

How to access the Self-Service Portal

The Self-Service Portal helps students, families, employees and community members find the information they are looking for and request help whenever they need it. The system has several self-service options, including a searchable service catalog, a virtual chatbot available 24/7, and the ability to request and track support for specific issues in a variety of areas.

Step 1

Open your web browser



Step 2

Type the below URL into the address bar and press the Enter key

<https://lausd.service-now.com/lausd>

 lausd.service-now.com/lausd

Step 3

Click Login

on the top right corner

[Find Answers](#) [Quick Links](#) [Login](#)

Step 4

Select Parents

SELECT YOUR ROLE BELOW TO LOGIN



Step 5

Enter your Parent Portal Login Credentials

PARENT

 Continue with Facebook

User Name *
Your email address

Password *
Password

[Forgot Password?](#) [Register](#)

- Username is the email address you used for account registration.
- Session times out after 60 minutes.
- If you'd like to change the email address associated with your account, please sign in using old email address. Account edits can be made once you logged in successfully.

Step 6

Once you are logged in, you will be directed back to the Self-Service Portal webpage.

