

CREATE A REMEDY ONLINE SERVICE REQUEST



This tutorial explains how to open a Remedy ticket and submit it to the Destiny Help Desk.

In this tutorial you will learn how to:

- ✱✱ Log in to Remedy
- ✱✱ Create a service request
- ✱✱ Submit the request

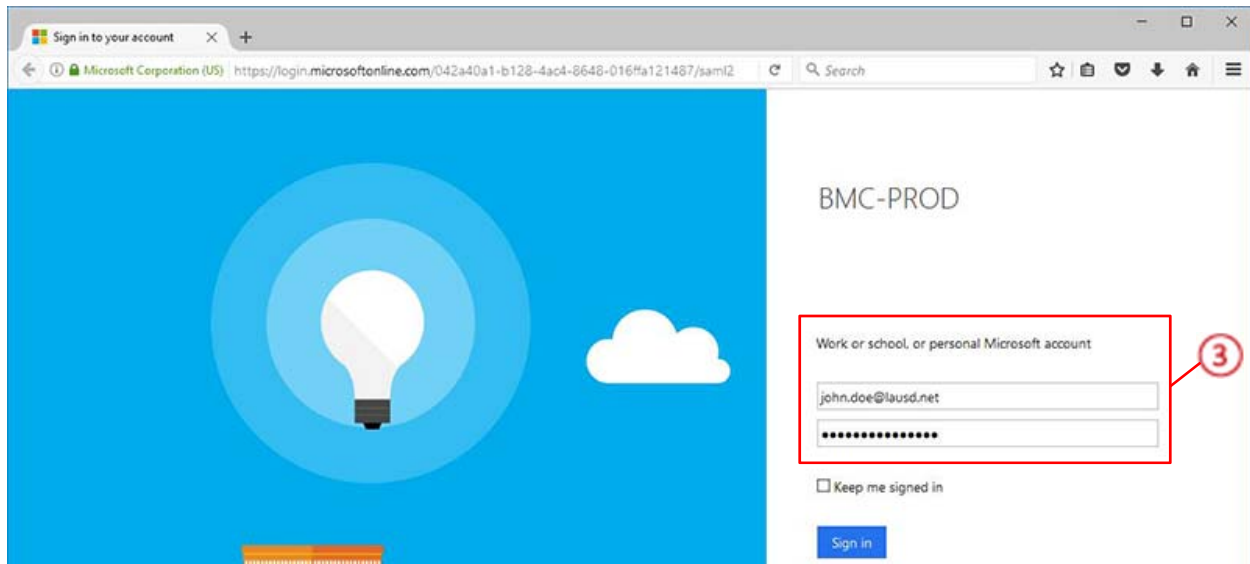
Requirements:

- ✱✱ PC or MAC
- ✱✱ A web browser such as:
 - *Google Chrome* 
 - *Internet Explorer* 
 - *Mozilla Firefox* 
 - *Safari* 
- ✱✱ An Internet connection
- ✱✱ An LAUSD Single-Sign On (SSO)

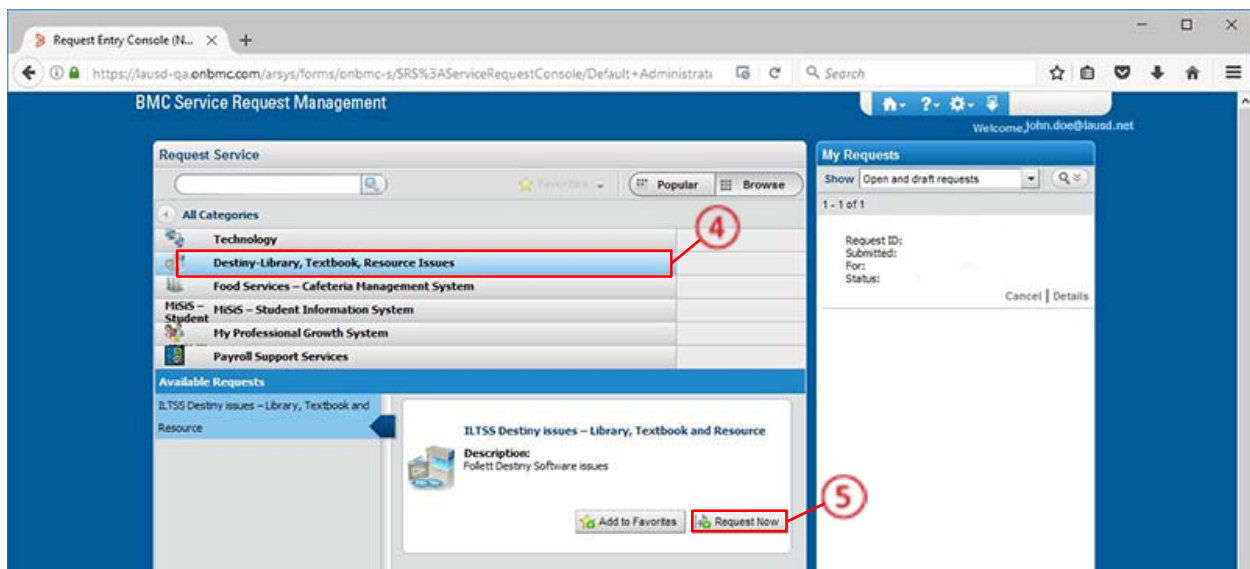
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LOGGING IN TO REMEDY AND CREATING A SERVICE REQUEST

1. Open a web browser
2. In the address bar, type the following URL and press the “Enter” key on the keyboard:
✓ <http://lausd.onbmc.com>
3. On the “Remedy” login page, sign in using your Single-Sign On (SSO).



