





ONLINE SERVICE REQUEST FOR THE TEACHER/PRINCIPAL'S PORTAL

This tutorial will take users through the steps on how to create a Remedy Service Request for the Teacher or Principal's portal

In this tutorial you will learn how to:

- ✱ Log in to Remedy
- ✱ Create a Remedy Service Request

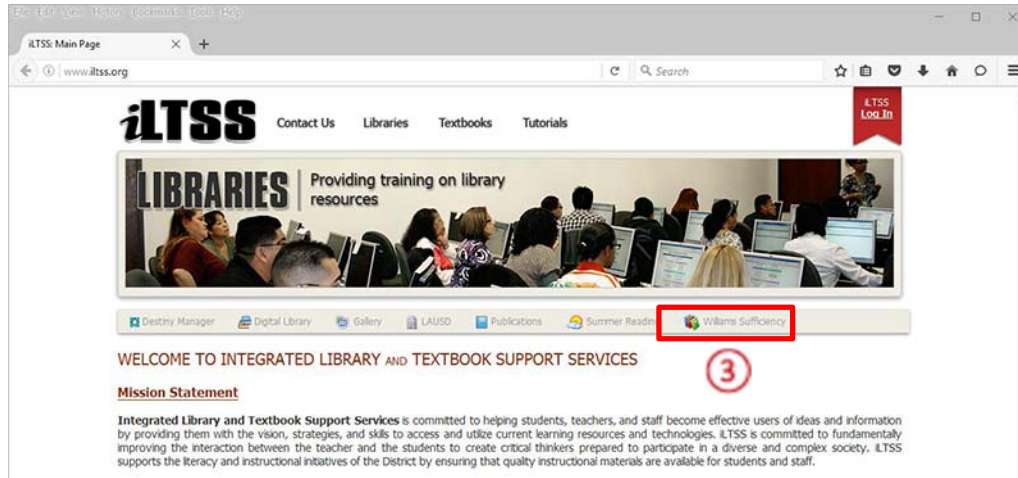
Requirements:

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

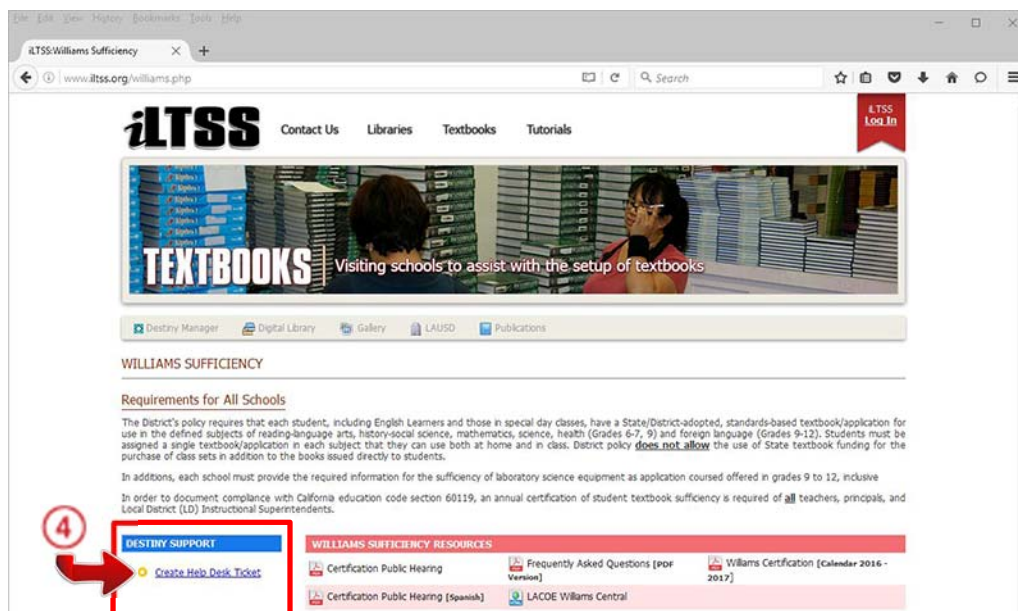
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STEP 1: LOGING TO REMEDY AND CREATING A SERVICE REQUEST

1. Open a web browser
2. In the address bar, type the following URL and press the “Enter” key on the keyboard:
 - <http://www.iltss.org/>
3. On the iLTSS main page, click on the “Williams Sufficiency” link located below the LIBRARIES banner



