

[How to create a ticket for MyData](#)

Go to: <https://lausd-myit.onbmc.com/>

1. Under **Browse categories** type: **mydata**
 - a. After pressing enter you will see two choices.
Click on **Request Software Application Technical Support**

The screenshot displays the BMC Digital Workplace interface. At the top, the navigation bar includes 'bmc Digital Workplace', 'Catalog', 'My Activity', and 'Support'. A search bar contains the text 'mydata'. Below the search bar, a table of results is shown with columns for 'All (2)', 'Items (0)', 'Actions (1)', and 'Resources (1)'. Two results are listed: 'STUDENT SUPPORT AND PROGRESS TEAM' (Resource) and 'Request Software Application Technical Support' (Action). The 'Request Software Application Technical Support' result is highlighted in yellow, and a red arrow points to it. Below the table, there are four descriptive cards for different request types: hardware issues, support services (Phone, Voice mail, etc.), network needs (connectivity, IP request, etc.), and MISI system assistance (including Schoology).

All (2)	Items (0)	Actions (1)	Resources (1)
STUDENT SUPPORT AND PROGRESS TEAM		Resource	Preview
Request Software Application Technical Support Technology		Action	

Use this request for issue with your computer, printer, server, tablet or any hardware.

Use this request for support and services related to Phone, Voice mail, Auto Attendance, PA/Intercom, Intrusion Alarms, Surveillance

Use this request for any network related needs, including: connectivity, IP request, VLAN, Voice, Cabling - Data Center, Fiber.

Use this request for assistance with the MISI system (including Schoology).

2. A request template displays.
 - a. Click on **Search from available values** then scroll-down until you find **mydata**

Request Share | X

 **Request Software Application Technical Support**
Use this request for obtaining support on both District and Non-District Software Applications.

NOTE: For faster service make sure you select the correct service request. Please describe the issue in detail.

Request for: [Change](#)

Email: [Edit](#)

Phone:

Request Details

Application Name: *

Please select the relevant software/application to report. If not listed, please select the "Other" option.

Q Search

- Mobilize
- Moodle (K12)
- My Professional Growth
- My Professional Learning Network
- MyData** ←
- OneAccess
- Online Complaint Application

3. After selecting **mydata** select the best option to address your request from the dropdown menu.

Request Details

Application Name: *

Please select the relevant software/application to report. If not listed, please select the "Other" option.

MyData

Select the best option to address your request: *

Please select "Other" if you are not sure which option to select

Search from available values

Search

- Application Issue / Error Message
- System Down
- Account Setup
- Access Issues
- Incorrect / Missing Data
- Report Issues
- Printing / Exporting Issues
- Request for Training
- Enhancement Request
- Other

Alternate Phone Number *

4. Provide **detailed explanation, which operating system, an alternate phone number, and your available days and time.** You may also attach a file to your request. Then **submit** your request.

Account Setup

Please provide detailed explanation: *

Please contact me at 213-777-7777 My account needs to be updated.

What operating system? *

Search from available values

Alternate Phone Number *

Available Days *

Monday

Tuesday

Wednesday

Thursday

Friday

Mon - Fri

Available Time *

Search from available values

Attach a file to this request

Large attachments (2 MB and more) can take more time to upload

Submit Request Cancel

A ticket will be generated and submitted to MyData you can also send us an email to mydata@lausd.net