

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.





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Employee Service Portal page will open.

• Choose "Request Food Services CMS" icon.

| Good Afternoon CA | RLOS, How can we | nployee Servi | ice Portal | Reset Password (mytom) Broken Devicet (Prevent Hote) My active items | |
|------------------------|--------------------------------------|------------------------------------|-----------------------------------|--|--------------------------------|
| Search | | ٩ | | | |
| Recommended for yo | u | | | Tasks Requests | 0> |
| Site Visit Report | C Site Visit Report | | School/District Office Technology | | 0 > |
| Mobile Device Man | agement Request | | | Contact ITS Helpdesk | |
| Popular topics | | ™ | | Our Service Hours are 7:3 Call (213) 241- or Chat with a Live | 0am to 5:00pm 5200 Agent |
| Site Visit Report | School/District Office Technology | Facilities Technical Support | Telecom (Telephone, | | |
| IT Asset Management | Mobile Device Management | Information and System Security | Email Services | | |
| MyPLN Support | Library and Textbook Support | Request Food Services CMS | International Access to LAUS | | |

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

| En | nployee Service Port |
|---|----------------------|
| Good Morning CARLOS , How can we he | lp? |
| Good Morning CARLOS , How can we he | lp? ⊗ ્ |
| Good Morning CARLOS , How can we he food service Recently Viewed | ୋp? ଡ ୍ |
| Good Morning CARLOS , How can we he food service Recently Viewed Q. food service | ଖନ୍ମ ତ ଦ |
| Good Morning CARLOS , How can we he food service Recently Viewed Good service Suggested Request Food Services CMS Assistance Catalog Item | ାନ? ତ୍ର୍ |



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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"

| Food Services - Cafeteria Management System | Save as Draft Submit |
|--|---|
| Request for assistance with issues in using the CMS software, Equipment problems with the Manager's computer, POS terminals, PIN Pads, Cash drawers and System communication. | Required information |
| Indicates required Requester Phone CARLOS CASTILLO X Y Email | Please select Program DetailE [lilite to request service for:] Please describe your request in detail: |
| * Please select Program Detail: None * I like to request service for: None | Note: Program Detail Dropdown |
| What are you requesting? None * Please describe your request in detail: | Horizon OneSource Front of Ho Horizon OneSource Back of Hou Heartland Newton Front of Hou |
| Add attachments | |

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

| Home > MyReguest-INCD45152 | |
|--|--|
| Dai Nuder NC0463162 | Created Updated State 2m ago 2m ago New |
| Food Services CMS Assistance User Id/Access | |
| | |
| Activity Attachments Additional Details | |
| Type your message here | Send |
| CARLOS CASTILLO Thank you for contacting us. Case number NKC0433152 has been created. One of our agents will be in touch with you shortly. | © 2m ago |
| | |