

## CREATE A REMEDY ONLINE SERVICE REQUEST







This tutorial guides users on how to login and logout of MyIT-BMC Service Request app, create a service request and submit it to the Destiny Help Desk.

In this tutorial you will learn how to:

- Login to MyIT-BMC
- Create a service request
- Submit the request
- Log out of MyIT-BMC

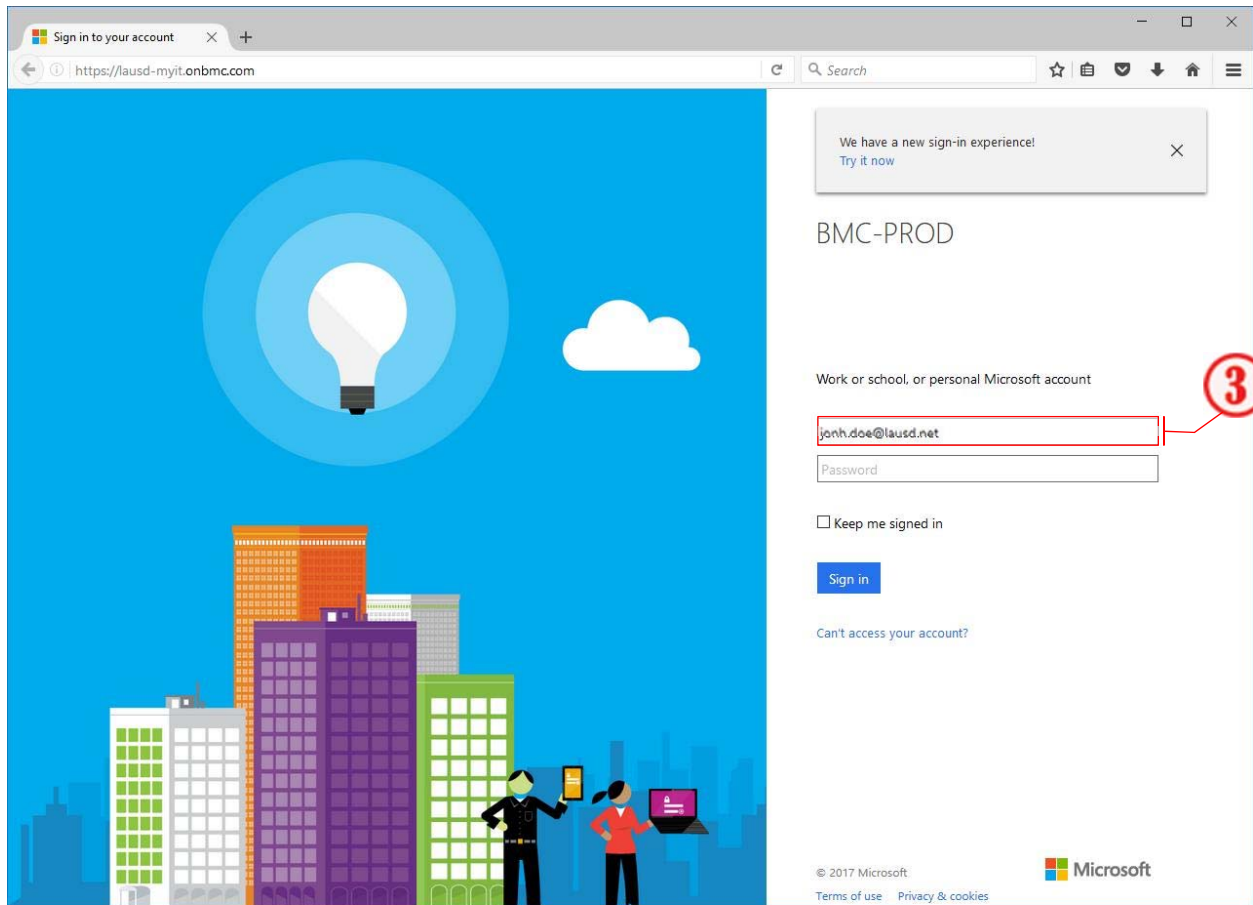
Requirements:

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

# CREATE A REMEDY ONLINE SERVICE REQUEST

## LOGGING IN TO MyIT-BMC 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:  
✓ <https://lausd-myit.onbmc.com>
3. On the MyIT-BMC login page, sign in using your Single-Sign On (SSO). To do so, click inside the **Email or phone** field, type your email account and press the **Tab** key on the keyboard



