

CREATE AN ONLINE SERVICE REQUEST



This tutorial guides users on how to login and logout of LAUSD Service Catalog, create a service request, and submit it to the Destiny Help Desk.

In this tutorial you will learn how to:

- Login to LAUSD Service Catalog
- Create and submit an online service request
- Log out of LAUSD Service Catalog

Requirements:

- PC or MAC
- A web browser such as:
 -  Chrome
 -  Explorer
 -  Firefox
 -  Safari
- An Internet connection
- An LAUSD Single-Sign On (SSO)

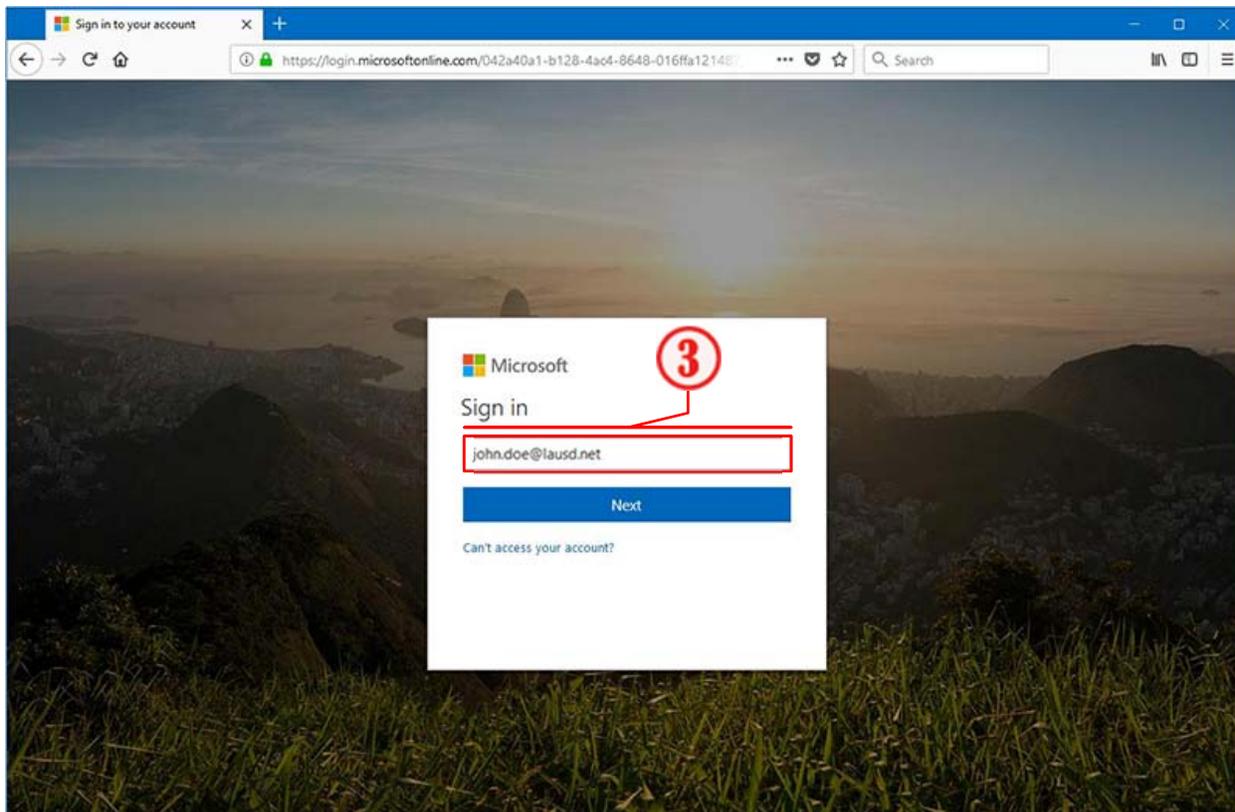
CREATE AN ONLINE SERVICE REQUEST

LOG IN TO MyIT APP AND CREATE A SERVICE REQUEST

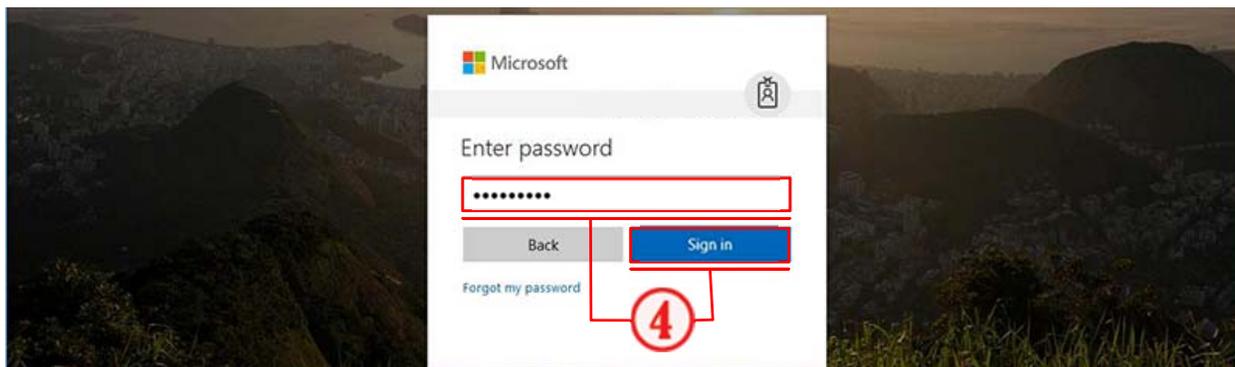
