

CREATE AN ONLINE SERVICE REQUEST







This tutorial guides users on how to login and logout of MyIT Online 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 Online Service Request App
- Create and submit an online service request
- Log out of MyIT Online Service Request App

Requirements:

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

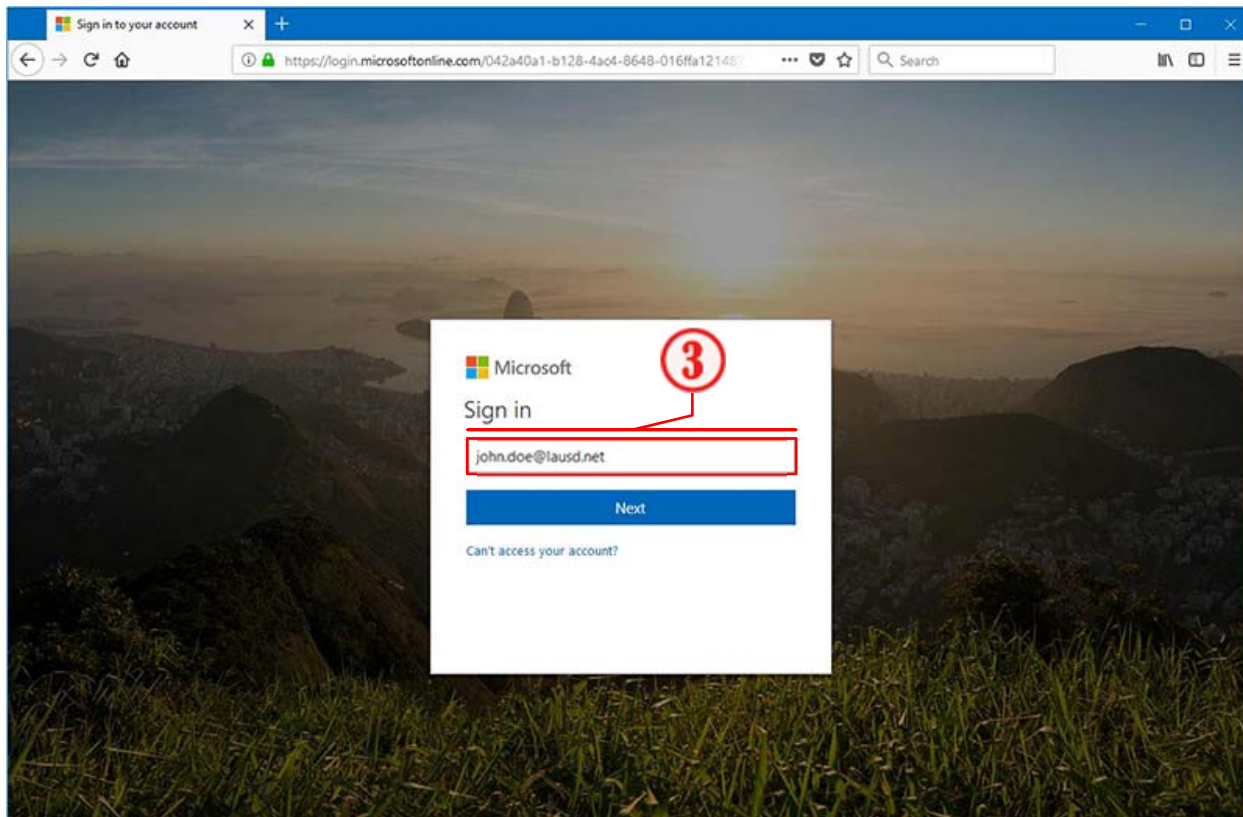
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LOG IN TO MyIT APP AND CREATE A SERVICE REQUEST