4. Next, click the **Work or school account** button

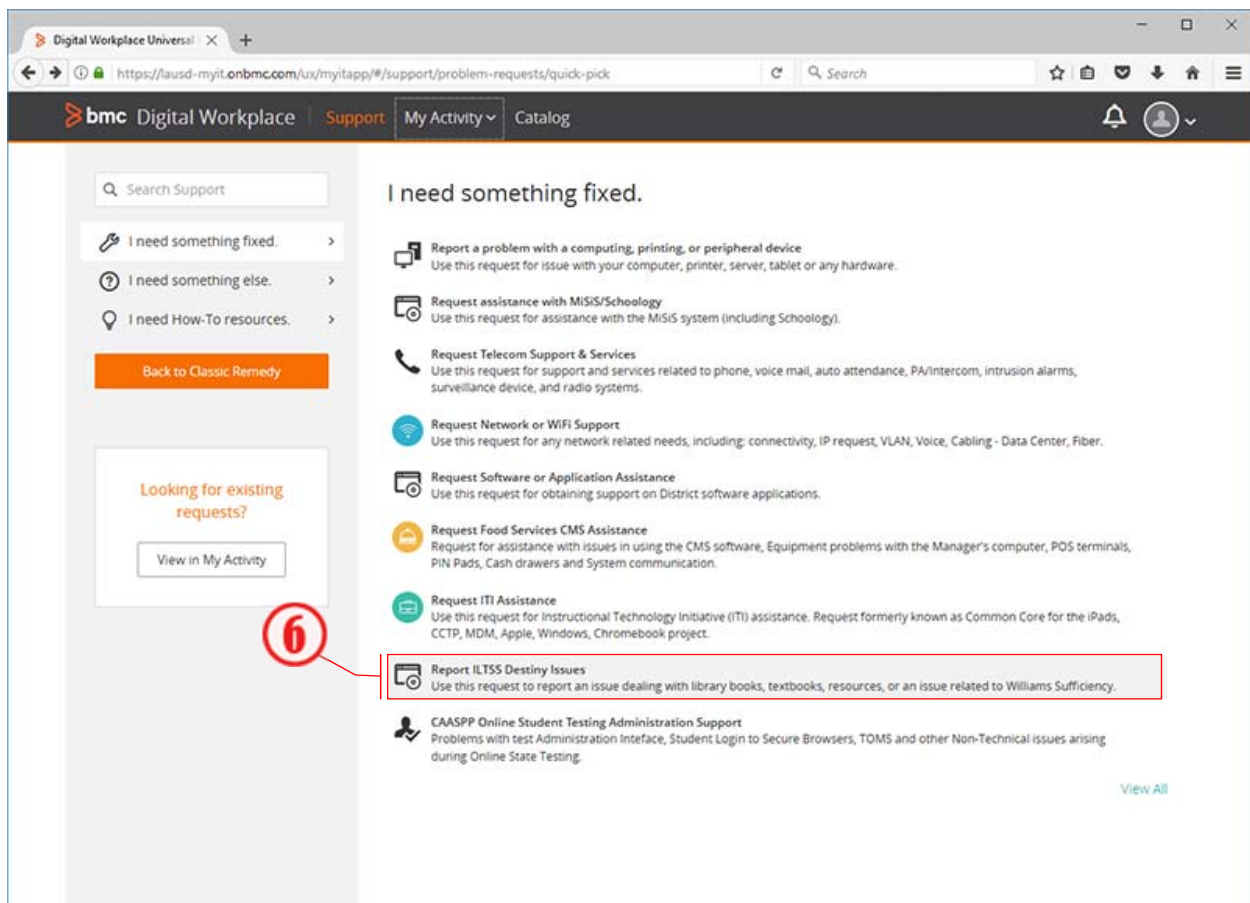


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5. Type the password associated with your email account and either press the **enter key** on the keyboard or click on the **Sign In** button



6. Click on the **Report ILTSS Destiny Issues** option. The **Report ILTSS Destiny Issues** form with your contact and location information will appear



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**NOTE:** Respond to all the questions marked with a **red asterisk**

7. For the **Are you requesting for service at your location?** question, click the **Yes** radial button to select it
8. On the **Are you Certificated, Classified or Contractor staff?** question, click the dropdown menu and select your classification from the list

Request

### Report ILTSS Destiny Issues

Use this request to report an issue dealing with library books, textbooks, resources, or an issue related to Williams Sufficiency.

