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)

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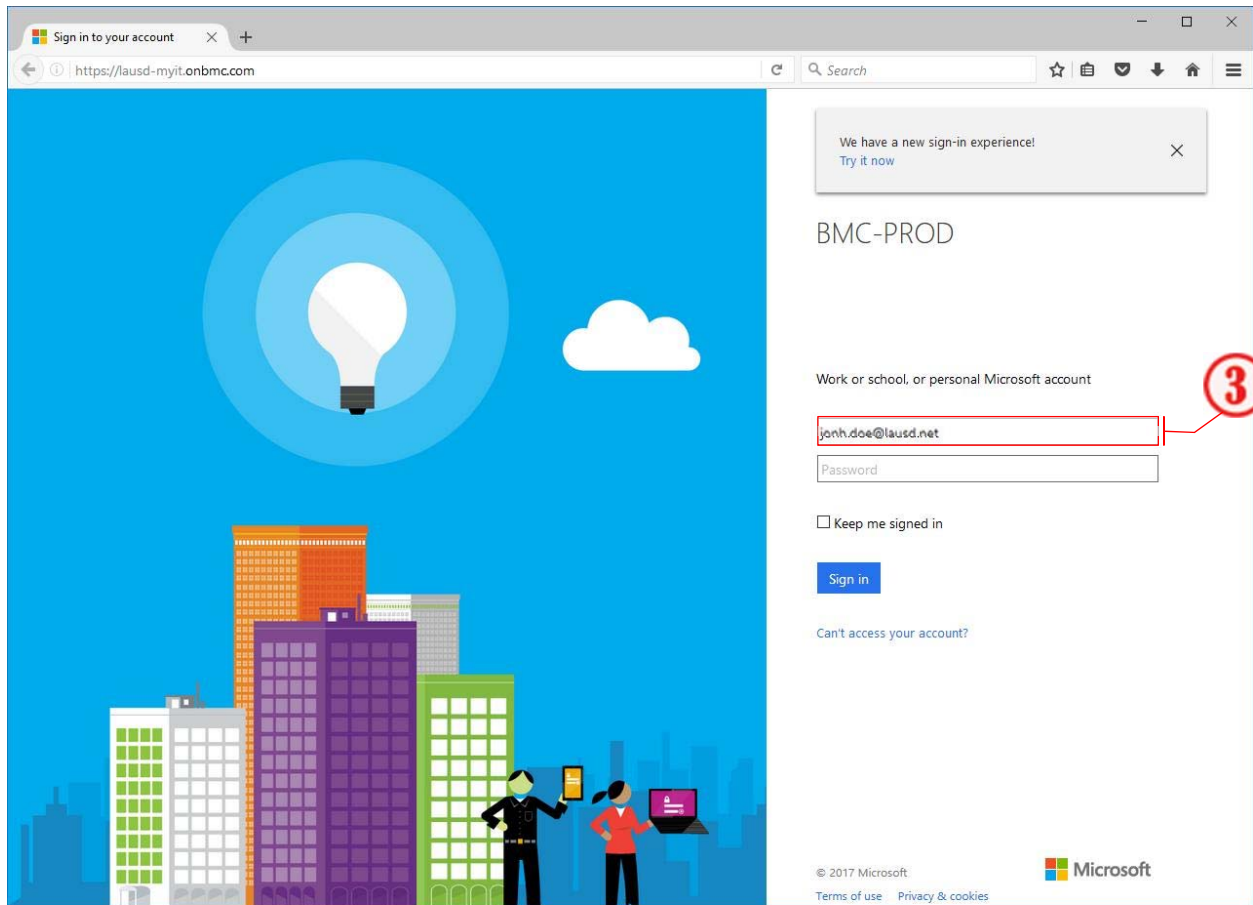
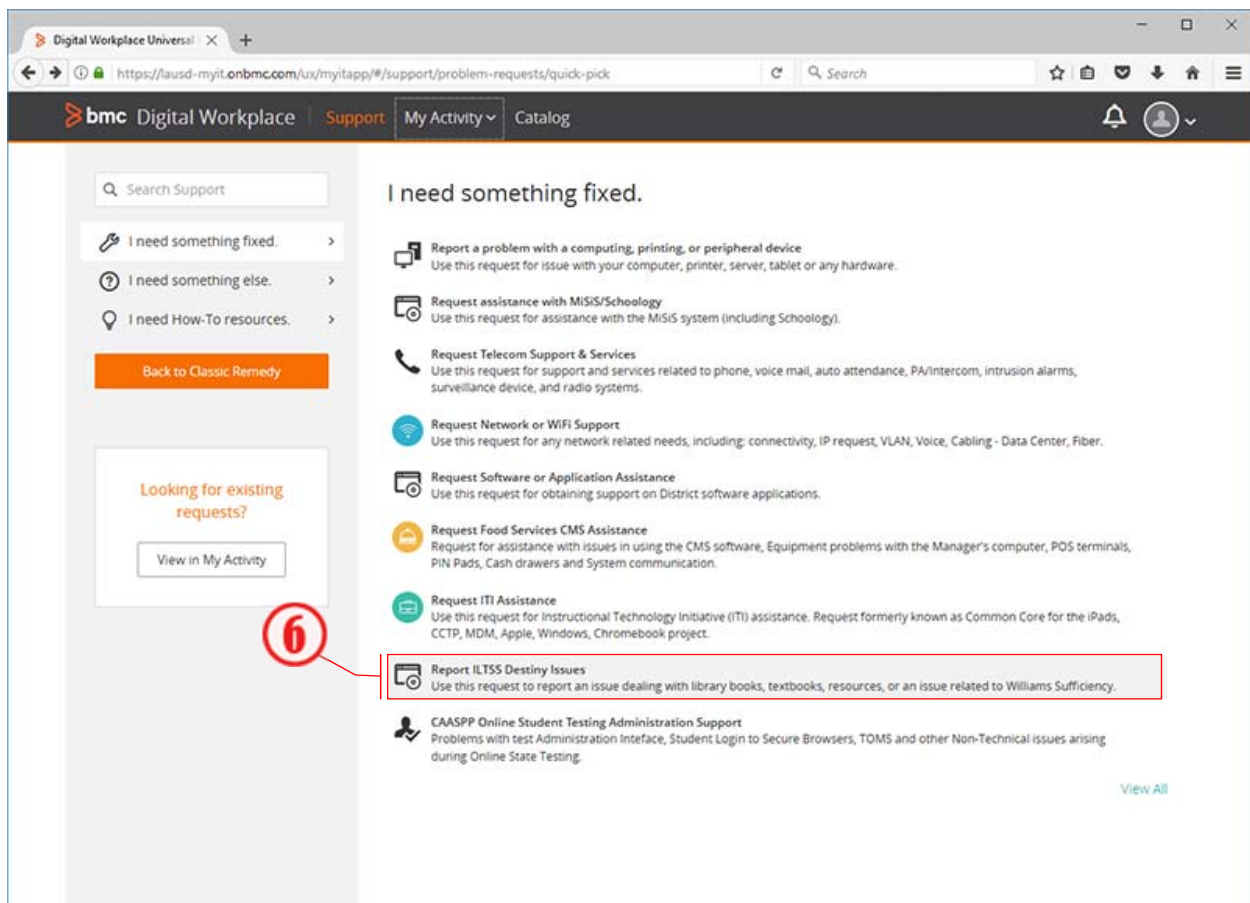4. Next, click the **Work or school account** button

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

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

9. On the **What is your job title?** question, type your official title in the field
10. 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

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 (TEXTBOK REQUEST OPTION)*

11. 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
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

13. 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

14. Confirm that every question with a red asterisk has been answered then click the **Submit Request** orange button

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

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.

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

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