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# LAUSD ITD Service Desk

## Student E-Mail Account Creation

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(Revised 02/11/09)  
© LAUSD ITD Service Desk  
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Phone 213.241.5200

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## **Student Account Creation**

Information Technology Division has moved towards a single User ID used to access District applications. The management of student email accounts has changed as a result of this effort. Effective Friday, August 5, 2005, school email sub-administrators will manage student email accounts through the LAUSD Single Sign On System. Email sub-administrators can create passwords, reset passwords, and activate/deactivate individual student email accounts. E-Mail sub-administrators can also activate up to 200 student accounts at once using the Bulk Create option.

To become a Student E-Mail Sub-Administrator an application must be filled out which can be found at:

[http://techsupport.lausd.net/acrobat/SSO\\_EMAIL/sub-admin\\_guidelines\\_v2a.pdf](http://techsupport.lausd.net/acrobat/SSO_EMAIL/sub-admin_guidelines_v2a.pdf)

The LAUSD Identify Management System can be accessed at

<https://idmlogin.lausd.net/>

# Activating Individual Student Email Accounts

To begin student account activation go to <http://idmlogin.lausd.net/> and click on the third option that reads “Login to review and update information about yourself, change your existing password, set or change your password hint question”.



Type in your sub-administrator user name and password and click on the “Login” button..

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**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

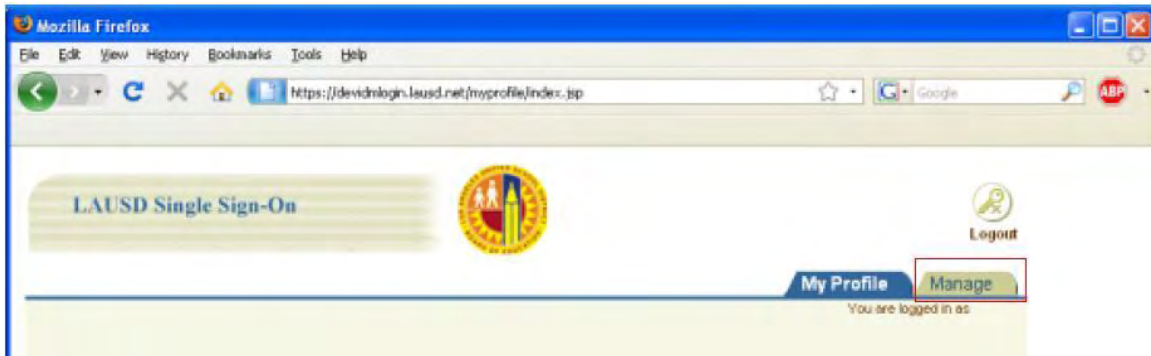
This is your e-mail password

[Reset your SSO Password](#)

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

Welcome to Inside LAUSD, the employee resources section of LAUSDnet, and the definitive place to get the latest news, announcements and resources for employees.

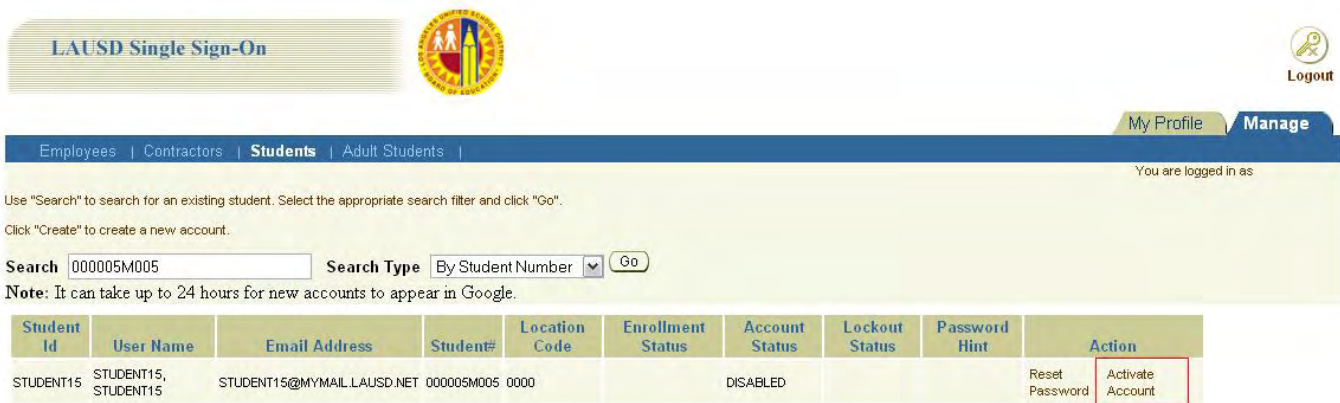
At the "Welcome to the LAUSD Single Signon Self Service Console" screen, click on the "Manage" tab



