

# Help Desk Service Request Form

Please include all information that is requested. Please note that incomplete or incorrect information will result in a delay in the resolution of your issue.

DATE: \_\_\_\_\_ Candidate's First Name: \_\_\_\_\_ Candidate's Last Name: \_\_\_\_\_  
 Candidate's Employee ID Number (If a current LAUSD EMPLOYEE): \_\_\_\_\_ (Type N/A if not LAUSD Employee)  
 Last Four of SSN (If NOT a LAUSD EMPLOYEE): \_\_\_\_\_ (Type N/A if you entered ID above)  
 Contact Telephone: \_\_\_\_\_ E-mail: \_\_\_\_\_

**Check the box that indicates the specific issue you are experiencing or error message you are receiving:**

- |  |  |
|--|--|
| <p><input type="checkbox"/> User Authentication Failed Message</p> <p><input type="checkbox"/> SSN Already Exists, Please Re-enter Message</p> <p><input type="checkbox"/> Incorrect SSN when Registering Message</p> <p><input type="checkbox"/> You Are Not Authorized To Use this Application Message</p> <p><input type="checkbox"/> Internal Error Message</p> <p><input type="checkbox"/> External Error Message</p> | <p><input type="checkbox"/> I Can Sign On, but Someone Else's Profile is Displayed</p> <p><input type="checkbox"/> I Cannot See Scroll Bars or Other Parts of the Screen*</p> <p><input type="checkbox"/> Complete "Name of Questionnaire" after Submit Button is Clicked Message</p> <p><input type="checkbox"/> Cannot Remember Username or Password</p> <p><input type="checkbox"/> SAP 500 Error Message</p> |
|--|--|

Other: \_\_\_\_\_  
*Describe the Issue or Type the EXACT Error Message in the Space Above*


\* The application management system works best with the most recent versions of Internet Explorer (compatibility view); Firefox; Chrome; and Safari. If you are using Internet Explorer 11, you may need to add bts.lausd.net to compatibility view by choosing "tools" on the top left of the screen, choosing "compatibility view settings" and then adding the website where indicated.

**Indicate the Browser Used on Your Computer**

Internet Explorer Version \_\_\_\_\_ Mozilla Firefox Version \_\_\_\_\_  
 Safari Version \_\_\_\_\_ Chrome Version \_\_\_\_\_

**Include a Screen Shot of the Issue**

Instructions:

- (1) With error message displayed on screen simultaneously hit **Ctrl + Alt + Print Screen** keys (this will take screenshot).
- (2) Paste the Print Screen into a Word Document (**Ctrl+V** or right click and choose paste).
- (3) Save the Document and close Word (remember location where it is saved).
- (4) On top-right corner of this form locate "Comment" (must be Adobe Reader 8 or above).
- (5) Choose "Attach" >  icon.
- (6) Move your mouse in here \_\_\_ and use "Clip" to attach your Word Document with screenshot.
- (7) Attach Word Document you saved earlier.

For TASB Staff – Candidate Please Do Not Enter Information					
Date Received	Staff/Action	Submitted to ITD	ITD Contact.	Response from ITD	Date Resolved

**SUBMIT**