



# Food Services Division

## How to Create A Remedy Ticket



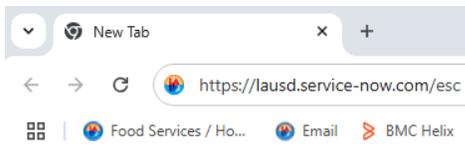
From your computer desktop choose a browser (Chrome, Firefox or Edge).

- Double click to open the browser



Once opened

- In the address bar, type: **"https://lausd.service-now.com/esc"** and press "Enter"  
When asked to select role to log in, select "employees"



- Sign in:

Type e-mail address and click Next

Type Password and click Next.

Sign in

maria.hodge@lausd.net

Can't access your account?

Sign-in options

Next

Enter your full LAUSD email address and password to Log in. e.g. (msmith@lausd.net, mary.smith@lausd.net)

← maria.hodge@lausd.net

Enter password

.....

Forgot my password

Sign in

Enter your full LAUSD email address and password to Log in. e.g. (msmith@lausd.net, mary.smith@lausd.net)



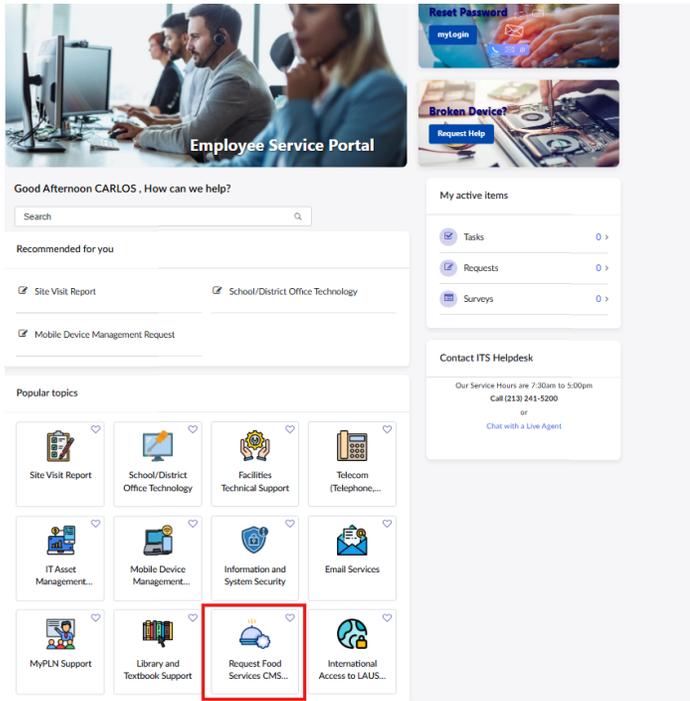
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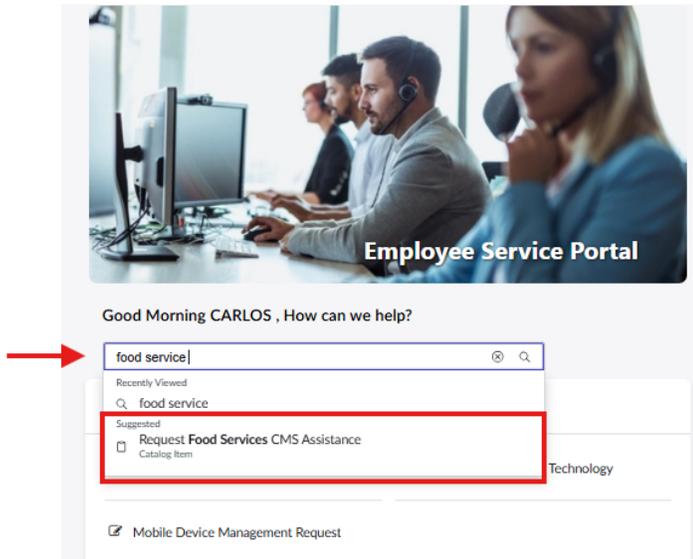


Employee Service Portal page will open.

- Choose "Request Food Services CMS" icon.



If Icon is not under "popular topics", you can search for it and select it after





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Once the “Request Food Services CMS Assistance” screen opens

Complete the questionnaire by using the dropdown arrows

- Type in a detailed description of request
- If an attachment is needed, use the “Attached Files” icon
- Click “Submit Request”

Note: Program Detail Dropdown

- Horizon OneSource Front of House
- Horizon OneSource Back of House
- Heartland Newton Front of House

A page with request track number will appear with the following message.