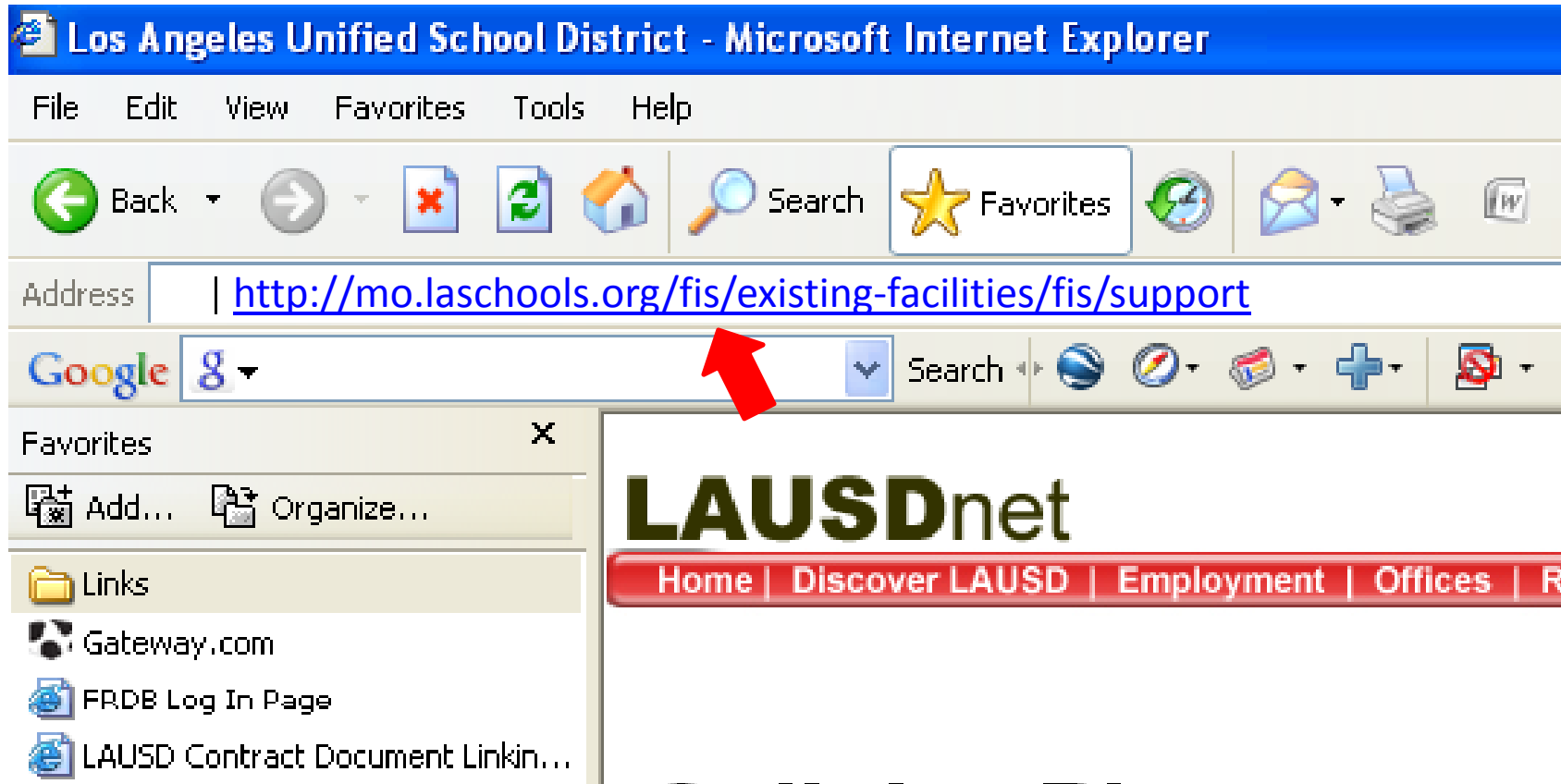


Type this in the Address bar:

<http://mo.laschools.org/fis/existing-facilities/fis/support>



# Click Track-It! Web

The screenshot shows the top navigation bar of the Facilities Services Division website. The header includes the title "Facilities Services Division" and the tagline "Building the Learning Community". Below the header is a menu with buttons for "Public", "Employee", "Oversight", "Board", "Contractor", "Support", and "Contact Us". A "Login" link is also present in the top right corner.

The main content area is titled "Facilities Services Division » Existing Facilities » Facilities Information Systems (FIS) » Support". It is divided into two columns. The left column contains sections for "Account Requests" and "Internet Resources". The right column contains sections for "FIS Hotline", "How-To's", and "Utilities".

**Account Requests**

- Facilities Integrated Reporting Systems (FIRS) Access
- Account Removal
- Email Reactivation Request

**Internet Resources**

- FSD E-mail
- FSD Citrix
- Outlook Exchange
- 
  - Click on image to submit a service call
    - Track-it! Monthly Work Order Totals
- Google™

**FIS Hotline**

FIS supports the following applications through the FIS Hotline @ 213-241-4642. If the line is busy please leave a voicemail message and we will return your call or email you your answer. We endeavor to return an answer within 24 hours.

- AMWS
- P3
- Expedition
- FSD Website (<http://www.laschools.org>) Applications
- FSD Web Site Login/Registration/Permission Issues

**How-To's**

- How to change your password:
  - E-mail Exchange)
- OutLook Tips

**Utilities**

- Migration Package
- Volo
- Adobe

# Add A New Work Order

Los Angeles Unified School District Help Desk Powered By: **Track-It!**

[Home](#) [Solutions](#) [Work Orders](#) [Assets](#) [User Account](#) [Help](#) [About](#) [Sign Out](#)

**Search the Solutions**

Search for terms including:

**View Work Order**





Enter the Work Order ID:


**Add Work Order**

**Announcements**

There are currently no announcements

Welcome [john.gascon](#), to the Los Angeles Unified School District Help Desk

-  **Search the Solutions Database**  
Search the Los Angeles Unified School District Help Desk Solutions Database for a solution that pertains to your current problem. With a few simple keywords a list of related problems and solutions can be at your finger tips in seconds.
-  **Manage your Work Order Requests**  
Check the status of Work Orders you have submitted or [add a new Work Order](#) for a technician to review.
-  **View your Assets**  
View the configurations of the assets assigned to your account.
-  **View your User Account**  
View the details of your user account.



If you don't see this page, please e-mail John Gascon, or Rikita Arrington and they will have your name registered with the TRACK-IT system.

Complete the Work Order Fields and Click Submit. You will receive a Confirmation Number.

Los Angeles Unified School District Help Desk Powered By: **Track-It!**

[Home](#) [Solutions](#) [Work Orders](#) [Assets](#) [User Account](#) [Help](#) [About](#)

**Search the Solutions**  
Search for terms including:

**View Work Order**  
Enter the Work Order ID:

[Add Work Order](#)

**Announcements**  
There are currently no announcements

**Work Order REQUEST**

Fill this form out as completely as possible. When you submit this Work Order you will receive a confirmation number.

[Back to Your Work Orders](#)

Summary:

Call Back Number:

Asset ID:  
0033178579

Priority:

Type:

Description:

Attachment:

An FIS technician will be assigned to your problem. Response time has varied from 1 to 2 days.