1. Open a web browser
2. In the address bar, type the following URL and press the **enter** key on the keyboard:

 <https://lausd-myit.onbmc.com>

3. On the **LAUSD Service Catalog** login page, sign in using your Single-Sign On (SSO). To do so, click inside the **Email** field, type your LAUSD email and click the next button.



4. Type the password associated with your email account and either press the **enter key** on the keyboard or click on the **Sign in** button.



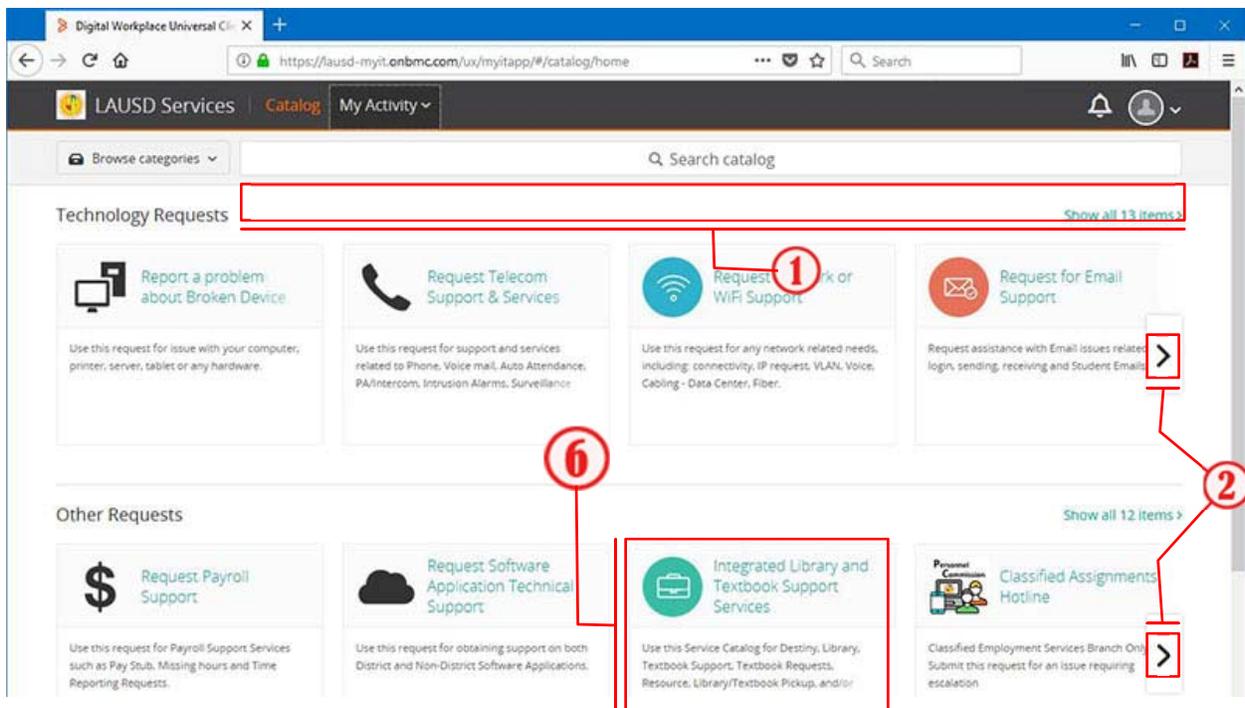
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- Put a check on the **Don't Show this again** and click the **No** button.



