Site to Site

Status: Receiving

Origin: SMART Bldg

Actions

[Print Transfer Ticket](#)

Submitted Approved Scheduled In Transit Receiving Completed

✕ [Expand all](#)

Tagged Inventory

Receive Tagged Inventory:

Room: Please select destination room ▼

Status: Please select status ▼

Use Previous Tag Status

Tag / Serial: Enter Tag or Serial... ▼ 📄

Products Received from SMART Bldg:

Inventory Type	Last Tag	Product #	Product	Quantity	Complete	Actions
Tagged		H76	APPLE A1398 MACBOOK PRO 15	0 of 1		

K
←
1
→
⌂
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1 items in 1 pages

Transfer Notes

6. Enter the appropriate **Room** and **Status**, these will be applied to all devices in the transfer

7. Scan, or type the **Tag** or **Serial numbers** into the box, one at a time
 (If you are typing you can either press Enter or click the **Save** button after each record)



After all devices have been accounted for, the Transfer is complete.

Sending Devices to IT

1. Point a web browser to Frontline at, <https://sbcsud.tipwebhss.com/TipWebIT/>
 Username = first.last@sbcsud.k12.ca.us
 Password = your District password
2. Select your **Site** from the **Switch to site...** drop-down menu
3. Click on **Initiate Transfer** from the menu on the left
4. In the Create new transfer window, select **Smart Building** in the Destination drop down and click **Go**



Switch to site... ▾

Site Tools

- Issue to Staff
- Issue to Students
- Print Tags
- Quick Collect
- Room to Room
- Tag Export

Transfer Tools

- Initiate Transfer
- Receive Transfer
- Transfer History

Initiate Transfer

Create a New Transfer:

Destination: SMART Bldg GO

Search for an Existing Transfer:

Show Completed

Transfer Number	Destination Site	Status	Approval State	Created Date	Created By
7570	SMART Bldg	Submitted	Approved	06/03/2022	Whitney He
7520	SMART Bldg	Complete	Approved	06/01/2022	Isabelina

5. Enter or Scan the **Asset tag** of the device(s)
6. Enter any needed **Transfer Notes**

Tagged Inventory to Transfer

Tag / Serial:

Tag	Product Number	Product Name	Previous Status	Actions
76121470	H114	APPLE A1418 IMAC 21.5	Available	
76255926	H167	APPLE A2289 MACBOOK	Available	

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Untagged Inventory to Transfer

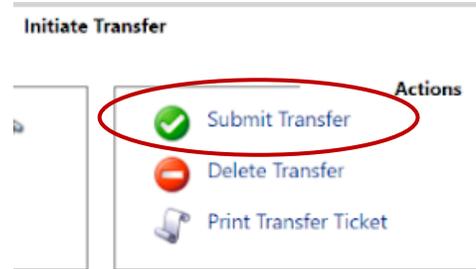
Transfer Notes

Enter Transfer Notes

Broken Devices.

Continued...

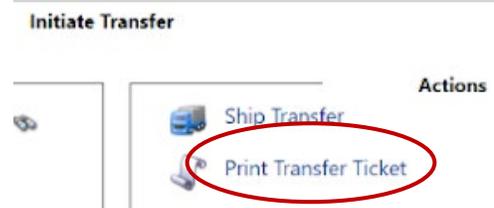
7. Click on **Submit Transfer**



8. Click on **Ship Transfer**



9. Click on **Print Transfer Ticket**



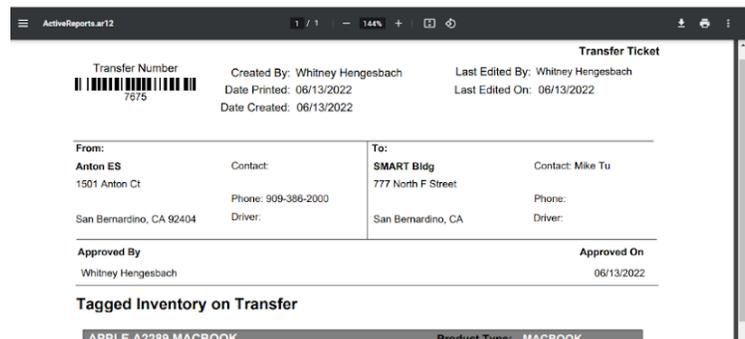
10. Use the **print button** in upper right to print a shipping list



11. Once Printed, click on **Done**

12. Affix the **printed shipping list** to devices

13. Submit an IT Help Desk ticket (sbcusd.com/helpdesk), letting IT know the transfer was initiated, and include the transfer # before sending the devices back



NOTE – Broken/return devices are to be shipped via M&O's traditional outgoing mail process.

Lost or Stolen Devices

1. Point a web browser to Frontline at, <https://sbcsud.tipwebhss.com/TipWebIT/>

Username = first.last@sbcsud.k12.ca.us

Password = your District passwordasdf

2. Select your **Site** from the **Switch to site...** drop-down menu

3. Enter the **Tag** or **Serial number** in the **Search** feature

4. Click on the **Search icon** or press **Enter**



5. Click on the **upper right drop down** in the Tag Information window

6. **Select Lost or Stolen**

Tag/Serial: 76070046

Detail	Status History	Audit History	Ticket History	Components
Tag: 76070046				Asset UID: 7958_1440
Serial: D25KG2GJFFYV				Device Name:
Site: Cajon HS				External IP:
Location: Room: 402-CR				Internal IP:
Department: Unknown				Last Login Date:
Asset Type: Standalone				Last Login User:
Status: In Use				Last Seen Date:
Scan Date: 03/04/2022				LAT/LONG:
RFID: Not Enabled				MAC Address:
				MDM Status:

--- Change Location ---
Room Transfer
--- Change Status ---
Available
Disposed
In Repair
Lost
Stolen
--- View Report ---
Tag Lifecycle

NOTE – Setting an asset’s status to Lost or Stolen will result in the asset being locked and unusable. If the lost or stolen item is returned, you must collect (Quick Collect) the device and set its status to available and then issue it back to the student.

E-Waste

Asdf

asdf