



Where to Go for Information & Help


Visit <http://isis.lausd.net> for details

*Need help?
Follow these six steps*


1 Go to your School-Based Support (SBS)

Two to three tech-savvy staff designated by your school to provide on-site support for ISIS. Certified in LAUSD MAX, SBS is your first source for training, technical help, procedural questions, and more.

2 Visit the ISIS Website

Find tools, publications, and other resources on everything from access & mass mailings to training, attendance & mark reporting procedures, and more. The website is the central source for all things ISIS.  <http://isis.lausd.net>

3 Search LAUSD MAX Online Help

In LAUSD MAX, click Help in the upper right of the screen. You can also click  for help topics associated with a specific page.

4 Contact the ITD Service Desk

IT representatives will walk you through technical problems, assist with password issues, help answer your questions, and more. You have two ways of getting help:

Call (213) 241-5200

Touch-tone menu options 5, then 1 for ISIS; or option 4 for any password issues. Visit techsupport.lausd.net/phone_list for the full menu.

or

Request technical support online

Opening a help ticket using the web-based Customer Self-Service system will get you results faster than waiting on the phone. Go to

http://techsupport.lausd.net/css_first to start using the system.

5 Ask the ISIS Listserv

Join administrators, office staff, teachers & ISIS team members to exchange ideas, tips, & problem-solving efforts via e-mail. To subscribe, send an e-mail to listserv@list.lausd.net with the words **SUBSCRIBE ISIS** in the body of the message. As a subscriber, you'll also have access to the **ISIS Listserv archives** by visiting <http://list.lausd.net>.

6 Ask ISIS Questions

If you still need answers, send us an e-mail at isisquestions@lausd.net. Typical response time is 2 days.

 isisquestions@lausd.net

News & Information Sources

ISIS Homepage

<http://isis.lausd.net>

Get the latest announcements, system status, popular links, and more. You can also find answers to frequently asked questions on ISIS, LAUSD MAX, security, training, policies & procedures, and hardware by clicking FAQ.

ISIS Newsletter

ISIS website > Publications > ISIS Publications

Get timely news, tips, alerts, important dates, & other relevant notifications every month.

LAUSD MAX

<http://max.lausd.net>

Log on to LAUSD MAX & click **Messages** on the upper right of the screen.

Software Release Notes

ISIS website > Publications > ISIS Publications

Learn about bugs, changes, & fixes affecting the latest releases of LAUSD MAX & Report MAX, along with temporary solutions.

ISIS STATS-AT-A-GLANCE [HTTP://DASHBOARD.LAUSD.NET/ISIS](http://dashboard.lausd.net/isis)



See how your school's daily attendance & enrollment data measures up against other schools or local districts.

Training & Know-How Sources

ISIS Publications

Go to <http://isis.lausd.net> > **Publications** for materials schools can use to manage ISIS, such as procedure handbooks for attendance & mark reporting, training information, mail merge & pressure sealer guides, access forms, and more.



templates & forms



checklists



instructional guides



tips & workarounds

ISIS Training Classes

<http://lz.lausd.net>



Enroll in web-based and instructor-led training sessions on a variety of ISIS subjects. Log on to the Learning Zone and click **Class Offerings**. In the Program menu, select **Integrated Student Information System (ISIS)**, and click **Search** to view available ISIS courses.

ISIS Sandbox

<http://maxtrain.lausd.net>



Users can "play" within this practice environment that simulates LAUSD MAX. For a list of generic user names and passwords, please refer to the **ISIS Training Registration Guide** on the ISIS website.