

Installing LAUSD Service Management on Android

The instructions below will guide on how to set up the latest version of the LAUSD Service Management mobile application commonly known as Remedy with Smart IT.

1. Prepare

- 1.1. Start by uninstalling the mobile application if it was downloaded before January 3rd, 2020.

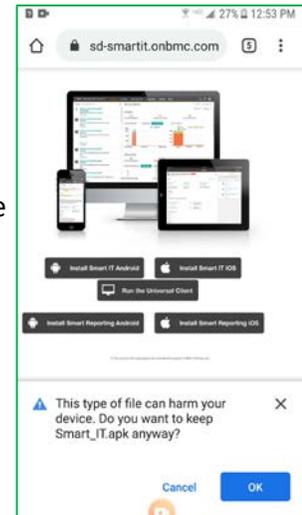


2. Download

- 2.1. Launch a web browser in your Android device.
- 2.2. Go to the link shown below to download the latest version of the mobile application:

<https://lausd-smartit.onbmc.com/smartit/download/>

- 2.3. Tap on the **Install Smart IT Android** button
- 2.4. Tap on **OK** for:
"This type of file can harm your device. Do you want to keep Smart_IT.apk anyway?"



3. Set up

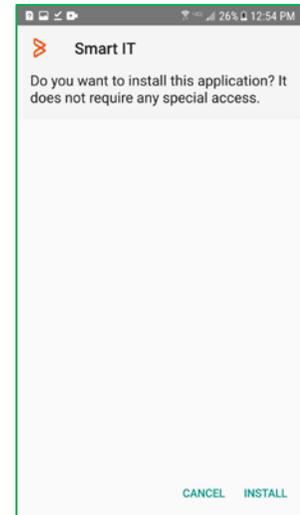
- 3.1. Tap on **Open** for the Smart_IT.apk.



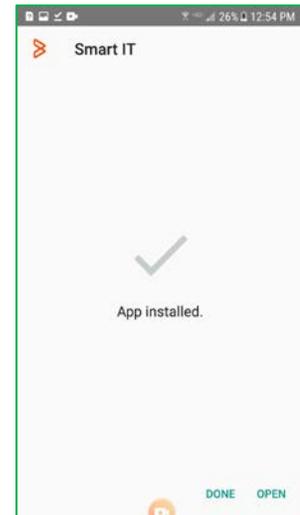
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3.2. Tap on **INSTALL** for:

“Do you want to install this application? It does not require any special access.”

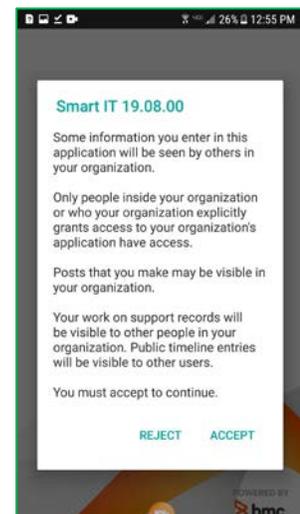


3.3. Tap on **Open** after the App has been installed.



3.4. Launch the Service Management mobile application

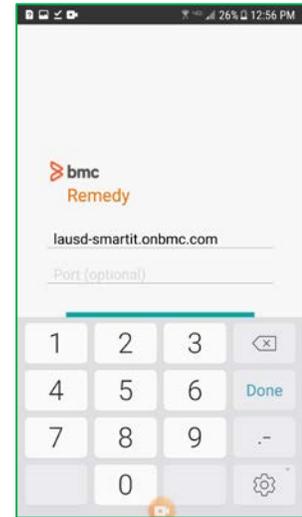
3.5. Select **Accept** if you agree with the Terms and Conditions.



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3.6. Type in **lausd-smartit.onbmc.com** for the Host.

3.7. Leave the **Port** blank



4. Sign in

4.1. Sign-in using your full LAUSD email and password.

e.g. jane.doe@lausd.net

4.2. Wait a moment as the application data gets updated.

