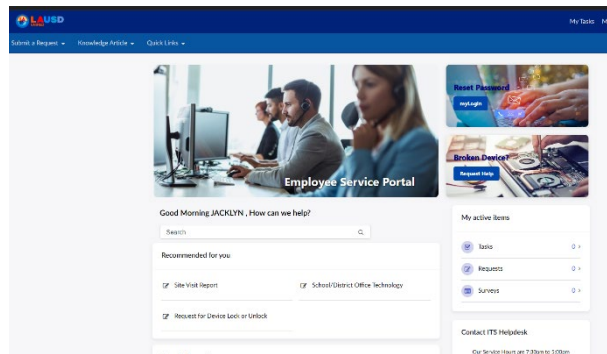


Central Office and Region staff may request MiSiS access, based on their Job Title and Class Description (as listed in the [Guide to MiSiS User Roles](#), using the MiSiS Access Request Form. The form may be found at <https://its.lausd.org/apps/pages/GetAccess>.

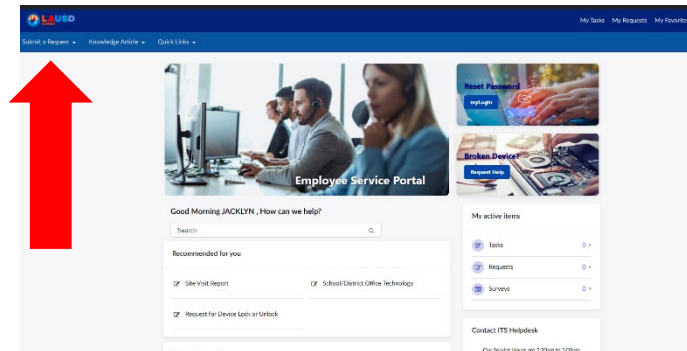
After completing the form and securing the appropriate signatures, the form must be submitted by opening a Remedy ticket.

This job aid provides instructions for opening a ServiceNow ticket.

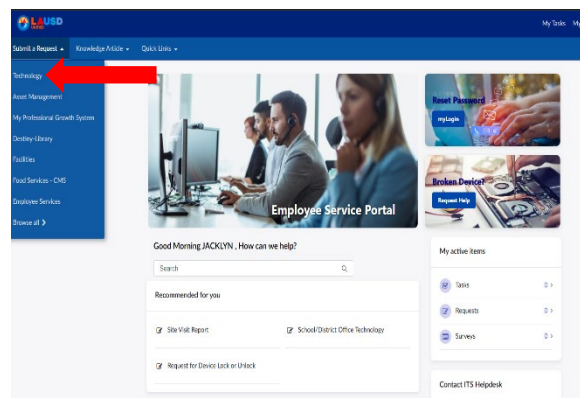
**Step 1** Go to <https://lausd.service-now.com/esc>. Enter your Single Sign-On (email) username and password to log in.



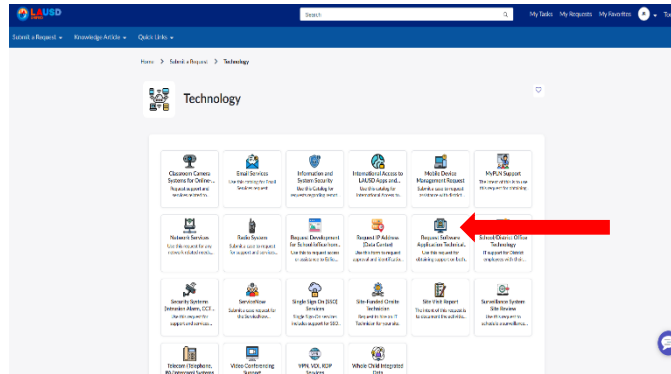
**Step 2** Select *Submit a Request*.



**Step 3** Select *Technology*.



**Step 4** Select the *Request Software Application Technical Support* tile.



**Step 5** Fill in the required fields, marked with an asterisk(\*):

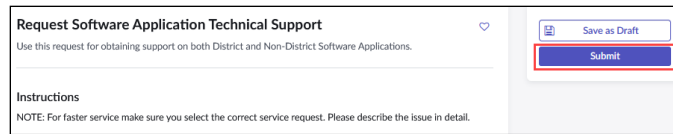
- **Application Name** – Select *MiSiS*
- **Select the affected Module** – Select *Access*
- **Select the best option to address your request** – Select *Access issues*
- **Please provide detailed explanation** – Enter “See attached form”
- **Alternate Phone Number** – Provide phone number
- **Available Days** – Select days available
- **Available Times** – Select times available

A screenshot of the ServiceNow case creation form. The form contains several fields, with the required ones highlighted in yellow. The 'Application Name' dropdown is set to 'MiSiS'. The 'Note' field contains the text 'Please provide the following information if applicable'. The 'Select the affected Module' dropdown is set to 'Access'. The 'User Role', 'Student ID Number', 'Course Name (copy URL and paste)', and 'Period' fields are empty. The 'Select the best option to address your request' dropdown is set to 'Access issues'. The 'Available Time' dropdown is set to 'None'.

**Step 6** Attach MiSiS Access Request Form by clicking the **Attach attachments** link at the bottom of the screen.

A screenshot of the ServiceNow case creation form, focusing on the bottom section. The 'Available Time' dropdown is set to 'None'. Below it is a red-bordered button labeled 'Add attachments'.

**Step 7** Click **Submit** button.



The screenshot shows a ServiceNow form titled "Request Software Application Technical Support". The form includes a description: "Use this request for obtaining support on both District and Non-District Software Applications." Below this is an "Instructions" section with a note: "NOTE: For faster service make sure you select the correct service request. Please describe the issue in detail." On the right side of the form, there are two buttons: "Save as Draft" and "Submit". The "Submit" button is highlighted with a red rectangular box.