



LAUSD ITD Service Desk

How to Update Single Sign-On Profile

(03/23/09)
© LAUSD ITD Service Desk
333 S. Beaudry Ave. 9th Floor
Phone 213.241.5200

Table of Contents

How to Update Single Sign-On Profile 2

How to Update Single Sign-on Profile

1. Launch your Internet browser (ex. Internet Explorer, Firefox, or Safari).
2. Go to the LAUSD Tech Support homepage by typing "<http://www.techsupport.lausd.net>" in the address bar and press enter.
3. On the right hand side of the page click on [LAUSD Single Sign-On Self Service Console](#) link.



LAUSD ITD Technical Support

Service and Support for ITD Customers

SERVICE REQUESTS	SELF HELP	SELF SUPPORT	HARDWARE	Quick Links
<p>CSS - Customer Self-Service requests over the Internet</p> <p>ITD Service Desk - a listing of options on our phone menu</p>	<p>EMAIL/SSO account and password functions - Reset Forgotten Password, and Password and Profile Change</p> <p>District System Status; ITD services - Service Catalog; and remote access to District apps - LAUSDnet Dial-up</p>	<p>EMAIL Setup - Instructions for common email clients; Microsoft - OS and Office resources; Apple - OS and application resources; Anti-Virus - downloads and other resources available for virus and malicious software issues</p>	<p>Computer equipment vendors include: Apple, Aray Jones, Dell, Gateway, HP, IBM, Lenovo, and Lexmark.</p> <p>Other hardware handled by ITD, such as phones, PA systems, etc, select Other.</p>	<p>Customer Self-Service CSS is a way for you to avoid waiting on hold to open many service requests. Help us, help you. Please provide complete information in your requests...</p> <p>LAUSD Single Sign-On Self Service Console Customer can activate their SSO/Mail account, reset a forgotten password, change their password or profile at this site.</p> <p>New Employees Start Here If you are a new employee, come to this page to see how to get your SSO/EMAIL account activated. Other helpful hints can be found here...</p> <p>School and Office Technical Representatives (TechReps) If you are the technology</p>

Welcome to the New ITD Technical Support Site

By Phone...
CALL 213-241-LA00 (5200)

As with many areas in the District, ITD has been asked to "do more with less." This new support site is one of the ways we are working to do that. We are also working on making this site easier to navigate.

The 4 boxes above, when you place your mouse pointer over them, provide a menu of our support pages. Included in these pages are several self service and self support options.

We know that technology is important at our schools. Our goal is to provide the best support that we can in this era of budget cuts. We welcome your feedback on our site. Use our [Customer Self-Service](#) system to give us suggestions on our new site.

Mark E. Pompey
Manager - ITD Service Desk

Click on the picture above for a listing of support options available and the applicable menu selection to reach that option.

4. The Single Sign-On Console page will be displayed.
5. Click on the third option "**Login to review and update information about yourself, change your existing password, set or change your password hint question**"



LAUSD Single Sign-On Self Service Console

Home

Hello, I'm Jim.



Welcome to the **LAUSD Single Sign-On Self Service Console.**

I am here to assist you. Please click on any of these links to:

- [Activate your LAUSD email account](#) (new users only)
- [Reset a forgotten or expired password](#) (see password tip)*
- [Login to review and update information about yourself, change your existing password, set or change your password hint question](#)

*Password tip: Don't forget to set your password hint question first. This will be needed when resetting a forgotten password. If you have forgotten your password and have not set your password hint question, please call the ITD Service Desk at 213-241-LA00 (5200) for assistance.

6. Enter your current Single Sign-On username and password

Login to Inside LAUSD

Username

**•Enter your Single Sign-On (email) username and password to Log In.
e.g. (msmith@lausd.k12.ca.us, mary.smith@lausd.net)
•Do not add domain name (@lausd.k12.ca.us @lausd.net)**

Password

This is your e-mail password

[Reset your SSO Password](#)

[Would you like to self-activate your SSO account?](#)

7. Click **Login**
8. Update your information and click on **Submit**

Work Location Information

Work Phone

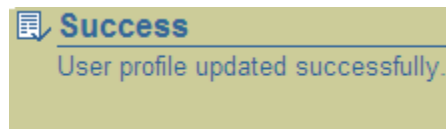
Description
(64 char. max)

Notification Preference

Office Address

Office Location	<input type="text" value="9th Floor 927-02"/>
Street	<input type="text" value="333 South Beaudry ave"/>
City	<input type="text" value="Los Angeles"/>
Zip Code	<input type="text" value="90017"/>

9. Single Sign-On console will display the following notification.



10. Click on **Logout** in the top right hand corner of the page.



Logout

*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.*

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.

Screenshot from Outlook Web Access (OWA)

First Name:	Initials:	Last Name:
Display Name:		Alias:
Address:	333 South Beaudry Ave	Title:
City:	Los Angeles	Company:
State:		Department: ITD Service Desk - Beaudry
Postal Code:	90017	Office:
Country/Region:		Phone: 213-241-5200
		Mobile Phone:

Show in: To Cc Bcc Remove

Screenshot from Outlook 2003

General		Organization	Phone/Notes	Member Of	E-mail Addresses
Name					
First:	<input type="text"/>	Initials:	<input type="text"/>	Last:	<input type="text"/>
Display:	<input type="text"/>	Alias:	<input type="text"/>		
Address:	<input type="text" value="333 South Beaudry Ave"/>	Title:	<input type="text"/>		
City:	<input type="text" value="Los Angeles"/>	Company:	<input type="text"/>		
State:	<input type="text"/>	Department:	<input type="text" value="ITD Service Desk - Beaudry"/>		
Zip code:	<input type="text" value="90017"/>	Office:	<input type="text" value="9th Floor"/>		
Country/Region:	<input type="text"/>	Assistant:	<input type="text"/>		
		Phone:	<input type="text" value="213-241-5200"/>		
Add to:	<input type="button" value="Contacts"/>				
<input type="button" value="OK"/> <input type="button" value="Cancel"/> <input type="button" value="Apply"/>					

Fields from the SSO Console – Profile Update vs. the Outlook Field

Here is how the fields in the SSO Console – Profile Update screen compare to the fields in Outlook 2003, Outlook Web Access, or Entourage 2004/2008:

<u>Single Sign-On Self Service</u>	<u>Outlook/Entourage</u>
Work Phone	Phone
Description	Department
Office Location	Office
Street	Address
City	City
Zip Code	Zip Code

Note: If you use Outlook 2003 in the Cached Exchange Mode, you will need to wait 24 hours for the change to take affect.