

Installing LAUSD Service Management on iPhone/iPads

The instructions below will guide you 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 on your iPhone/iPad.
- 2.2. Go to the link shown below to download the latest version of the mobile application:

<https://mobileapps.lausd.net/download/servicemanagement>

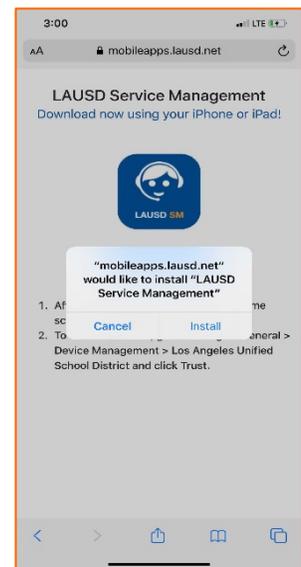
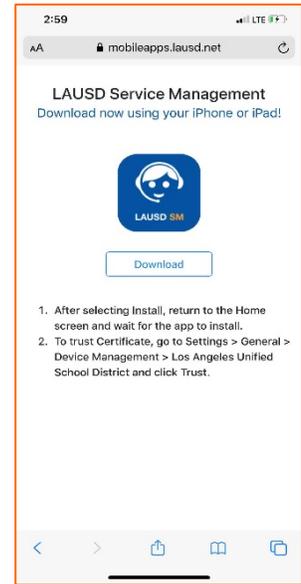
- 2.3. Tap on the Download button
- 2.4. Tap on Install for:
"mobileapps.lausd.net" would like to install "LAUSD Service Management"
- 2.5. Wait a moment as the application gets downloaded and properly installed.

3. Set up

- 3.1. Go to your iPhone/iPad **Settings**
- 3.2. Go to **General**
- 3.3. Select **Device Management Los Angeles Unified Sc...**
- 3.4. Select **Los Angeles Unified School District for ENTERPRISE APP**
- 3.5. Tap on **Trust "Los Angeles Unified School District"**.
- 3.6. Select **Trust** for:

Trust "iPhone Distribution: Los Angeles Unified School District" Apps on this iPhone Trusting will allow any app from this enterprise developer to be used on your iPhone and may allow access to your data.

The Service Management app should be verified.



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- 3.7. Close the Settings screen.
- 3.8. Launch the Service Management mobile application
- 3.9. Select **Accept** if you agree with the Terms and Conditions.

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.