Request for: **John Doe** [change](#)

Email: **john.doe@lausd.net** [Edit](#)

Phone: **213.555.5645**

Default Site Name  
**Perfect Elementary School**

Default Street Name  
**1234 N. Perfect Avenue**

Are you requesting for service at your default site? \*

Yes  
 No

Are you Certificated, Classified or Contractor staff? \*

Search from available values

Search

- Certificated
- Classified
- Contractor

Please select your issue from the menu: \*

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- On the **What is your job title?** question, type your official title in the field
- Scroll down. On the **Please select your issue from the menu**, click on the dropdown menu and select one of the following options:

✓ Library   ✓ Textbook   ✓ Resource   ✓ Textbook Request

Default Street Name  
1234 N. Perfect Avenue

Are you requesting for service at your default site? \*

Yes  
 No

Are you Certificated, Classified or Contractor staff? \*

Classified

What is your Job Title? \*

Library Aide

Please select your issue from the menu: \*

Search from available values

Search

Library  
Textbook  
Resource  
Textbook Request

Attach a file to this request

Large attachments (2 MB and more) can take more time to upload

Submit Request   Cancel

**NOTE:** If the issue selected was **Library**, **Textbook**, or **Resource**, continue with step 11. If the issue selected was **Textbook Request**, then skip to step 15 (**TEXTBOOK REQUEST OPTION**)

- On the **Is the issue software or hardware...?** question, click the dropdown menu and select **Software** from the options list and continue with step 12
- On the **What category is the issue best related to?** question, click on the dropdown menu and select one of the following categories:

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

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- On the **Comments** field, type a detailed description of the issue with which you need assistance. If a document needs to be attached to the service request, click the **Attach a file to this request** button
- Confirm that every question with a **red asterisk** has been answered then click the **Submit Request** orange button

The screenshot shows the BMC Digital Workplace service request form. The form includes the following fields and options:

- Classified** (dropdown menu)
- What is your job Title? \*** (text input field containing "Library Aide")
- Please select your issue from the menu: \*** (dropdown menu containing "Library")
- Is the issue software or hardware (e.g. scanner/printer) related? \*** (dropdown menu containing "Software")
- What Category is the issue best related to? If unsure, choose "Other" \*** (dropdown menu containing "Circulation")
- Comments:** (text area containing "Check in the following library book. The Green Book - 31234X00000001")
- Attach a file to this request** (button)
- Submit Request** (orange button)
- Cancel** (button)

Annotations in the image:

- A red circle with the number 13 points to the "What Category is the issue best related to?" dropdown menu.
- A red circle with the number 13 points to the "Attach a file to this request" button.
- A red circle with the number 14 points to the "Submit Request" button.

**NOTE:** Once the **Report ILTSS Destiny Issues** form has been submitted, you will receive an automatic confirmation email of your service request.

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### TEXTBOOK REQUEST OPTION

15. In the **Title 1** field, type the exact title of the textbook you are requesting
16. In the **Quantity** field, type the total number of textbooks you need of that title. In the following field, type the ISBN of the Textbook
17. If you have additional textbook requests, click the **Yes** radial option for the **Do you have more request?** question and repeat **steps 15 - 17** for the second textbook. If you do not have any other request, then answer **No**. Include comments as appropriate, then click the **Submit Request** orange button.

The screenshot shows the BMC Digital Workplace interface for creating a service request. The form is titled "Quick-Pick" and is for a "Textbook Request". The fields are as follows:

- Issue Selection:** A dropdown menu showing "Textbook Request" (labeled 15).
- Title1 \*:** A text input field containing "Algebra II".
- Quantity1:** A text input field containing "10".
- ISBN1:** A text input field containing "973-1-23-456789-0".
- Do you have more request? \*:** Radio button options for "Yes" and "No" (labeled 16). The "No" option is selected.
- Comments:** A large text area for additional information (labeled 17).
- Submit Request:** An orange button to submit the request (labeled 17).
- Cancel:** A grey button to cancel the request.

**NOTE:** Once the **Report ILTSS Destiny Issues** form has been submitted, you will receive an automatic confirmation email of your service request.

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## LOG OUT OF MyIT – BMC

18. Move the mouse pointer over the icon next to the bell symbol

19. Click on the Sign Out link

The screenshot shows a web browser window with the URL <https://lausd-myit.onbmc.com/ux/myitapp/#/support/problem-requests/quick-pick>. The page header includes the BMC Digital Workplace logo and navigation links for Support, My Activity, and Catalog. A user menu is open in the top right corner, showing the user is signed in as John Doe. The menu options are Edit your profile, Settings, and Sign out. A red circle with the number 18 is placed over the user menu icon, and another red circle with the number 19 is placed over the Sign out link. The main content area is titled "I need something fixed." and lists various support categories such as Report a problem with a computing, printing, or peripheral device, Request Telecom Support & Services, Request Network or WiFi Support, Request assistance with MISIS/Schoolology, Email Support, Request Food Services CMS Assistance, Request ITI Assistance, Report ILTSS Destiny Issues, and CAASPP Online Student Testing Administration Support. A "View All" link is located at the bottom right of the list.