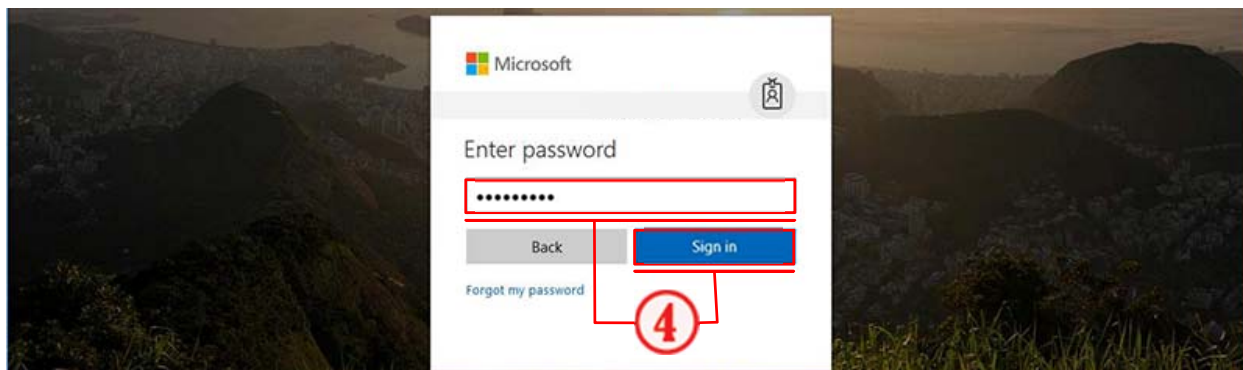
1. Open a web browser
2. In the address bar, type the following URL and press the **enter** key on the keyboard:

 <https://lausd-myit.onbmc.com>

3. On the **MyIT Online Service Request** login page, sign in using your Single-Sign On (SSO). To do so, click inside the **Email** field, type your LAUSD email and click the next button.

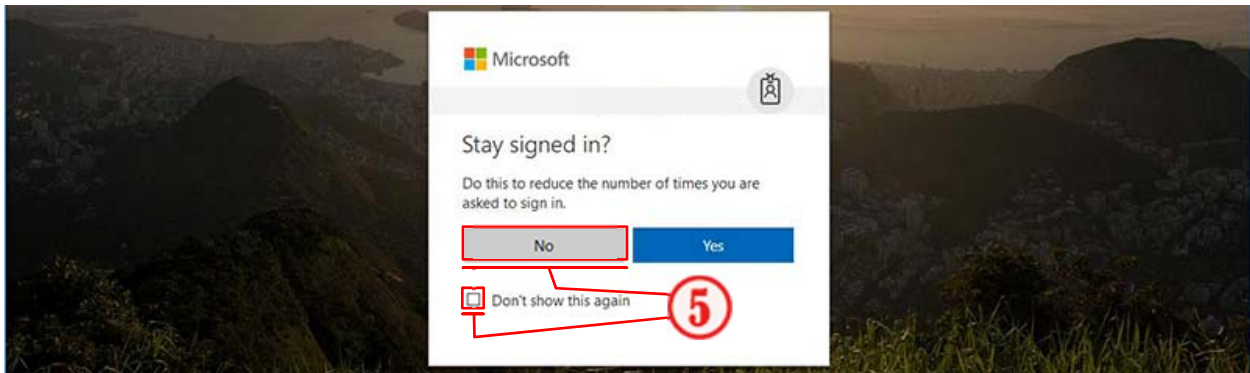


4. Type the password associated with your email account and either press the **enter key** on the keyboard or click on the **Sign in** button.



