About the GSD Service Portal
The Department of General Services is improving the way we deliver services to our City customers. City employees are able to log into a website using their network ID and password to request maintenance and other services delivered by GSD.

Upon logging in, employees can choose a “tile” which illustrates the type of service they are requesting.

They will be asked several questions which will result in a vetted work order that is sent to the new centralize GSD Work Control Center (WCC).  *Exception: See Departments with Facilities Groups below.*

Departments with Facilities Groups
Requests coming from departments with Facilities Groups, who filter requests from their departments (LAFD, LAPD, Library, and Animal Services) will include an approval step in the process before it is sent to the WCC. This will allow your Facilities Group to review the request and take one of several actions before it is sent to the WCC:

- Request more information
- Edit the request
- Cancel the request

Go to the GSD Service Portal
Go to URL: [https://gsdserviceportal.lacity.org](https://gsdserviceportal.lacity.org)
Users with "@lacity.org" email addresses: Enter your email address (City authenticated through LDAP)

NOTE: The first time you log in, it will ask you for your PaySR Number.

Next time you log in, you will only be asked for your email address and your network password. You won’t be asked for your PaySR.

LDAP users (City employees with email ending in “lacity.org”): Enter PaySR ID and Network Password
Arrive at front page of City of Los Angeles GSD Service Portal

Each tile represents a type of service request
Follow the prompts to fill out your request

**Appliances**

Select the appliance you are reporting
- dryer
- dishwasher
- stove
- freezer
- washer
- fridge
- stove exhaust hood
- ice machine

The stove hood
- has non-responsive controls
- has missing or damaged parts
- is not venting
- has no power
- is making unusual noises
- has a burnt out light bulb
Add a picture or attach a file to your request (optional)
Review and then submit your request
Follow the progress of Your Open Requests by clicking on the *Process* menu and choosing the *Your Open Requests* from the menu.

You will receive email updates on the progress of your request.

If you have any questions, please contact the AMS Administrator at gsd.ams@lacity.org