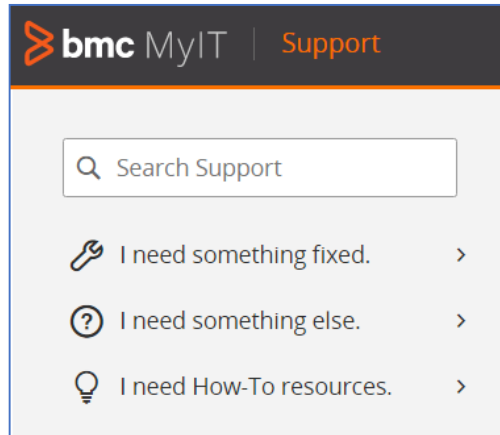


Requesting Services

Users have two options when looking for a service/support request – Support Tab or browsing the Catalog.

Option 1: Support Tab

To Navigate to the Support Tab, open the Online Service Requets System and click on the tab labeled **Support** at the top row of options on the page (this is the default page for The Online Service Request System).



From the support page, users can choose requests/support depending on whether they want to:

- Search
- Get something fixed
- Get other issues resolved
- Or look at How-To resources

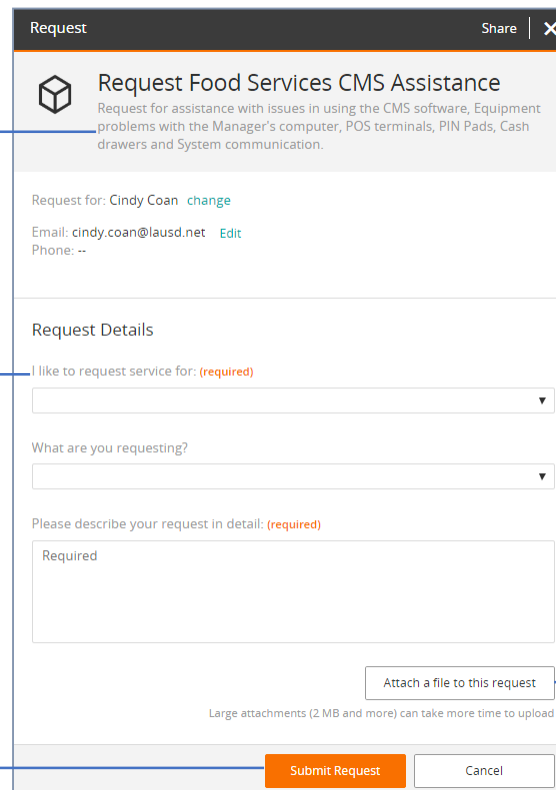
I need something fixed/I need something else

You can easily make requests by clicking on either **I need something fixed** or **I need something else** (depending on your issue). Selecting either of the tabs will display a list of options for you to choose. If you see your problem listed, select it and fill out the presented questions in the pop-up.

Instructions are provided for each request.

Some answers are required. You must provide an answer to the required questions before you will be able to submit the request.

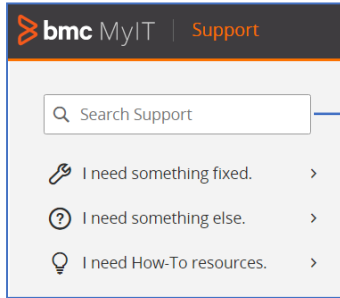
Once you have completed the questions, select **Submit Request**.

A screenshot of a request form titled 'Request Food Services CMS Assistance'. The form is contained within a window with a 'Share' button and a close 'X' button. The title is 'Request Food Services CMS Assistance' with a cube icon. Below the title is a brief description: '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.' Below this is the requester's information: 'Request for: Cindy Coan change', 'Email: cindy.coan@lausd.net Edit', and 'Phone: --'. The 'Request Details' section contains three required fields: 'I like to request service for: (required)' with a dropdown menu, 'What are you requesting?' with a dropdown menu, and 'Please describe your request in detail: (required)' with a text area. At the bottom right of the form is an 'Attach a file to this request' button. At the very bottom are two buttons: 'Submit Request' (in orange) and 'Cancel'.




You may attach up to 3 files or documents to your request.

Search

You can also simply search for assistance by using the search bar to type in a keyword for your request type or support resource and hitting enter.

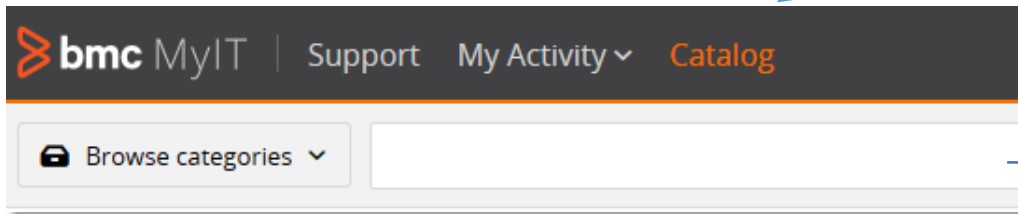


Example: when you search for **Computer**, you will find several Actions or request types related to computers.

All (3)	Actions (3)	Resources (0)
 Report an issue with Computer hardware Technology	Action	
 Request Food Services CMS Assistance Food Services – Cafeteria Management System	Action	
 Stolen/Lost Computer Technology	Action	

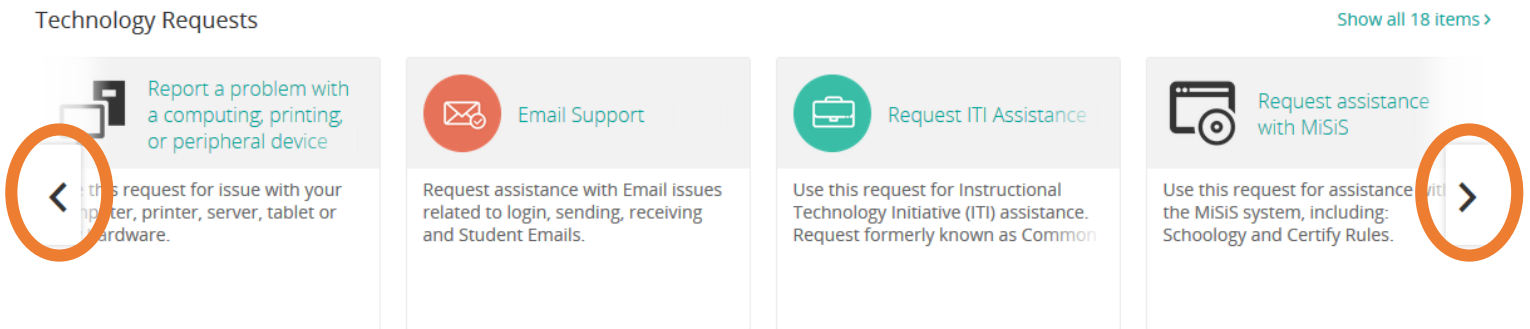
Option 2: Browse Catalog

To Navigate to the Support Tab, open the Online Service Request System and click on the tab labeled **Catalog** at the top row of options on the page.



Search for assistance by using the search bar to type in a keyword for your request type or support resource and hitting enter.

The Catalog is separated by request types. You can browse the catalog to locate the service or assistance you would like to request. Use the **arrows** at the right and left to browse additional services within categories.



If you see your problem listed, select it and fill out the presented questions in the pop-up (same process as using the Support Tab). If not, try using the search bar to find what you are looking for.