Now, students can be searched for by student ID, User name, E-mail address, first name or last name. Type the search criteria and click on **Go**. Using the student ID search criteria will return only that student. Searching by the first or last name will return all students that meet the search criteria.



Under the Action column click on **Activate Account**.



A pop-up window will appear asking you to create a password for the student. (Note the password must be at least 8 characters and contain a combination of alpha and numeric characters, i.e., 010101M103.) Click the **"Activate and Enable E-mail"** button to activate the student account and a message box will appear **"Action was successful!"** Click **"Ok"**.

Mozilla Firefox  
https://idmlogin.lausd.net/myprofile/processuser-action.do?guid=455871C90D994E52E040080A23294A

LAUSD Single Sign-On

You are logged in as [help desk](#)

**Activate User Account**

Please provide a new password to activate STUDENT15,STUDENT15's account.

Password Rules:

- Passwords must be between 8 and 20 characters in length.
- Password cannot be the same as the user ID.
- Passwords must consist of a mix of alphabetic and numeric characters.
- Passwords cannot contain more than 3 repeating characters. For example, including "aaaa" in your password would make it invalid.
- Passwords must not be found in a dictionary of commonly used passwords. This password dictionary will only apply to words of 7 or more characters. Commonly used passwords include values like "abcd1234" or "password1".

New Password

Re-enter new password

Done idmlogin.lausd.net

Mozilla Firefox  
https://idmlogin.lausd.net/myprofile/genericssuccess.do

LAUSD Single Sign-On

**Action was successful!**

**Success**

Account successfully enabled.  
User password successfully changed.  
Email successfully enabled.

Done idmlogin.lausd.net

# Resetting a Password

At the "**Manage**" screen, type the last name or student ID and click "**Go**". Under the Action column click on "**Reset Password**".

LAUSD Single Sign-On

My Profile **Manage**

Employees | Contractors | **Students** | Adult Students

You are logged in as anthony.godoy

Use "Search" to search for an existing student. Select the appropriate search filter and click "Go".  
Click "Create" to create a new account.

Search: 000006M006 Search Type: By Student Number Go

Note: It can take up to 24 hours for new accounts to appear in Google.

Student Id	User Name	Email Address	Student#	Location Code	Enrollment Status	Account Status	Lockout Status	Password Hint	Action
STUDENT16	STUDENT16, STUDENT16	STUDENT16@MYMAIL.LAUSD.NET	000006M006	0000		ENABLED			Reset Password

You will now get a pop up window asking you to create a new password. Type it into the "**New Password**" box and then once again in the "**Re-enter new Password**" then click on "**Submit**".

\*Note: Passwords must be at least 8 characters and include at least 1 character and 1 numeric digit. Also, the LAUSD Identity Management System will not allow dictionary words as passwords. Passwords will expire every 120 days and account will lockout after 5 invalid attempts. The password is case sensitive.

Reset User Password

Password Rules:

- Passwords must be between 8 and 20 characters in length.
- Password cannot be the same as the user ID.
- Passwords must consist of a mix of alphabetic and numeric characters.
- Passwords cannot contain more than 3 repeating characters. For example, including "aaaa" in your password would make it invalid.
- Passwords must not be found in a dictionary of commonly used passwords. This password dictionary will only apply to words of 7 or more characters. Commonly used passwords include values like 'abcd1234' or 'password1'.

