

LOS ANGELES UNIFIED SCHOOL DISTRICT
Inter-Office Correspondence

TO: All Employees

DATE: September 22, 2009

FROM: Ramon Cortines
Superintendent

SUBJECT: LAUSD E-MAIL ACCOUNT AND OUTLOOK INFORMATION

With over 100,000 employees, sending information through e-mail is one of the fastest and cost effective ways of communicating in our District. Unfortunately not all our employees have active e-mail account. In addition, some of the information in our Global Address List in Microsoft Outlook is outdated due to the recent movement of personnel throughout the District.

For us to effectively use these tools, please make sure that you have an active LAUSD e-mail account and that your Outlook information is up to date. The information below will help you with the process:

Activating your LAUSD E-mail Account:

- Go directly to the following http://servicedesk.lausd.net/new_employee.htm
- From the Service Desk TechSupport page, <http://servicedesk.lausd.net>, click on the box labeled NEW EMPLOYEES START HERE

Updating your Outlook Information:

- Go directly to the following URL: http://servicedesk.lausd.net/self_help.htm
- From the Service Desk TechSupport page, <http://servicedesk.lausd.net>, click on the box labeled SELF HELP

If you need assistance please review the attached Reference Guide or contact ITD Service Desk at (213) 241-5200.

Thank you.

attachments

LAUSD SSO Activation and Profile Update Quick Reference

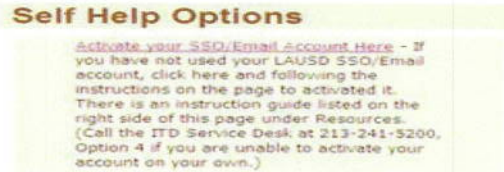
LAUSD ITD Service Desk
(Revised 09/22/09)
© LAUSD ITD Service Desk
333 S. Beaudry Ave. 9th Floor
Phone 213.241.5200

Self-Activate an LAUSD Account

1. Open an internet browser (Internet Explorer, Firefox, Safari, etc.) and go to the ITD Service Desk Self Help page (servicedesk.lausd.net/self_help.htm).



2. Under the Self-Help Options section click on the text labeled – ACTIVATE YOUR SSO/EMAIL ACCOUNT HERE



3. Read the Acceptable Use Policy and click on the “Accept” button.



4. Complete information to confirm your identity:

- Employee Number
- Date of Birth
- Last 4 digits of your SSN



5. Click on Next

6. Click on Logout



Updating Outlook Information

1. Open an internet browser (Internet Explorer, Firefox, Safari, etc.) and go to the ITD Service Desk Self Help page (servicedesk.lausd.net/self_help.htm).



2. Under the Self-Help Options section click on the text labeled – PASSWORD AND PROFILE CHANGE

Self Help Options

[Password and Profile Change](#) - Change your password any time. You can also customize your profile to add your office location, phone number, etc.

3. If you have not already done so, you will be asked to log into Inside LAUSD using your Single Sign On User ID and Password. In the USERNAME field, DO NOT type your complete email address, only the account part of the address.



4. Update information on your Profile page to reflect your current contact data. Click on Submit to finish.

Note: Only use numbers and letters (alphanumeric characters) in the fields. Any other characters or symbols may cause your update not to work. The Description field will reflect to the Department in the Global address book.

Submit

You will receive a confirmation message indicating “User profile updated successfully.” You will also receive an email with the subject “LAUSD Account Management: User Profile Notification” for additional confirmation.

5. Click on Logout



Updates in some versions of Outlook may not be immediate. Using a feature called “Cached Exchange Mode” may delay viewing the update by one day. Using Outlook Web Access at mail.lausd.net allows you to view your change immediately.