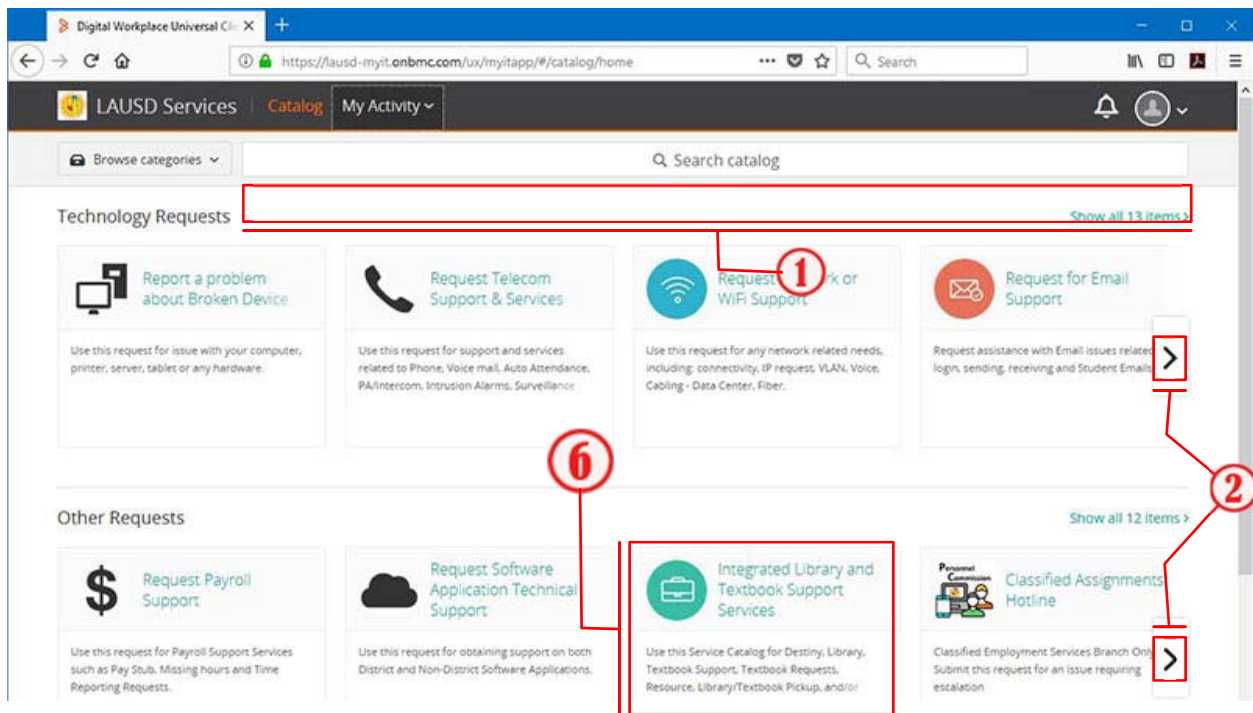
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- Put a check on the **Don't Show this again** and click the **No** button.



- On the main screen, click the **Integrated Library and Textbook Support Services** button.

NOTE: If the iLTSS button does not show on the landing page, perform a search for "Integrated Library and Textbook Support Services" (1) or search by clicking on the arrows (2).

