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FAQs (Frequently asked questions):
This section is designed to answer some basic and most asked questions which may work as an initial help for users

General Questions:
Below are some general questions pertaining to the entire application and not just for a particular module/screen/report

System Admin and Help

Who should I contact for help?
- All users are expected to contact their immediate supervisors listed below for field staff as the initial point of contact before contacting Helpdesk.
  
<table>
<thead>
<tr>
<th>Name</th>
<th>TSD</th>
<th>Region</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elaine Montgomery</td>
<td>TSD</td>
<td>Field Expert Region A</td>
<td>310-515-3132</td>
</tr>
<tr>
<td>Monique Altamirano</td>
<td>TSD</td>
<td>Field Expert Region B</td>
<td>213-749-9610</td>
</tr>
<tr>
<td>Felix Reyes</td>
<td>TSD</td>
<td>Field Expert Region D</td>
<td>818-830-2249</td>
</tr>
<tr>
<td>Byron Johnson</td>
<td>TSD</td>
<td>Field Expert Region E</td>
<td>818-982-1339</td>
</tr>
<tr>
<td>Timothy Bishop</td>
<td>TSD</td>
<td>Field Expert - Central</td>
<td>213-580-2976</td>
</tr>
</tbody>
</table>

Helpdesk phone number / email address:
- Main IT help desk Line: 213-241-5200, select 6, then select 5 or http://achieve.lausd.net/helpdesk
- [IT Enterprise Apps - Transportation Support](http://achieve.lausd.net/helpdesk) (when supervisors above have been contacted)
  o 213-580-2992 Syed Gardezi, Business Analyst
  o 213-241-1374 Juehann Shen, Business Analyst
- System is down (contact both)
  o 213-200-3981 William He
  o 213-241-1857 NetOps team

Unable to login:
- Check network connectivity and correct URL: [busops.lausd.net](http://busops.lausd.net)
- Ensure you’re able to see the BusOps login screen
- Ensure you’re using correct SSO credentials
  o Please use LAUSD’s main website for SSO to obtain your user ID and/or reset your password
- System Administrators: Ensure user’s profile is setup correctly in ADMIN > USERS screen (record in screen must be marked as “Active”)
  
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<tbody>
<tr>
<td>Timothy Bishop</td>
<td>TSD</td>
<td>213-580-2976</td>
</tr>
<tr>
<td>Harold Brand</td>
<td>TSD</td>
<td>213-580-2944</td>
</tr>
<tr>
<td>Carly Ntoya</td>
<td>TSD</td>
<td>213-580-4406</td>
</tr>
</tbody>
</table>

What are system preferences?
- Internet Explorer v10 or above (Chrome, Firefox, Safari, Microsoft Edge are not fully compatible)
- Windows 7 or above (As of Dec 2016 BusOps is not compatible with Apple computers or mobile devices)
- PDF reader (a PDF reader or viewer is needed to access PDF reports)
- Excel (Software needed for exporting reports)
- Internet connection accessible only through LAUSD domain
- ActiveX control installed
What is a website a customer can go for help, i.e. training materials:
- Detailed training materials can be accessible via the “Announcement” section of Homepage / main page of BusOps (http://achieve.lausd.net/Page/10858)

Login screen shows up as shown below
- Reason: Users typed in the entire URL (...login.aspx)
- Fix: Users can click on the ‘Home’ link

Application

What should I do if I receive an error message?
- Email screenshot of the error along with complete list of steps taken to your immediate supervisor

I’m having trouble viewing reports:
- Internet Explorer v10 or above and a PDF reader is installed
- Access/Privilege issue – contact Carly Ntoya / Harold Band / Timothy Bishop (see above)
- Navigation issue – see training materials for report

Can I use the application from home:
- No, BusOps can only be accessed while in LAUSD networks (domain)

Field’s dropdown not showing valid value:
- ‘Invalid value’ indicating data converted from the legacy BusOps that does not have corresponding values in BusOps web app
- Required fields need to be updated with valid data; Non-required fields do not need to be updated
- Contact your supervisor to request a revision/addition to the value on the dropdown
Unable to find valid employee number
- Ensure employee number entered is 8 characters (leading zeros must be added if employee number is less than 8 characters)

Unable to find valid location number
- Ensure location number entered is 7 characters (leading “1” and trailing “01” must be added to any 4 digit location number)