

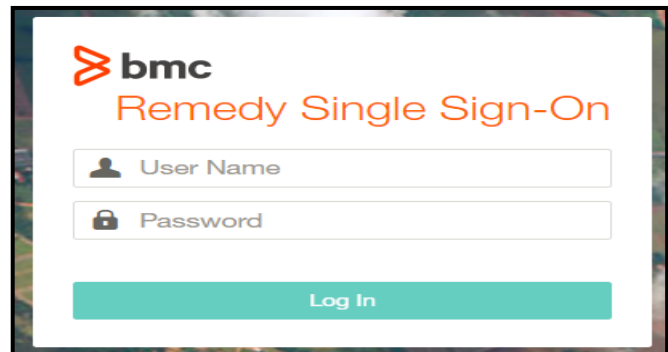


SECTION 6: REQUEST FOR DEVICE REPAIR

Step 1

REMEDY SINGLE SIGN-ON

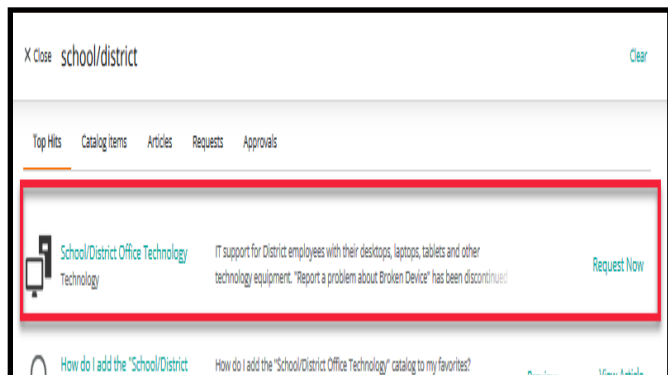
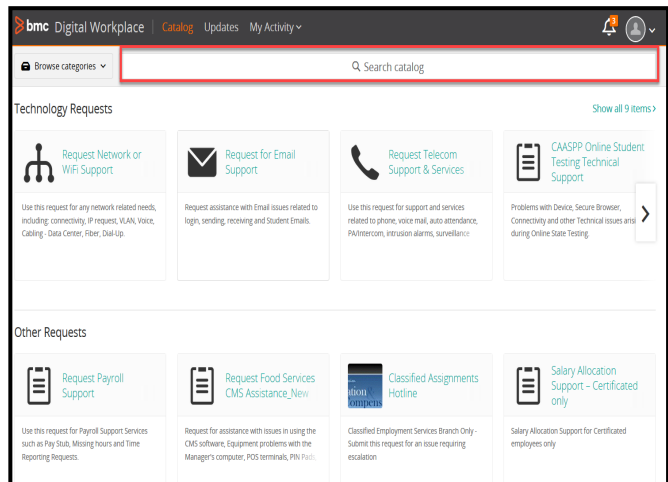
- Go to <https://lausd-myit.onbmc.com>
- Sign in using your single sign-on
- Click **Log In**



Step 2

SEARCH FOR REQUEST

- In search box, type in **School/District Office Technology**
- Click **School/District Office Technology** from search results





SECTION 6: REQUEST FOR DEVICE REPAIR

Step 3

REPORT DAMAGED DEVICE

- Select one of the following:
 - I need something fixed
- What is the issue? Select from the following:
 - For Tablets, click on **My mobile device is not working** and select **Tablet**
 - For Chromebooks/Laptops, select **I have a problem with my computer** and select **Laptop**
- Describe the issue
 - Provide detailed information

Description

IT support for District employees with their desktops, laptops, tablets and other technology equipment.
"Report a problem about Broken Device" has been discontinued and replaced by this service catalog.

If you are submitting a request for someone other than yourself, identify the customer by clicking on "Change" next to the name below.

Provide request details

How can we help you? *

I need something fixed

I need something else

What is the issue?

What type of mobile device?

Smartphone

Tablet

What is the issue?

What type of computer?

Desktop

Laptop

Describe the issue

Entry is limited to 500 characters



SECTION 6: REQUEST FOR DEVICE REPAIR

Step 4

BROKEN DEVICE REPORT

- Is the device affected by the issue checked out to you?
→ If yes, select the **device is checked out to me** and **select from devices assigned to you**
→ If no, select the **device is not checked out to me** and **provide the asset tag or serial number of the device affected by the issue**

Is the device affected by the issue checked out to you?

The device is checked out to me

The device is not checked out to me

Select from devices assigned to you

Select

Select from devices assigned to you

Select

Clear

LAUSD0258977

256691622700275527

Is the device affected by the issue checked out to you?

The device is checked out to me

The device is not checked out to me

Provide the asset tag or serial number of the device affected by the issue

- The asset tag or case tag number of the device starts with the prefix "LAUSD..."

- Entry is limited to 100 characters

LAUSD0544640



SECTION 6: REQUEST FOR DEVICE REPAIR

Step 5

Customer Information

- Is the request for the customer's default location?
 - Yes
 - No
- If no, how would you like to search for the customer's location?
 - Search by location code
 - Search by location name
- Is this the best phone number for the request?
 - If yes, leave number as is
 - If no, enter new phone number
- Which floor and room can the contact person be found?
 - Enter floor and/or room
- When Should we send a technician?
Select from the following
 - All day
 - Before noon
 - After noon

This request is being submitted for
Diana Gutierrez

Is the request for the customer's default location? *

No

Clear

Yes

No

Is the request for the customer's default location? *

No

How would you like to search for the customer's location?

Search by location name

Clear

Search by location code

Search by location name

Is this the best phone number for the request?

213-241-3957

Which floor and room can the contact person be found? *

- Entry limited to 20 characters.

Room 201

When should we send a technician?

All day

Before noon

After noon



SECTION 6: REQUEST FOR DEVICE REPAIR

Step 6

CONFIRMATION

- Click **Submit Request**

Submit Request



Request Submitted

Date: Jul 9, 2020

Request for: Diana Gutierrez