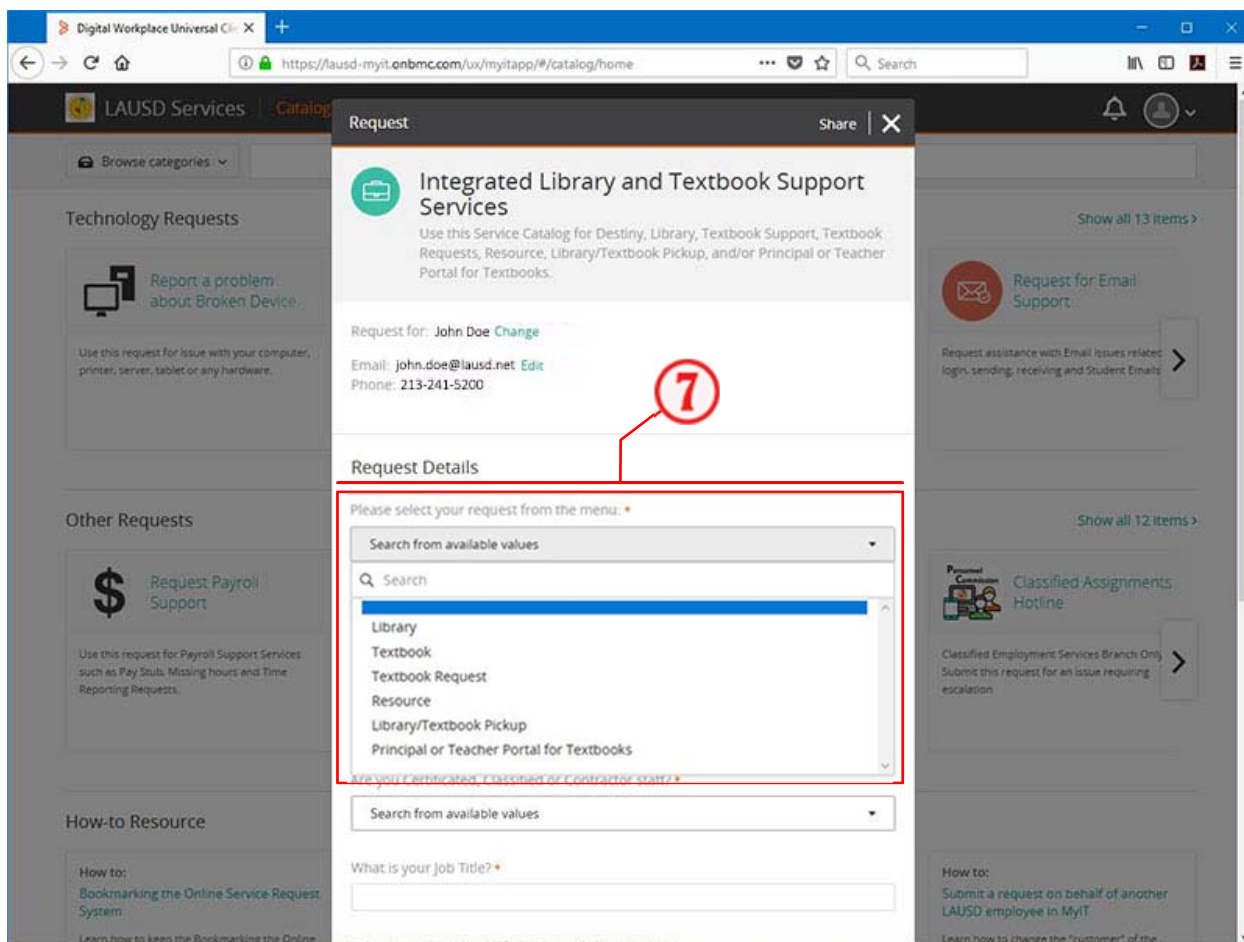


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The Integrated Library and Textbook Support Services form with your contact information will appear.

NOTE: Depending on the selection made for each of the questions, the form will update automatically after each response. All questions marked with a **RED ASTERISK** are required.

