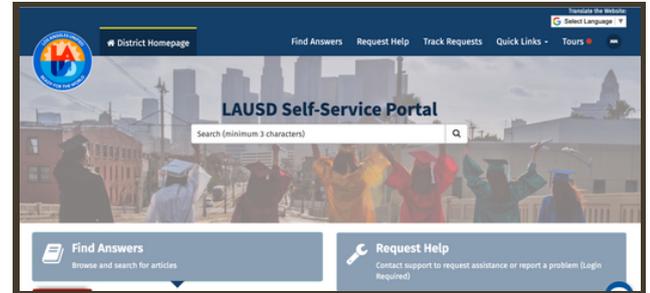


# How to access the Virtual Agent

Virtual Agent is a chatbot that answers your questions through knowledge articles or by connecting you to an agent through cases.

## Step 1

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



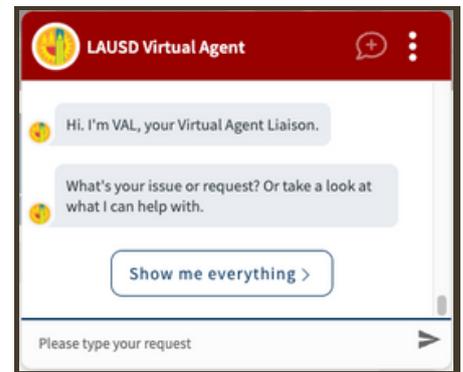
## Step 2

**On the bottom right corner, click on the Virtual Agent Icon**



## Step 3

**In the chat box, begin typing your request or click on FAQ Topics**



## Step 4

**Follow the instruction provided by the Virtual Agent**

