



Service Desk Menu – 213-241-LA00 or 213-241-5200

(Effective October 20, 2009) Visit servicedesk.lausd.net for other support options

Phone lines are open 7:00am - 5:00pm Monday - Friday

Main Menu

Telephone Related Repair issues (Orders, go to the Telecommunications Web Page.)	Option 1
Hardware problems, including computers, printers, alarms, P/A systems, radios, etc.	Option 2
Problems connecting to the LAUSD networks	Option 3
Password and Email Account Issues including IFS, Transportation, Student Locator or Mapper	Option 4
Student Information Systems and Welligent	Option 5
District Business Applications other than Facilities applications - BTS, IFS, Inside LAUSD, Learning Zone	Option 6
Facilities applications	Option 7

Option 2 submenu – Hardware Problems, (Computers, printers, alarms, P/A systems, radios, etc.) Note: Visit servicedesk.lausd.net to open a service request for ALL hardware, either under warranty or not.

Apple Laptops, under warranty, experiencing a hardware problem	Option 1
All other equipment problems	Option 3

Option 5 submenu – Student Information Systems

New Integrated Student Information System – ISIS for Secondary schools	Option 1
Welligent IEP system	Option 2
Elementary SIS and ISIS for Elementary schools	Option 3
Legacy Secondary SIS, including Data Cleansing assistance	Option 4
Adult SIS	Option 5
Service Tracking System – STS	Option 6

Option 6 submenu – District Business Applications

Errors launching District Applications	Option 1
Inside LAUSD and Learning Zone	Option 2
BTS – See submenu below	Option 3
IFS and Procurement assistance – See submenu below	Option 4
Stalls evaluation - send an email to AppSupport@lausd.net	

Option 7 submenu – Facilities Applications

New construction	Option 1
Existing facilities	Option 2

BTS submenu

If you are a time keeper or have time approval questions	Option 1
Questions related to Benefits	Option 2
BTS account and password related items	Option 3
For questions regarding school budgets, School Front End, object codes, commitment items, fund, functional area, budget & expenditure queries, and budget balances please contact your Fiscal Specialist at the Local District Office	
All issues pertaining to the classified service, i.e., selection, recruitment, hiring process, questions on classification issues, performance evaluation, salary schedules etc. send an email to perscomm@lausd.net	
General BTS information, visit the Business Tools for Schools web page at www.lausd.net/bts	
Payroll questions visit the Payroll web page at www.lausd.net/payroll	

IFS and Procurement assistance submenu

Account creations, password resets, and profile creations and updates	Option 1
Printing issues, computer hardware and software issues, including LU resets for customers using IFS on the PC3270 software, and software installation	Option 2
For Questions about Warehouse IFS and Warehouse On-line Catalog orders, Status of stock and non-stock requisitions, Status of non-stock purchase orders, Professional Services, and P-Cards call the Procurement Customer Services Unit at 562-654-9009	
For training and support on all other items related to IFS-GUI and IFS-EZ Doc, look for the training and support options on www.lausd.net/bts	