7. On the **Please select your request from the menu*** option, click the dropdown menu and select one of the options.

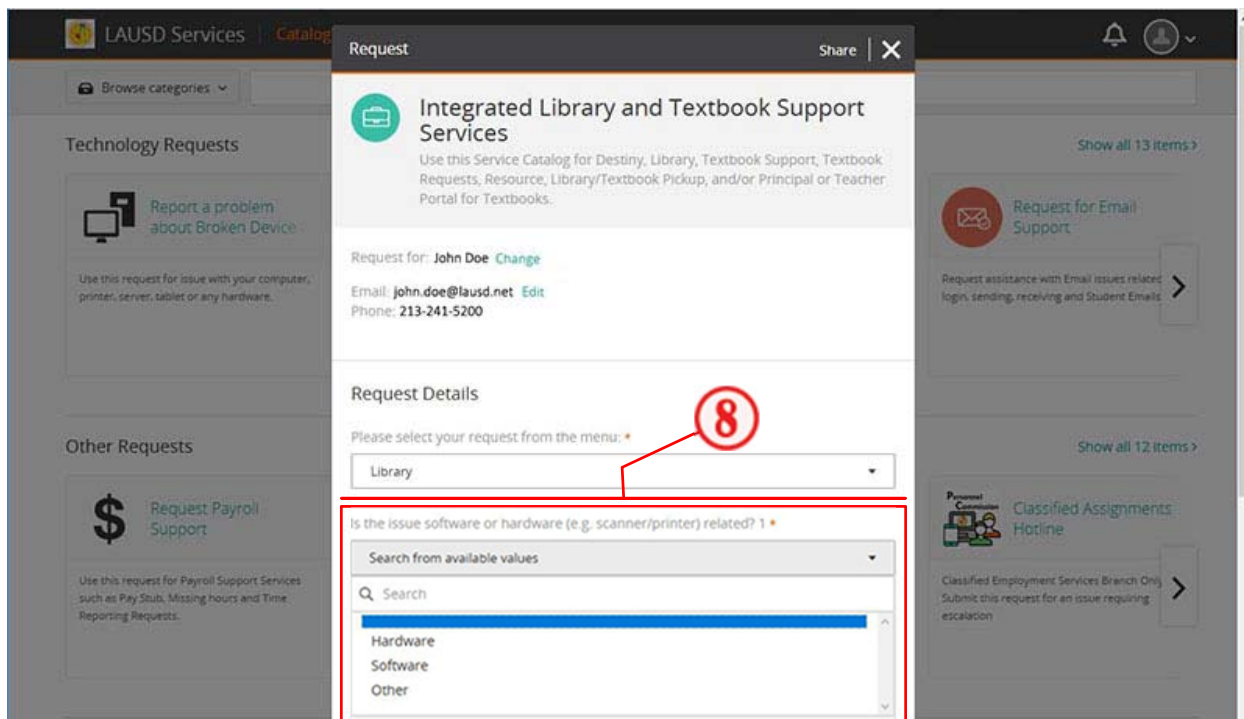


The screenshot shows a web browser window with the URL <https://lausd-myit.onbmc.com/ux/myitapp/#/catalog/home>. The page title is "Request" and it features a "Share" button. The main content area is titled "Integrated Library and Textbook Support Services" and includes a description: "Use this Service Catalog for Destiny, Library, Textbook Support, Textbook Requests, Resource, Library/Textbook Pickup, and/or Principal or Teacher Portal for Textbooks." Below this, there are fields for "Request for: John Doe Change", "Email: john.doe@lausd.net Edit", and "Phone: 213-241-5200". A red circle with the number 7 is placed over the "Request Details" section, which contains a dropdown menu labeled "Please select your request from the menu: *". The dropdown menu is open, showing a search bar and a list of options: "Library", "Textbook", "Textbook Request", "Resource", "Library/Textbook Pickup", and "Principal or Teacher Portal for Textbooks". Below the dropdown menu, there is another dropdown menu labeled "Search from available values" and a text input field labeled "What is your Job Title? *".

NOTE: If the issue selected was **Library, Textbook, or Resource**, continue with step 8. If the issue selected was **Textbook Request**, then skip to step 15 - **TEXTBOK REQUEST OPTION**