New Password

Re-enter new Password

# Creating Student Bulk Accounts

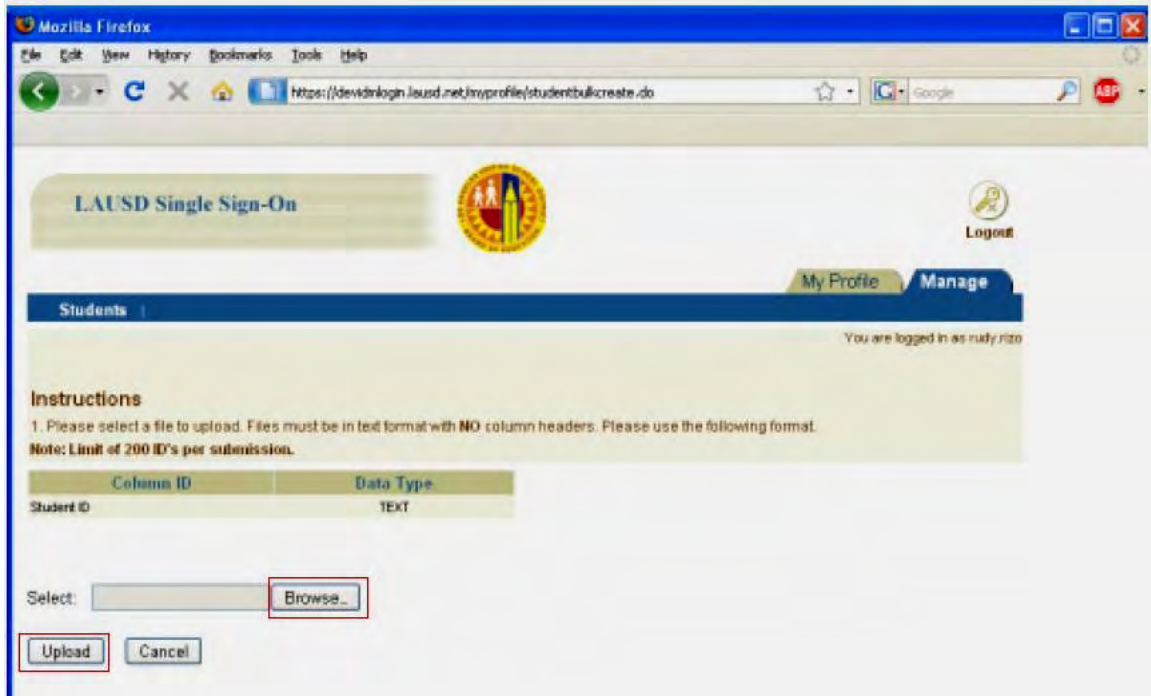
As a Sub-Administrator you are also able to create up to 200 student accounts in one bulk process.

Before you begin, you will need a text file containing the 10-digit Student ID's that you would like to activate. The file should have one 10-digit account per line with no commas or extra characters between the ID numbers.

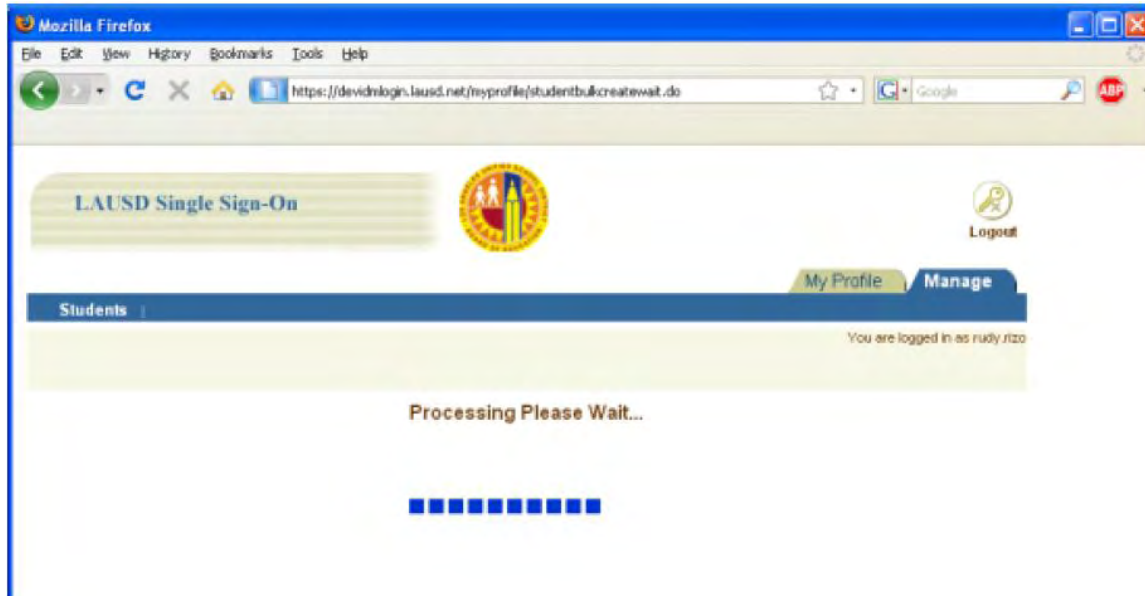
Next while in the LAUSD Single Sign-On console, click on the **“Bulk Create”** button



