

How to Request Help

Allows users to contact support to request assistance and report a problem.

Step 1

Log into the Self-Service Portal at
<https://lausd.service-now.com/lausd>



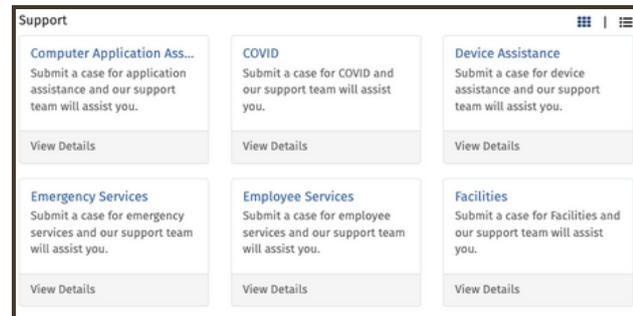
Step 2

Select Request Help
in the center of the webpage



Step 3

Select a support category



Step 4

Complete the form and click Submit

A screenshot of the "Application Assistance" form. The form includes fields for: Name (jln liang (LOCAL ADMIN)), Primary work location, Email address (jln.liang@lausd.net), Alternative phone number, and Alternative email address. There is also a dropdown menu for "Do you have a student currently enrolled in LAUSD?" with the option "-- None --". The "Request Help" button from the previous step is highlighted with a red box.

Step 5

To view the status of your case, click
on Track Requests on the top menu
toolbar