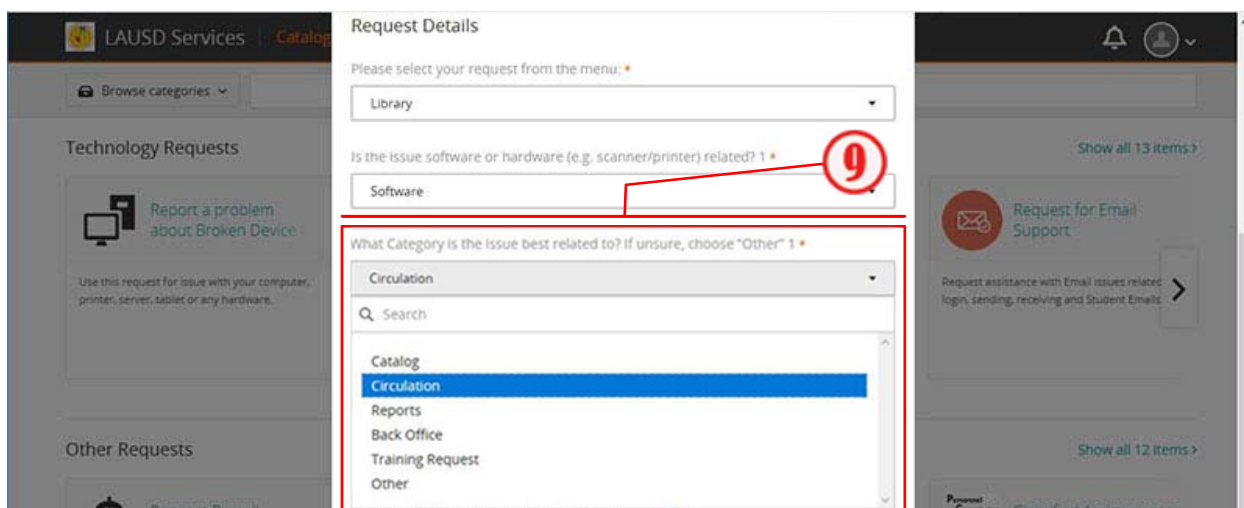
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- On the **Is the issue software or hardware...?*** question, click the dropdown menu and select **Software** from the list



The screenshot shows the 'Request' form for 'Integrated Library and Textbook Support Services'. The form is for 'John Doe' with email 'john.doe@lausd.net' and phone '213-241-5200'. Under 'Request Details', the first dropdown is set to 'Library'. The second question is 'Is the issue software or hardware (e.g. scanner/printer) related? 1 *'. The dropdown menu is open, showing a search bar and a list of options: 'Hardware', 'Software', and 'Other'. A red circle with the number '8' points to the dropdown menu.

- On the **What category is the issue best related?*** question, select the type of issue where support is needed



The screenshot shows the 'Request Details' section of the form. The first dropdown is still 'Library'. The second question is 'Is the issue software or hardware (e.g. scanner/printer) related? 1 *', and the dropdown is set to 'Software'. The third question is 'What Category is the issue best related to? If unsure, choose "Other" 1 *'. The dropdown menu is open, showing a search bar and a list of options: 'Circulation', 'Catalog', 'Reports', 'Back Office', 'Training Request', and 'Other'. A red circle with the number '9' points to the dropdown menu.

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10. In the **Comments*** field, enter a brief description of the issue with which you need assistance.

10

Comments:
Check in the following boo, it belongs to another school.
31234X00012356

Are you Certified, Classified or Contractor staff? *

Search from available values

What is your Job Title? *

Select your Cost Center from the pull-down menu: *

Please Note: You also can type the 4 digits location code number and select the associated Cost Center. For example: If Location Code is : 1234, then you need to select the Cost Center of 1123401 or 1123402.

Search from available values

Site Name

Street

Alternate Phone Number

Attach a file to this request

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

Submit Request Cancel

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11. On the **Are you Certificated, Classified or Contractor staff?*** question, click the dropdown menu and select your classification from the list.
12. On the **What is your job Title?*** question, click inside the field and type in your job title:
13. On the **Select your Cost Center from the pull-down menu*** option, click the dropdown menu and either scroll down to find your cost center or type in your location code in the search field. Once the cost center number is entered, the remaining fields will automatically populate with site name and address.

NOTE: If you entered your location code and more than one cost number appears, check your cost number in order to select the appropriate cost number for your location.

14. Confirm that every question with a **RED ASTERISK** has been answered. Then, click the orange **Submit Request** button.

The screenshot shows the LAUSD Online Service Request form in a web browser. The form is titled "Check in the following box, it belongs to another school. 31234X00012356". It contains several fields and sections:

- 11:** A dropdown menu for "Are you Certificated, Classified or Contractor staff?*" with "Classified" selected.
- 12:** A text input field for "What is your job Title?*" containing "Library Aide".
- 13:** A dropdown menu for "Select your Cost Center from the pull-down menu:*" with "1111301" selected. Below it is a "Please Note" section explaining how to use location codes to find cost centers.
- 14:** The "Submit Request" button, which is orange and highlighted.

