This tutorial guides users on how to login and logout of LAUSD Service Catalog, create a service request, and submit it to the Destiny Help Desk.

In this tutorial you will learn how to:

- Login to LAUSD Service Catalog
- Create and submit an online service request
- Log out of LAUSD Service Catalog

Requirements:

- PC or MAC
- A web browser such as:
  - Chrome
  - Explorer
  - Firefox
  - Safari
- An Internet connection
- An LAUSD Single-Sign On (SSO)
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:
   
   ![Image of URL](https://lausd-myit.onbmc.com)

3. On the LAUSD Service Catalog 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.
5. Put a check on the **Don’t Show this again** and click the **No** button.

6. 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).
CREATE AN ONLINE SERVICE REQUEST

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.

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

9. On the **What category is the issue best related?** question, select the type of issue where support is needed.
10. In the **Comments** field, enter a brief description of the issue with which you need assistance.
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.

**NOTE:** Once the LAUSD Service Catalog form has been submitted, you will receive an automated confirmation email of your service request.
15. In the **Title** 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.

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.
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.*

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.*
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