4. Click on the “Destiny-Library, Textbook, Resource Issues” option.
5. Click on the “Request Now” button.



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NOTE: You **MUST** fill-in all of the fields by answering the required questions (marked with a **RED** asterisk)

- For the “Are you requesting for service...” question, click on the “Yes” radial button to select it.
- Next to the “Are you Certificate, Classified...” question, click on the drop-down menu and select your position’s category.

The screenshot shows the BMC Service Request Management console. The form is titled "Request Service" and includes fields for "Requested By" (john.doe), "Requested For" (john.doe), "Phone" (213.555.1234), and "Email" (john.doe@lausd.net). The "Default Site Name" is "Perfect Elementary School" and the "Default Street Name" is "1234 W. Any Street". The question "Are you requesting for service at your default site?" has the "Yes" radio button selected. The question "Are you Certified, Classified or Contractor staff?" has a drop-down menu open, showing options: "Certificated", "Classified", "Contractor", and "(clear)". Red circles 6 and 7 highlight the "Yes" radio button and the drop-down menu respectively.

- Next to the “What is your Job title?” question, type in your official title.
- Next to the “Please select your issue from the menu” question, click on the drop-down menu and select one of the following options:

✓ Library ✓ Textbook ✓ Resource ✓ Textbook Request

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NOTE: If the issue selected was Library, Textbook, or Resource, continue with #10. If the issue selected was Textbook Request, then continue with #14.

10. Next to the “Is the issue software...” question, click on the drop-down menu and select “Software” from the options and continue with #11

11. Next to the “What Category is the issue...” question, click on the drop-down menu and select one of the following options:

✓ Cataloging ✓ Circulation ✓ Reports ✓ Back Office ✓ Training Request ✓ Other

12. In the “Comments” textbox, type the description of the issue.

13. Confirm that every question with a **red asterisk** has been answered then click the “Submit” button.

The screenshot shows the BMC Service Request Management interface. The main form is titled "Request Service" and is for "ILTSS Destiny issues - Library, Textbook and Resource". It includes fields for "Requested By" (John Doe), "Requested For" (John Doe), "Phone" (213.555.1234), and "Email" (jdoe@lausd.net). There are several questions with red asterisks indicating required fields: "Are you requesting for service at your default site?" (Yes selected), "Are you Certified, Classified or Contractor staff?" (Classified selected), "What is your Job Title?" (Library Aide), "Please select your issue from the menu:" (Textbook selected), "Is the issue software or hardware (e.g. scanner/printer) related?" (Software selected), and "What Category is the issue best related to? If unsure, choose 'Other'" (Circulation selected). The "Comments" field is empty. The "Submit" button is highlighted with a red box and the number 13. Other numbers 10, 11, and 12 point to the "Software" dropdown, the "Circulation" dropdown, and the "Comments" text area respectively.

NOTE: Once the request has been submitted, you will receive an automatic confirmation email of your service request.

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FOR TEXTBOOK REQUEST

14. In the field, “Title 1” enter the title of the textbook you are requesting
15. Proceed to enter the quantity and ISBN for that Textbook
16. If you have additional textbook request, answer “Yes” to “Do you have more request?” and proceed to enter the title, quantity, and ISBN # of the second textbook. If you do not have any other request, then answer “No.” Include comments as appropriate, then click the “Submit” button.

The screenshot displays the BMC Service Request Management web application interface. The main form is titled "ILTSS Destiny issues - Library, Textbook and Resource". It contains several sections: "Requested By" and "Requested For" (both John Doe), "Phone" (213.555.1234), and "Email" (jdoe@lausd.net). The "Default Site Name" is "Integrated Library & Textbook Services" and the "Default Street Name" is "333 S Beaudry Ave". The user is requesting service at their default site. The "Are you Certified, Classified or Contractor staff?" dropdown is set to "Classified" and the "Job Title" is "Library Aide". The "Please select your issue from the menu:" dropdown is set to "Textbook Request". The "Title1*" field contains "Algebra II", "Quantity1" contains "10", and "ISBN1" contains "978-1-23-456789-0". The "Do you have more request?" radio buttons are set to "No". The "Comments" field is empty. The "Submit" button is highlighted with a red box and a red circle labeled "16". Other red circles labeled "14" and "15" point to the "Title1*", "Quantity1", and "ISBN1" fields respectively.

NOTE: Once the request has been submitted, you will receive an automatic confirmation email of your service request.