Other fields include "Site Name" (Integrated Library & Textbook Services), "Street" (333 S Beaudry Ave), and "Alternate Phone Number". There is also an "Attach a file to this request" button and a "Cancel" button. The form is surrounded by a sidebar with various service request categories like "Technology Requests", "Request for Email Support", and "Request Payroll Support".

NOTE: Once the **Online Service Request** form has been submitted, you will receive an automated 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 copies of that title you need.
17. In the following field, type the **ISBN*** of the Textbook.

The screenshot shows the 'Request Details' form on the LAUSD MyIT system. The form is titled 'Request Details' and includes a dropdown menu for 'Please select your request from the menu:' with 'Textbook Request' selected. Below this are three input fields: 'Title 1' with 'Algebra I', 'Quantity 1' with '15', and 'ISBN1' with '973-1-23-456789-0'. Below these fields is a question 'Do you have more requests?' with 'Yes' and 'No' radio buttons. Below that is a 'Comments' text area. Below the comments is a dropdown menu for 'Are you Certificated, Classified or Contractor staff?' and a text field for 'What is your job Title?'. Below the job title field is a dropdown menu for 'Select your Cost Center from the pull-down menu:'. Red callout boxes with numbers 15, 16, 17, and 18 point to the dropdown menu, the Title and Quantity fields, the ISBN field, and the Comments field respectively.

18. 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.

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19. On the **Are you Certificated, Classified or Contractor staff?*** question, click the dropdown menu and select your classification from the list.
20. On the **What is your job Title?*** question, click inside the field and type in your job title.
21. On the **Select your Cost Center from the pull-down menu?*** Question, click the dropdown menu and either scroll down to find your cost center or type in your location code in the search field. Once the cost center number is entered, the remaining fields will automatically populate with site name and address.

NOTE: If you entered your location code and more than one cost number appears, check your cost number in order to select the appropriate cost number for your location.

The screenshot shows a web browser window displaying the LAUSD Online Service Request form. The form is titled "LAUSD Services" and includes a "Comments" field at the top. Below this, there are four main sections, each highlighted with a red callout:

- 19:** A dropdown menu for "Are you Certificated, Classified or Contractor staff?*" with "Classified" selected.
- 20:** A text input field for "What is your Job Title?*" containing "Sr. Office Tech".
- 21:** A dropdown menu for "Select your Cost Center from the pull-down menu:*" with "1111301" selected. Below this field, the "Site Name" is populated as "Integrated Library & Textbook Services" and the "Street" is populated as "333 S Beaudry Ave".
- 22:** An orange "Submit Request" button at the bottom of the form.

Other visible elements include a "Cancel" button, an "Attach a file to this request" button, and a note: "Large attachments (1 MB and more) can take more time to upload". The left sidebar shows "Technology Requests" and "Other Requests" categories, and the right sidebar shows "Request for Email Support" and "CAASPP Online Student Testing Technical Support".

22. Click the orange **Submit Request** button.

NOTE: Once the **Online Service Request** form has been submitted, you will receive an automated confirmation email of your service request.

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LOG OUT OF MyIT – BMC

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

24. Click on the Sign out link

The screenshot shows a web browser window displaying the MyIT service catalog. The user is signed in as John Doe. A dropdown menu is open, showing options like 'Edit your profile', 'Settings', and 'Support'. The 'Sign out' link is highlighted with a red box and a red circle containing the number 24. Another red circle containing the number 23 points to the user profile icon in the top right corner. The main content area is divided into sections: 'Technology Requests' (Report a problem about Broken Device, Request Telecom Support & Services, Request Network or WiFi Support), 'Other Requests' (Request Payroll Support, Integrated Library and Textbook Support Services, Classified Assignments Hotline, CAASPP Online Student Testing Technical Support), and 'How-to Resource' (Bookmarking the Online Service Request System, Installing MyIT mobile on Android/Tablet, Installing MyIT mobile on iPhone/iPad, Submit a request on behalf of another LAUSD employee in MyIT).