



## Service Desk Menu – Effective April 30, 2007

(Alternate methods of contacting the Service Desk available at [techsupport.lausd.net](http://techsupport.lausd.net))

### Service Desk Main Menu (213-241-LA00 or 213-241-5200)

Phone lines are open 7:00am - 5:45pm Monday - Friday

Telephone Related <b>Repair</b> issues (for 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 Issues	Option 4
Assistance with Student Information Systems and Welligent	Option 5
Assistance with District Business Applications other than Facilities applications, such as BTS, IFS, PTRS, HRS, Inside LAUSD, Learning Zone, and Microsoft Office	Option 6
Assistance with Facilities applications	Option 7
Assistance with new email accounts or questions with existing accounts	Option 8

### Option 2 submenu – Hardware Problems, including computers, printers, alarms, P/A systems, radios, etc.

Apple Laptops, under warranty, experiencing a hardware problem	Option 1
Gateway Laptops under warranty, experiencing a hardware problem, please have the LAUSD personal identification number “60198” ready	Option 2
All other equipment problems	Option 3

### Option 3 submenu – Problems connecting to the LAUSD networks

If trying to connect from a dial-up modem	Option 1
For problems connecting from a school or office	Option 2

### Option 4 submenu – Password Issues

If your Elementary SIS, OPR, or SOAR account is inactive or you received message upon login	Option 1
Password issues with PTRS, HRS, IFS, Transportation, Student Locator or Mapper	Option 2
All other password issues	Option 3

### Option 5 submenu – Student Information Systems

Assistance with the New Integrated Student Information System – ISIS for secondary schools	Option 1
Assistance with Welligent IEP system	Option 2
Assistance with Elementary SIS	Option 3
Assistance with Legacy Secondary SIS, including Data Cleansing assistance	Option 4
Assistance with Adult SIS	Option 5
Assistance with Service Tracking System – STS	Option 6
Assistance with Early Education SIS – EESIS	Option 7

### Option 6 submenu – District Business Applications

Errors launching District Applications	Option 1
Microsoft Office applications	Option 2
Assistance with IFS GUI, EZ Doc, Job Cost, FRDB, Budget Tools or Control-D	Option 3
Assistance with PTRS or HRS	Option 4
Assistance with Inside LAUSD, Learning Zone or CLAS	Option 5
Assistance with P-Card reconciliations, STULL evaluations or E-List	Option 6
Assistance with BTS	Option 7

### Option 7 submenu – Facilities Applications

New construction	Option 1
Existing facilities	Option 2