- On the main screen, click the **Integrated Library and Textbook Support Services** button.

NOTE: If the iLTSS button does not show on the landing page, perform a search for "Integrated Library and Textbook Support Services" (1) or search by clicking on the arrows (2).

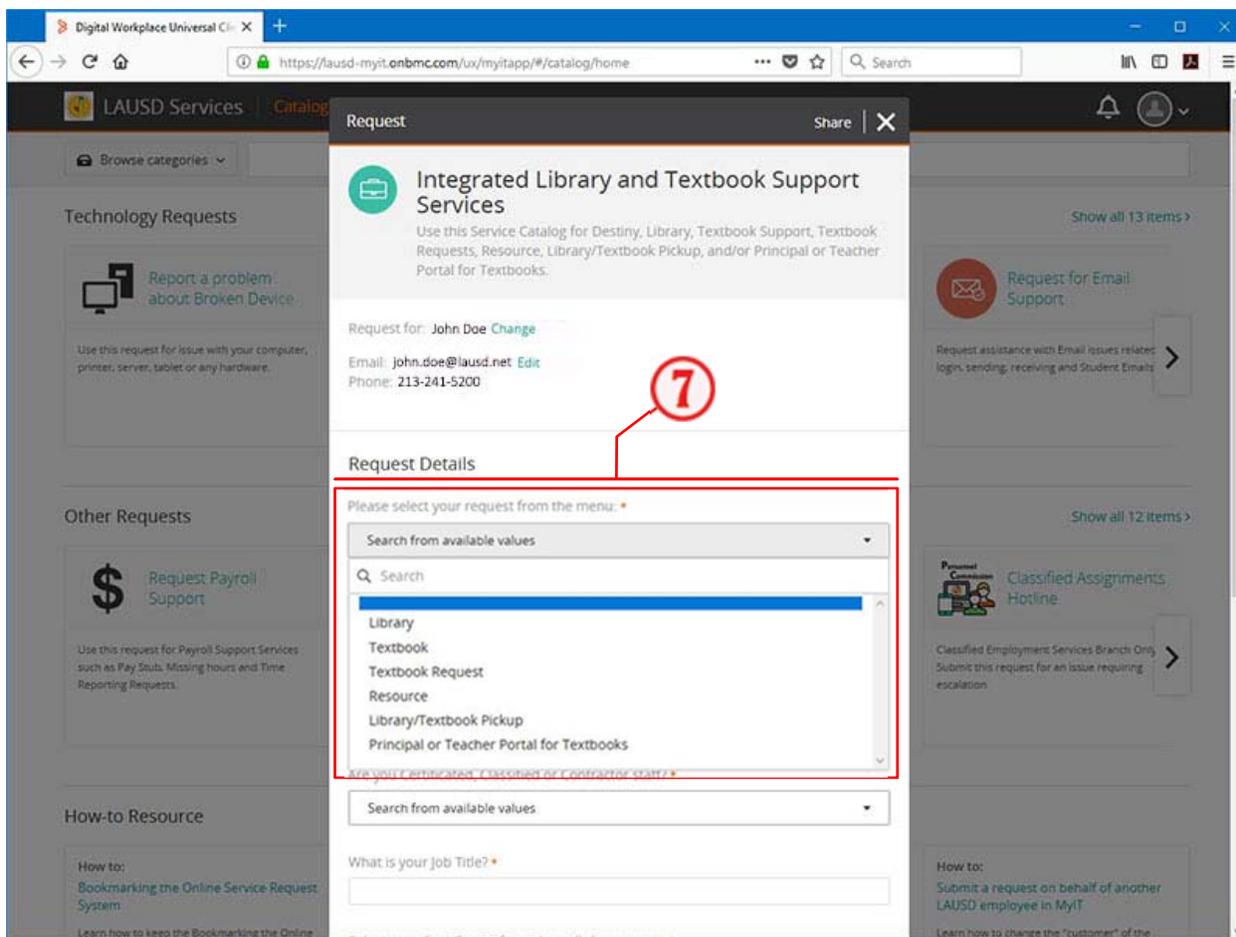


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The Integrated Library and Textbook Support Services form with your contact information will appear.

