

Requesting Help with the Application

This job aid describes the procedure for requesting help from the ITD Help Desk regarding Focus Reporting & Dashboards. Users may request help in two different ways:

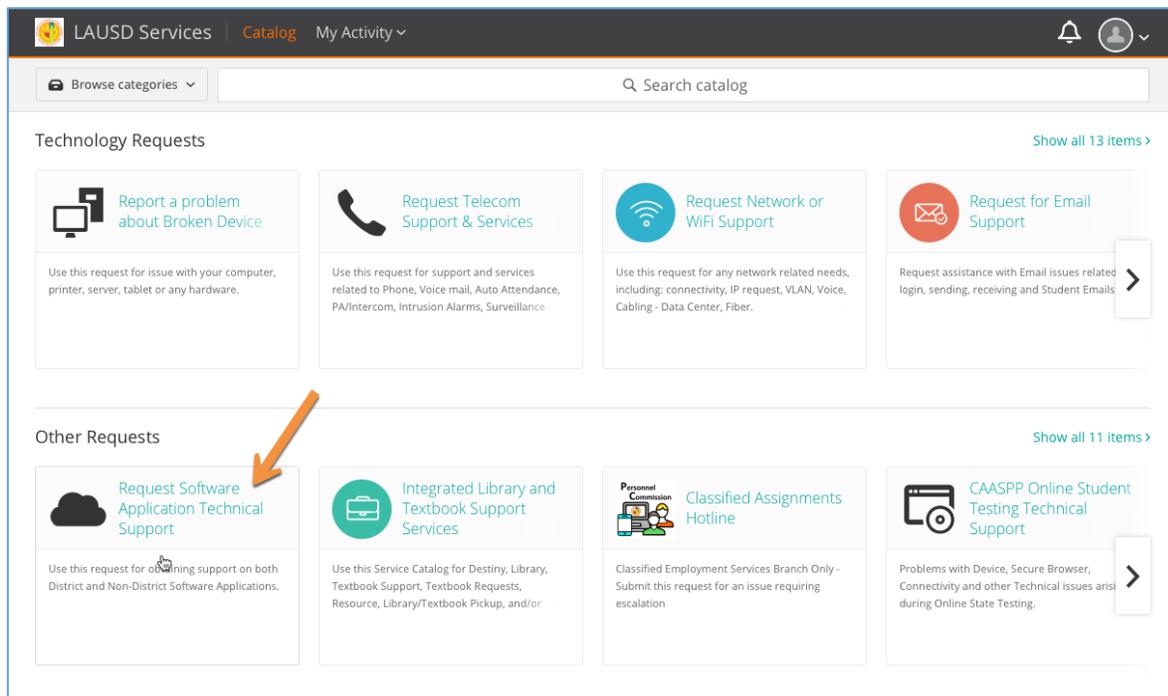
1. Create an online support ticket via the ITD Help Desk
2. Call the ITD Help Desk

Create Online Support Ticket

1. Enter this URL into your browser:

<https://lausd-myit.onbmc.com/ux/myitapp/#/catalog/home>

2. In the Other Requests section, click **Request Software Application Technical Support**.



The screenshot shows the LAUSD Services Catalog interface. At the top, there is a navigation bar with 'LAUSD Services', 'Catalog', and 'My Activity'. Below this is a search bar and a 'Browse categories' dropdown. The main content is divided into two sections: 'Technology Requests' and 'Other Requests'. The 'Other Requests' section contains four cards, with the first card, 'Request Software Application Technical Support', highlighted by an orange arrow. The card text reads: 'Use this request for obtaining support on both District and Non-District Software Applications.'

3. A pop-up box will appear. In the **Application Name drop-down menu**, select **MiSiS**.

Request Details

Application Name: *

Please select the relevant software/application to report. If not listed, please select the "Other" option.

MISIS

Q Search

Microsoft - Office
MISIS
 MISIS - Schöolog
 Mobilize
 Mobilize - RStudio
 Moodle (K12)
 My Professional Growth
 My Professional Learning Network
 MyData
 OneAccess

- In the Select the affected Module drop-down menu, select **Focus Reporting & Dashboards**.

Select the affected Module: *

Search from available values

Q Search

Access
 Athletic Eligibility
 Attendance
 Common Core Elementary Report Card
 English Learner
 Enrollment
 Explorer
Focus Reporting and Dashboards
 Gradebook

- Fill out the form with as much as information as you can provide.

Alternate Contact Number
 Please include area code

Best time to contact (during school hours) *

Search from available values

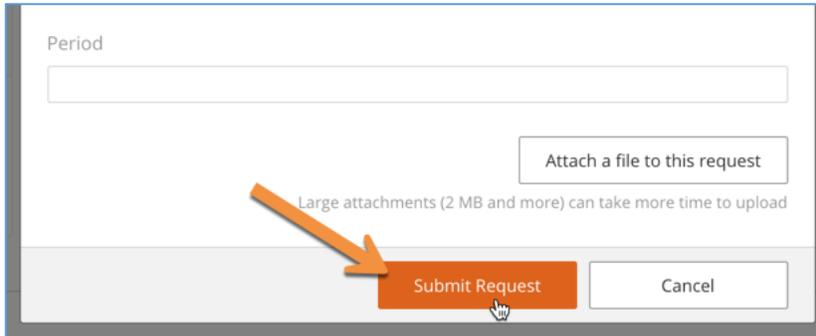
Please provide details *

Do not have access to Norm dashboards

Note:
 Please provide the following information if applicable

User Role

6. Scroll to the bottom of the screen and click **Submit Request**.



The screenshot shows a web form with a 'Period' label and an empty text input field. Below the input field is a button labeled 'Attach a file to this request'. Underneath this button is a note: 'Large attachments (2 MB and more) can take more time to upload'. At the bottom of the form are two buttons: 'Submit Request' (highlighted in orange) and 'Cancel'. An orange arrow points to the 'Submit Request' button.

7. A support agent will attempt to contact you during your **Best Time to Contact**.

Call ITD Help Desk

1. Call **213.241.5200**.
2. Select **option 5** for MiSiS support.
3. Make sure the agent knows you're requesting help with **Focus Reporting & Dashboards**.