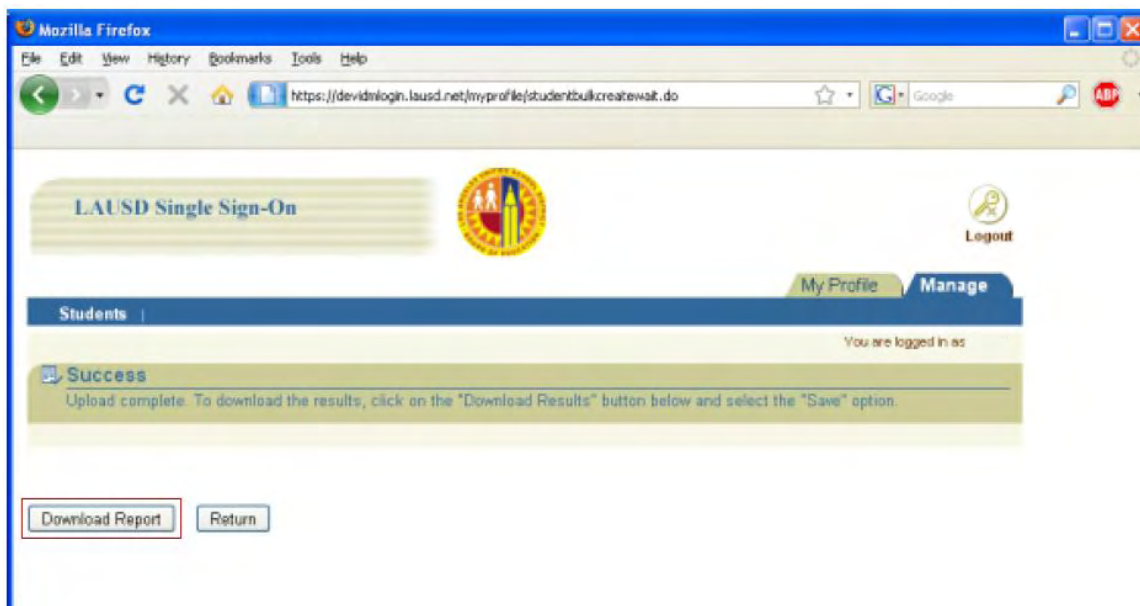
Now click on the **“Browse”** button and select the text document you created containing the 10-digit Student ID numbers. And then click on **“Upload”**.



Next wait a few moments to let the server process your request.



Once it has finished processing your request, you will see a message that reads "Success". Now click on the "Download Report" button and save the "studentcreationresults.zip" file to your computer.



Next, expand the StudentCreationResults.zip file and it will have two documents enclosed.

- Created Accounts–This file lists accounts that were successfully created.

### Example - createdAccounts

010001M100	username000	username000@mymail.lausd.net	First Name Last Name
010001M101	username001	username001@mymail.lausd.net	First Name Last Name
010001M102	username002	username002@mymail.lausd.net	First Name Last Name
010001M103	username003	username003@mymail.lausd.net	First Name Last Name
010001M104	username004	username004@mymail.lausd.net	First Name Last Name
010001M105	existing email found:username005@mymail.lausd.net		
010001M106	username006	username006@mymail.lausd.net	First Name Last Name
010001M107	username007	username007@mymail.lausd.net	First Name Last Name
010001M108	username008	username008@mymail.lausd.net	First Name Last Name
010001M109	username009	username009@mymail.lausd.net	First Name Last Name
010001M110	username010	username010@mymail.lausd.net	First Name Last Name
010001M111	username011	username011@mymail.lausd.net	First Name Last Name
010001M112	username012	username012@mymail.lausd.net	First Name Last Name
010001M113	username013	username013@mymail.lausd.net	First Name Last Name
010001M114	existing email found: username014@mymail.lausd.net		
010001M115	existing email found: username015@mymail.lausd.net		

- Rejected Accounts–This file lists student id's for accounts that could not be created.

