Requesting Help with the Application

This job aid describes the procedure for requesting help from the ITD Help Desk regarding Focus Reporting & Dashboards. Users may request help in two different ways:

1. Create an online support ticket via the ITD Help Desk
2. Call the ITD Help Desk

Create Online Support Ticket

1. Enter this URL into your browser:

   https://lausd-myit.onbmc.com/ux/myitapp/#/catalog/home

2. In the Other Requests section, click Request Software Application Technical Support.

3. A pop-up box will appear. In the Application Name drop-down menu, select MiSiS.
4. In the Select the affected Module drop-down menu, select **Focus Reporting & Dashboards**.

5. Fill out the form with as much as information as you can provide.
6. Scroll to the bottom of the screen and click **Submit Request**.

7. A support agent will attempt to contact you during your **Best Time to Contact**.

**Call ITD Help Desk**

1. Call **213.241.5200**.

2. Select **option 5** for MiSiS support.

3. Make sure the agent knows you’re requesting help with **Focus Reporting & Dashboards**.