NOTE: Depending on the selection made for each of the questions, the form will update automatically after each response. All questions marked with a **RED ASTERISK** are required.

7. On the **Please select your request from the menu*** option, click the dropdown menu and select one of the options.



The screenshot shows a web browser window displaying the LAUSD MyIT app. The main content area is titled "Request" and "Integrated Library and Textbook Support Services". It includes contact information for "John Doe" and a "Request Details" section. A dropdown menu is open, showing options: "Library", "Textbook", "Textbook Request", "Resource", "Library/Textbook Pickup", and "Principal or Teacher Portal for Textbooks". A red circle with the number "7" is placed over the dropdown menu, and a red box highlights the entire "Request Details" section.

NOTE: If the issue selected was **Library**, **Textbook**, or **Resource**, continue with step 8. If the issue selected was **Textbook Request**, then skip to step 15 - **TEXTBOK REQUEST OPTION**

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- On the **Is the issue software or hardware...?*** question, click the dropdown menu and select **Software** from the list

The screenshot shows the 'Request' form for 'Integrated Library and Textbook Support Services'. The form is for 'John Doe' with email 'john.doe@lausd.net' and phone '213-241-5200'. Under 'Request Details', the first dropdown menu is set to 'Library'. The second question is 'Is the issue software or hardware (e.g. scanner/printer) related? 1 *'. A red box highlights the dropdown menu for this question, which is currently set to 'Library'. A red circle with the number '8' points to the dropdown arrow. The dropdown list is open, showing 'Hardware', 'Software', and 'Other' as options.

- On the **What category is the issue best related?*** question, select the type of issue where support is needed

The screenshot shows the same 'Request' form, but now the dropdown menu for the second question is set to 'Software'. A red circle with the number '9' points to the dropdown arrow. The dropdown list is open, showing 'Circulation', 'Catalog', 'Reports', 'Back Office', 'Training Request', and 'Other' as options. The 'Circulation' option is highlighted in blue.

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10. In the **Comments*** field, enter a brief description of the issue with which you need assistance.

10

Comments:
Check in the following boo, it belongs to another school.
31234X00012356

Are you Certified, Classified or Contractor staff? *

Search from available values

What is your Job Title? *

Select your Cost Center from the pull-down menu: *

Please Note: You also can type the 4 digits location code number and select the associated Cost Center. For example: If Location Code is : 1234, then you need to select the Cost Center of 1123401 or 1123402.

Search from available values

Site Name

Street

Alternate Phone Number

Attach a file to this request

Large attachments (2 MB and more) can take more time to upload

Submit Request Cancel

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11. On the **Are you Certificated, Classified or Contractor staff?*** question, click the dropdown menu and select your classification from the list.
12. On the **What is your job Title?*** question, click inside the field and type in your job title:
13. On the **Select your Cost Center from the pull-down menu*** option, click the dropdown menu and either scroll down to find your cost center or type in your location code in the search field. Once the cost center number is entered, the remaining fields will automatically populate with site name and address.

NOTE: If you entered your location code and more than one cost number appears, check your cost number in order to select the appropriate cost number for your location.

14. Confirm that every question with a **RED ASTERISK** has been answered. Then, click the orange **Submit Request** button.

The screenshot shows a web browser window displaying the LAUSD Service Catalog form. The form is titled "Check in the following box, it belongs to another school. 31234X00012356". The form contains several fields and sections:

- 11:** A dropdown menu for "Are you Certificated, Classified or Contractor staff?*" with "Classified" selected.
- 12:** A text input field for "What is your job Title?*" containing "Library Aide".
- 13:** A dropdown menu for "Select your Cost Center from the pull-down menu:*" with "1111301" selected. Below this is a "Please Note" section explaining how to use location codes to find cost centers.
- 14:** The "Submit Request" button, which is orange and highlighted.

Other fields visible include "Site Name" (Integrated Library & Textbook Services), "Street" (333 S Beaudry Ave), and "Alternate Phone Number". There is also an "Attach a file to this request" button and a "Cancel" button. The form is surrounded by a sidebar with various service categories like "Technology Requests", "Other Requests", and "How-to Resource".

NOTE: Once the **LAUSD Service Catalog** form has been submitted, you will receive an automated confirmation email of your service request.