4. On the Williams webpage, under the “Destiny Support” blue column, click on the “Create Help Desk Ticket” link

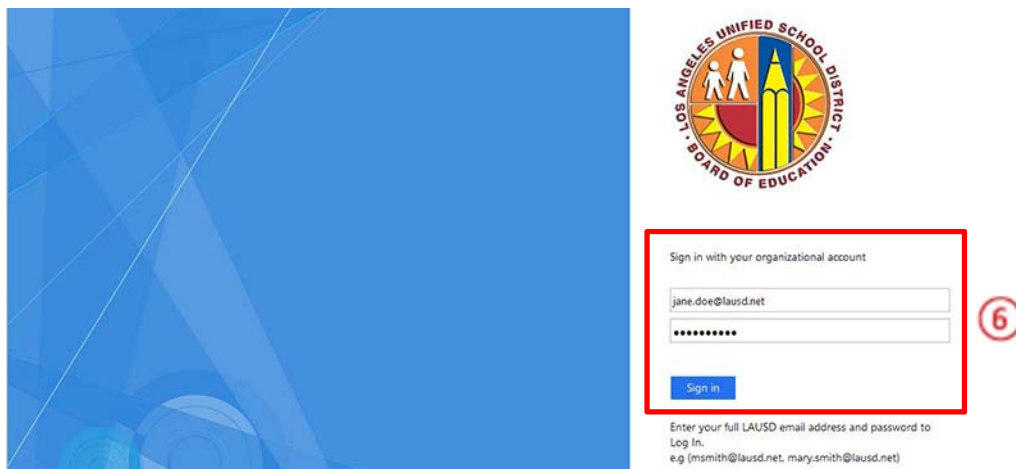


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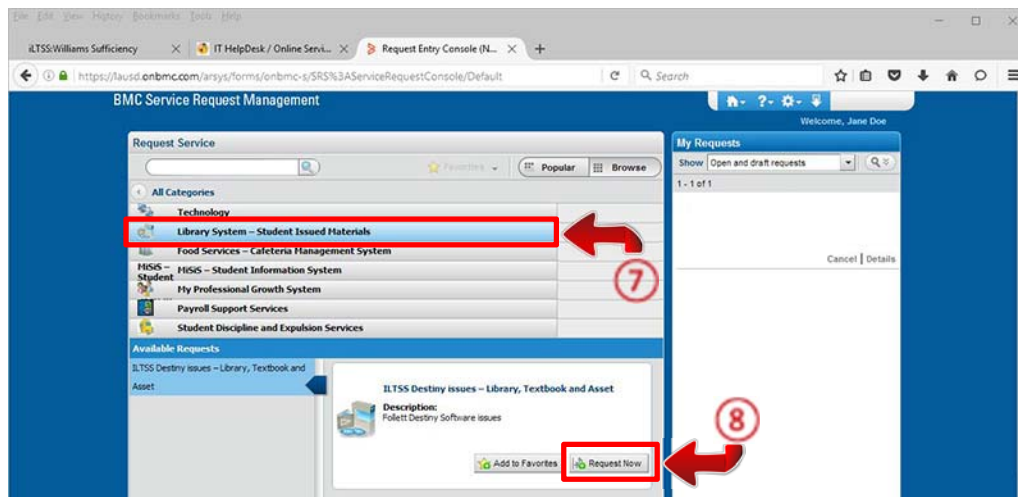
5. Click on the "ONLINE SERVICE REQUEST SYSTEM" banner or the "lausd.onbmc.com" link



6. Use your Single-Sign On (SSO) to login to Remedy



7. Click on the "Library System – Student Issued Materials" option
8. Click on the "Request Now" button



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- Complete the fields by answering the required questions marked with a **red** asterisk
- Next to the “Please select your issue from the menu” question, click on the drop-down menu and select “Textbook Sufficiency (Williams)” from the options
- Next to the “Is the issue software...” question, click on the drop-down menu and select “Other” from the options
- Next to the “Describe your Destiny Issue” textbox, type the description of your issue
- Confirm that every question with a **red** asterisk has been answered then click the “Submit” button

The screenshot displays the BMC Service Request Management interface. The main form is titled "Request Service" and is for the category "iLTSS Destiny issues - Library, Textbook and Asset". The form includes the following fields and questions:

- Requested By: Jane Doe (Phone: 818.555.1234)
- Requested For: Jane Doe (Email: jane.doe@lausd.net)
- Attachments: (None)
- Default Site Name: Perfection High School
- Default Street Name: 1023 Anyware Avenue
- Are you requesting for service at your default site?*: Yes No
- Are you Certified, Classified or Contractor staff?*: Certified
- What is your Job Title?*: Principal
- Please select your issue from the menu*: Textbook Sufficiency (Williams)
- Is the issue software or hardware (e.g. scanner/printer) related?*: Other
- Describe your Destiny Issue*: Need help with the principal's portal

Red callouts are placed on the form:

- 10: Points to the "Please select your issue from the menu" question.
- 11: Points to the "Is the issue software or hardware (e.g. scanner/printer) related?" question.
- 12: Points to the "Describe your Destiny Issue" text area.
- 13: Points to the "Submit" button.

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