### Example - rejectedAccounts

010001M116	not found in student database
010001M117	not authorized for sub admin
010001M118	not found in student database
010001M119	not authorized for sub admin
010001M120	not authorized for sub admin
010001M121	not found in student database
010001M122	not found in student database
010001M123	not authorized for sub admin
010001M124	not authorized for sub admin
010001M125	not authorized for sub admin
010001M126	not found in student database
010001M127	not authorized for sub admin
010001M128	not authorized for sub admin
010001M129	not authorized for sub admin
010001M130	not authorized for sub admin

## Explanation of Error Messages

- Not found in student database

- Account is not in the active\_inactive\_student table

- Not authorized for sub admin

- Student location code does not match location code of sub admin

- Not enrolled

- Student enrollment flag = 'N'

- Error during account creation: Error creating MyMail account.Parsing error

- Processing error on the Google side (try to resubmit or create manually)

- Error during account creation: [LDAP: error code 68 -Object already exists]

- duplicate ID exists.

- Existing email found

- the active\_inactive\_student table already has an email address assigned to this account

**If you have any questions regarding this manual please call ITD Service Desk**  
[213-241-5200](tel:213-241-5200) for select menu option 6 then sub-menu option 1.

# ITD Support Request

<http://techsupport.lausd.net>

<a href="#">Home</a>	<a href="#">About LAUSD</a>	<a href="#">Superintendent</a>	<a href="#">Board of Education</a>	<a href="#">Employment</a>	<a href="#">Resources</a>	<a href="#">Offices</a>	<a href="#">Schools</a>	<a href="#">Contact Us</a>
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## LAUSD ITD Technical Support

Service and Support for ITD Customers

SERVICE REQUESTS	SELF HELP	SELF SUPPORT	HARDWARE	Quick Links
<p><b>CSS</b> - Customer Self-Service requests over the Internet</p> <p><b>ITD Service Desk</b> - a listing of options on our phone menu</p>	<p>EMAIL/SSO account and password functions - <b>Reset Forgotten Password</b>, and <b>Password and Profile Change</b></p> <p>District <b>System Status</b>, ITD services - <b>Service Catalog</b>; and remote access to District apps - <b>LAUSDnet Dial-up</b></p>	<p><b>EMAIL Setup</b> - Instructions for common email clients, <b>Microsoft</b> - OS and Office resources, <b>Apple</b> - OS and application resources, <b>Anti-Virus</b> - downloads and other resources available for virus and malicious software issues</p>	<p>Computer equipment vendors include: <b>Apple, Arey Jones, Dell, Gateway, HP, IBM, Lenovo, and Lexmark</b></p> <p>Other hardware handled by ITD, such as phones, PA systems, etc, select <b>Other</b></p>	<p><b>Customer Self-Service</b> 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><b>LAUSD Single Sign-On Self Service Console</b> Customer can activate their SSO/Mail account, reset a forgotten password, change their password or profile at this site.</p> <p><b>New Employees Start Here</b> 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><b>School and Office Technical Representatives (TechReps)</b> If you are the technology coordinator or representative for your school or office, click here for more resources designed specifically for you...</p>

**Welcome to the New ITD Technical Support Site**

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

**By Phone...**

CALL  
213-241-LA00  
(5200)

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


[Home](#) | [About LAUSD](#) | [Superintendent](#) | [Board of Education](#) | [Employment](#) | [Resources](#) | [Offices](#) | [Schools](#) | [Contact Us](#) | [Assistance](#) | [Innovate LAUSD](#)  
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## Phone Support Options:

[http://techsupport.lausd.net/phone\\_list.htm](http://techsupport.lausd.net/phone_list.htm)

1. From the LAUS tech support mail page click on **Phone Support Options**.

<a href="#">Home</a>	<a href="#">About LAUSD</a>	<a href="#">Superintendent</a>	<a href="#">Board of Education</a>	<a href="#">Employment</a>	<a href="#">Resources</a>	<a href="#">Offices</a>	<a href="#">Schools</a>	<a href="#">Contact Us</a>
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**Technical Support Site**

