Los Angeles Unified School District

Today's Learners, Tomorrow's Leaders
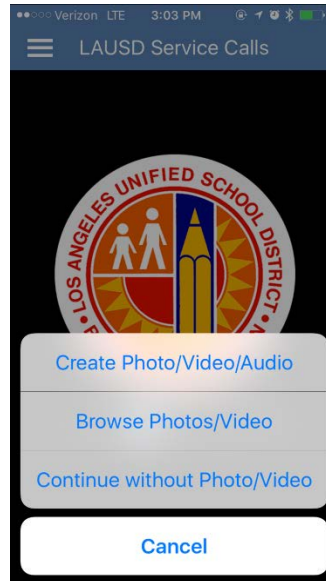
LAUSD SERVICE CALLS – MOBILE APPLICATION

Download the application: The application can be downloaded from the Android Play Store or Apple App Store. Keyword '**LAUSD Service Calls**'
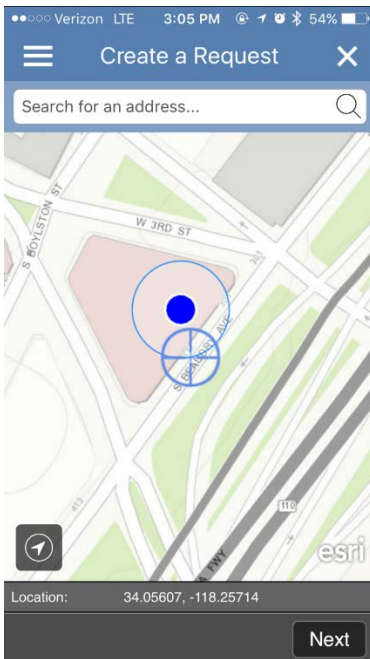
Step 1: Launch App and Press the **Submit a Report**
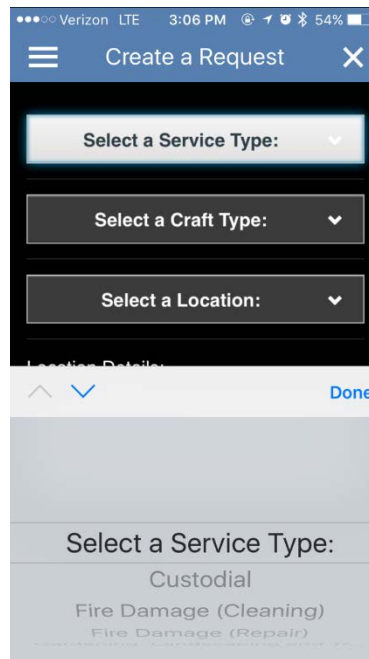
Step 2: Option to take a new Photo, use existing or continue without. If **Create Photo** is selected, the camera on your device will be turned on. Take a photo of the issue and press **Use Photo** when satisfied.
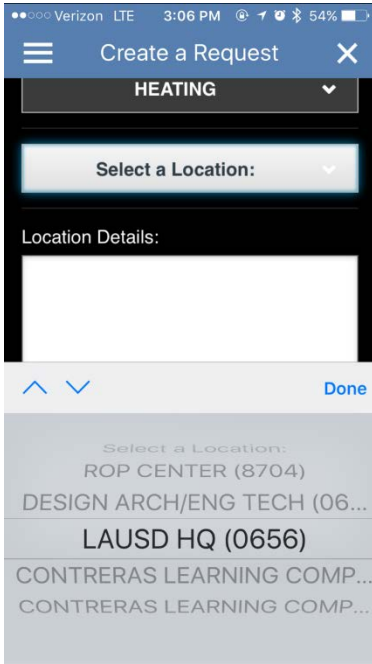
Step 3: Identify the location. You can either type in an Address or use the map and navigate to the location of the issue. Press **Next** when done.
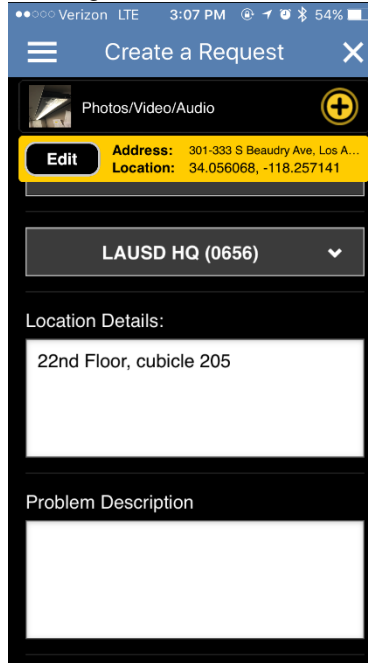
Step 4: Select a **Service Type**. Press the drop down and select the most appropriate **Service Type**. Press **Done** when finish.
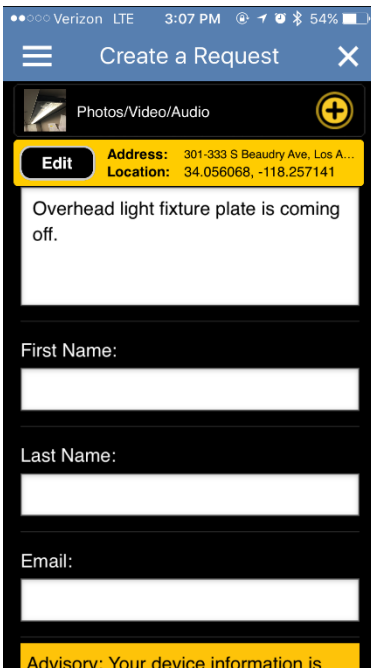
Step 5: Select **Location** (School). Press the drop down and select the school. Press **Done** when finish.

Step 6: Enter **Location Details**. In the text box, please describe where the issue resides. For example, the main building, room 1.

Step 7: Enter **Problem Description**. In the text box, please enter a description of the issue. For example, "Boys restroom, in the main building is flooded."

Step 8: Enter **Requestor Information**. Enter your **First Name**, **Last Name** and **Email Address**. You may save the request and submit it at a later time or press **Submit** to submit now.

If you have any questions, please feel free to contact the M&O IT and Analysis Unit: Danny Lu / danny.lu@lausd.net, Mark Merrick / mark.merrick@lausd.net, John Herweg / john.herweg@lausd.net or Richard Peterson / richard.peterson@lausd.net