# E-CAR 2024 TECHNICAL SUPPORT

## TECHNICAL RECOMMENDATIONS

For the best E-CAR experience, LAUSD's Information Technology Services - Facilities Technology Services (ITS-FTS) recommends that users access the E-CAR online application at https://www.laschools.org/new-site/my-school/ecar/ using a computer that meets the following specifications:

- Runs on the **Windows** operating system
- Has the **Chrome** browser installed
- Connected to the **District's (lausd.net) Network** from your school site or work location

If you are unable to access E-CAR after ensuring that you meet the specifications listed above, proceed to the following website where you will be prompted to sign-in with your LAUSD credentials: LAUSD User Identification Portal.  Do not include '@lausd.net' after your username (for example john.doe@lausd.net). After signing in, you should receive a *"User Authenticated"* confirmation.  You may now access the E-CAR online application at https://www.laschools.org/new-site/my-school/ecar/.

## DO YOU STILL NEED HELP?

For those users who are unable to access the E-CAR online application at https://www.laschools.org/new-site/my-school/ecar/, technical support is available.

- For assistance with your E-CAR user account or the E-CAR capacity assessment review process, contact E-CAR Customer Service at 213-241-8044, extension 9, or at mpd@lausd.net.  E-CAR Customer Service Specialists are available from 7:30am – 5:00pm, Monday – Friday.

- For technical assistance with accessing the E-CAR online application at https://www.laschools.org/new-site/my-school/ecar/, contact the Information Technology Services – Facilities Technology Services Support Hotline at 213-241-5200, extension 4, or at https://www.lausd.org/helpdesk. ITS-FTS Technical Support Representatives are available from 7:30am – 5:00pm, Monday – Friday.