**ITD Service Desk**

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**Mark E. Pompey**  
Manager - ITD Service Desk

**By Phone...**

CALL  
213-241-LA00  
(5200)

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

2. Click on the link for the printable version of the Menu Options



**ITD PHONE SUPPORT OPTIONS**

**213-241-LA00**  
Phone lines are open 7:00am - 5:45pm Monday - Friday  
To learn about alternate methods of contacting the Help Desk: [Click Here](#)

Click on the menu option to see a listing of the submenu items (if any).  
For a printable copy of this listing: [Click Here](#)

Telephone Related Repair issues (for orders, go to the <a href="#">Telecommunications</a> Web Page.)	Option 1
<a href="#">Hardware Problems, including computers, printers, alarms, P/A systems, radios, etc</a>	<a href="#">Option 2</a>
<a href="#">Problems connecting to the LAUSD networks</a>	<a href="#">Option 3</a>
<a href="#">Password issues</a>	<a href="#">Option 4</a>
<a href="#">Assistance with Student Information Systems and Welligent</a>	<a href="#">Option 5</a>
<a href="#">Assistance with District Business Applications other than Facilities applications, such as BTS, IFS, PTRS, HRS, Inside LAUSD, Learning Zone, and Microsoft Office</a>	<a href="#">Option 6</a>
<a href="#">Assistance with Facilities applications</a>	<a href="#">Option 7</a>
Assistance with new email accounts or questions with existing accounts	Option 8
Press this option If you are uncertain which option to select, and an agent will assist you	Option 0

# Customer Self Service Center (CSS)

From the TechSupport main page click on **Self Service Page** link

The screenshot shows the LAUSD ITD Technical Support website. At the top is a navigation bar with links: Home, About LAUSD, Superintendent, Board of Education, Employment, Resources, Offices, Schools, and Contact Us. Below this is a banner with the LAUSD logo and the text "LAUSD ITD Technical Support - Service and Support for ITD Customers". The main content area is divided into five columns:
 

- SERVICE REQUESTS**: CSS - Customer Self-Service requests over the Internet. ITD Service Desk - a listing of options on our phone menu.
- SELF HELP**: EMAIL/SSO account and password functions - [Reset Forgotten Password](#) and [Password and Profile Change](#). District [System Status](#), ITD services - [Service Catalog](#); and remote access to District apps - [LAUSDmet Dial-up](#).
- SELF SUPPORT**: EMAIL Setup - Instructions for corporation 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.
- HARDWARE**: Computer equipment vendors include: [Apple](#), [Arey Jones](#), [Dell](#), [Gateway](#), [HP](#), [IBM](#), [Lenovo](#) and [Lexmark](#). Other hardware handled by ITD, such as phones, PA systems, etc. select [Other](#).
- Quick Links**: [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... [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. [How 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... [School and Office Technical Representatives \(TechReps\)](#) - If you are the technology

The CSS System uses your SSO account to login. The [CSS](#) main page provides links for login and documentation on usage of the system. The request you place goes directly into our system. This speeds the processing of your request. You will have a tracking number immediately! You will now have a place to track the status of your requests. This means you don't have to call the Service Desk to request status. You can review previous requests that you have placed.

The screenshot shows the ITD Technical Support website. At the top is a navigation bar with links: Home, About LAUSD, Superintendent, Board of Education, Employment, Resources, Offices, Schools, and Contact Us. Below this is a banner with the ITD logo and the text "ITD Technical Support - Service and Support for ITD Customers". The main content area is divided into three main sections:
 

- Service Requests**: [ITD Service Request](#) - [Customer Self-Service \(CSS\)](#) - Place service requests for ITD on-line, without waiting on hold. [ITD Service Desk](#) - When your service request requires speaking with an agent (account and password issues, questions, troubleshooting ITD related items, etc.)
- Resources**: Help for Customer Self-Service users: [First time CSS users](#), [User guide for CSS](#)
- Information**: Other ITD related web sites: [ITD Home Page](#), [IT Service Catalogs](#), [Telephone Service Requests, Orders, etc.](#)

## Helpful Tech Support Links:

[ITD Technical Support Main Page](#)

[CSS Login Page](#)

[Symantec Antivirus Information](#)

[E-mail Setup Instructions and Manuals](#)

[ITD Services](#)