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TEXTBOOK REQUEST OPTION

15. In the **Title 1*** field, type the exact title of the textbook you are requesting.
16. In the **Quantity*** field, type the total number copies of that title you need.
17. In the following field, type the **ISBN*** of the Textbook.

The screenshot shows the 'Request Details' form on the LAUSD MyIT system. The form is titled 'Request Details' and includes the following fields and options:

- Request Type:** A dropdown menu set to 'Textbook Request' (labeled 15).
- Title 1*:** A text input field containing 'Algebra I' (labeled 16).
- Quantity1*:** A text input field containing '15' (labeled 16).
- ISBN1:** A text input field containing '973-1-23-456789-0' (labeled 17).
- Do you have more requests?***: A question with two radio button options: 'Yes' and 'No' (labeled 17).
- Comments:** A large text area for providing additional information (labeled 18).
- Are you Certificated, Classified or Contractor staff?***: A dropdown menu set to 'Search from available values'.
- What is your job Title?***: A text input field.
- Select your Cost Center from the pull-down menu:***: A dropdown menu.

18. If you have additional textbook requests, click the **Yes** radial option for the **Do you have more request?*** question and repeat **STEPS 15 - 17** for the second textbook. If you do not have any other request, then answer **No**. Include comments as appropriate.

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19. On the **Are you Certificated, Classified or Contractor staff?*** question, click the dropdown menu and select your classification from the list.
20. On the **What is your job Title?*** question, click inside the field and type in your job title.
21. On the **Select your Cost Center from the pull-down menu?*** Question, click the dropdown menu and either scroll down to find your cost center or type in your location code in the search field. Once the cost center number is entered, the remaining fields will automatically populate with site name and address.

NOTE: If you entered your location code and more than one cost number appears, check your cost number in order to select the appropriate cost number for your location.

The screenshot shows a web browser window displaying the LAUSD Online Service Request form. The form is titled "LAUSD Services" and is part of a "Catalog" of requests. The form is divided into several sections: "Technology Requests", "Other Requests", and "How-to Resource". The "Technology Requests" section is currently active, showing a form with the following fields:

- Comments:** A text area for providing additional information.
- Are you Certificated, Classified or Contractor staff?***: A dropdown menu with "Classified" selected. A red circle with the number 19 points to this dropdown.
- What is your Job Title?***: A text input field containing "Sr. Office Tech". A red circle with the number 20 points to this field.
- Select your Cost Center from the pull-down menu:***: A dropdown menu with "1111301" selected. A red circle with the number 21 points to this dropdown.
- Site Name**: A text input field containing "Integrated Library & Textbook Services". A red circle with the number 21 points to this field.
- Street**: A text input field containing "333 S Beaudry Ave". A red circle with the number 21 points to this field.
- Alternate Phone Number**: A text input field.
- Attach a file to this request**: A button for uploading files.
- Submit Request**: An orange button to submit the request. A red circle with the number 22 points to this button.
- Cancel**: A button to cancel the request.

The form also includes a "Comments" section at the top and a "How-to Resource" section at the bottom. The "How-to Resource" section contains links for "Bookmarking the Online Service Request System" and "Learn how to keep the Bookmarking the Online".

22. Click the orange **Submit Request** button.

NOTE: Once the **Online Service Request** form has been submitted, you will receive an automated confirmation email of your service request.

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LOG OUT OF MyIT – BMC

23. Move the mouse pointer over the icon next to the bell symbol

24. Click on the Sign out link

The screenshot shows a web browser window displaying the MyIT service catalog. The user is signed in as John Doe. A dropdown menu is open, showing options for profile management and a 'Sign out' link. Red callout boxes with numbers 23 and 24 point to the user profile icon and the 'Sign out' link, respectively. The main content area is divided into sections: Technology Requests, Other Requests, and How-to Resource.

Technology Requests

- Report a problem about Broken Device
- Request Telecom Support & Services
- Request Network or WiFi Support

Other Requests

- Request Payroll Support
- Integrated Library and Textbook Support Services
- Classified Assignments Hotline
- CAASPP Online Student Testing Technical Support

How-to Resource

- How to: Bookmarking the Online Service Request System
- How to: Installing MyIT mobile on Android/Tablet
- How to: Installing MyIT mobile on iPhone/iPad
- How to: Submit a request on behalf of another LAUSD employee in MyIT