



# E-CAST 2026 TECHNICAL SUPPORT

## TECHNICAL RECOMMENDATIONS

For the best E-CAST experience, LAUSD's Information Technology Services - Facilities Technology Services (ITS-FTS) recommends that users access the E-CAST online application using a computer that meets the following specifications:

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

For assistance with your E-CAST user account or the E-CAST enrollment review process, contact E-CAST Customer Service at 213-241-8044, or at [mpd@lausd.net](mailto:mpd@lausd.net). E-CAST Customer Service Specialists are available from 7:30am – 5:00pm, Monday – Friday. Live Zoom sessions will be held daily at 10am and 2pm.

## NEED COMPUTER OR WEBSITE ACCESS HELP?

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

- If you are **NOT** able to access the E-CAST website at: <https://www.laschools.org/new-site/my-school/ecast/>
  - You may need to authenticate your LAUSD issued SSO User Account. To do so, please navigate to the following website where you will be prompted to enter your LAUSD SSO credentials: [LAUSD Captive 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. *Try to access to the E-CAST website again.*
  - If needed, you can start a live chat session with an Information Technology Services Helpdesk Agent. Go to <https://www.lausd.org/chat>. You must mention to the Helpdesk Agent that you CANNOT access the E-CAST Online Application .
  - The Helpdesk Agent will assist you with additional troubleshooting in order to access the E-CAST online application.
- In addition, you can talk with a Technical Support Representative by contacting 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.