

DPSS Technical & LRS Help Desk Support Guide

With the need for the Department to work remotely, please rest assured that our help desks are here to provide the needed support. Please use the steps below to report both technical and LRS issues.

For LRS Support:

Step 1: Send your support request to your home office ITTSA group email with the completed LRS questions below and any available LRS screenshots.

- Case Name:
- Case Number:
- What was the user doing when the problem occurred?
- What is the name of the screen when the problem occurred?
- What is the detail description of the error message?
- Error code:
- Provide step by step instructions to reproduce the problem:
- What is the expected outcome?

Step 2: ITTSA creates a Cherwell ticket and submits the ticket to the ESD/LRS Help Desk.

Step 3: You may contact the LRS Help Desk at 562-345-7888 to follow up on your LRS tickets.

For Technical Support:

Step 1: Send an e-mail to your home office ITTSA group email with the completed LRS questions below.

- Type of issue
- Contact number
- Office name

Step 2: An ITTSA will contact you to provide the needed assistance, either onsite or by phone.

Step 3: You may contact the TSC Help Desk at 562-345-9955 for urgent requests.

Home Office ITSA Group Emails

District Office	#	Email Address	District Office	#	Email Address
Belvedere	05	BelvedereTechs@dps.lacounty.gov	Pomona	36	PomonaTechs@dps.lacounty.gov
Civic Center	14	CivicCenterTechs@dps.lacounty.gov	Pomona GROW		PomonaTechs@dps.lacounty.gov
Compton	26	ComptonTechs@dps.lacounty.gov	Rancho Park	60	RanchoParkTechs@dps.lacounty.gov
Cudahy	06	CudahyTechs@dps.lacounty.gov	San Fernando Sub Office	32	SanFernandoTechs@dps.lacounty.gov
East Valley	11	EastValleyTechs@dps.lacounty.gov	San Gabriel Valley	20	SanGabrielTechs@dps.lacounty.gov
El Monte	04	ElMonteTechs@dps.lacounty.gov	Santa Clarita Sub Office	51	SantaClaritaTechs@dps.lacounty.gov
Exposition Park	12	ExpoTechs@dps.lacounty.gov	South Central	27	SouthCentralTechs@dps.lacounty.gov
Florence	17	FlorenceTechs@dps.lacounty.gov	South Family	31	SouthComplexTechs@dps.lacounty.gov
Glendale	02	GlendaleTechs@dps.lacounty.gov	South Special	07	SouthComplexTechs@dps.lacounty.gov
Hawthorne Medi-Cal	92	HawthorneTechs@dps.lacounty.gov	Southwest Family	83	SouthwestFamilyTechs@dps.lacounty.gov
Lancaster	34	LancasterTechs@dps.lacounty.gov	Southwest Special	08	SouthwestSpecialTechs@dps.lacounty.gov
Lancaster General Relief Sub Office	67	LancasterTechs@dps.lacounty.gov	West Valley	82	ChatsworthTechs@dps.lacounty.gov
Lincoln Heights Sub Office	66	LincolnHeightsTechs@dps.lacounty.gov	WFP&I	72	HawthorneTechs@dps.lacounty.gov
Medi-Cal LTC	80	LTCtechs@dps.lacounty.gov	Wilshire Special	10	WilshireSpecialTechs@dps.lacounty.gov
Medi-Cal Outreach	42	TelstarTechs@dps.lacounty.gov	Appeals & State Hearing		ExpoTechs@dps.lacounty.gov
Metro East	15	MetroEastTechs@dps.lacounty.gov	CSC OFFICES		
Metro Family	13	MetroFamilyTechs@dps.lacounty.gov	Customer Service Center I - El Monte		CSC1Techs@dps.lacounty.gov
Metro North	38	MetroNorthTechs@dps.lacounty.gov	Customer Service Center II - La Cienega		CSC2Techs@dps.lacounty.gov
Metro Special	70	MetroSpecialTechs@dps.lacounty.gov	Customer Service Center III - Northridge		CSC3Techs@dps.lacounty.gov
Norwalk	40	NorwalkTechs@dps.lacounty.gov	IHSS Call Center (Chatsworth)		ChatsworthTechs@dps.lacounty.gov
Paramount	62	Paramount-GAIN5Techs@dps.lacounty.gov	IHSS Call Center (Crossroads)		FODTechs@dps.lacounty.gov
Pasadena	03	PasadenaTechs@dps.lacounty.gov	GAIN OFFICES		
IHSS OFFICES			GAIN Region I West County Main		GAIN1Techs@dps.lacounty.gov
IHSS Ops I - Lancaster		LancasterTechs@dps.lacounty.gov	GAIN Region II - West San Fernando Valley		ChatsworthTechs@dps.lacounty.gov
IHSS Ops I Chatsworth		ChatsworthTechs@dps.lacounty.gov	GAIN Region III Pomona, sub		RosemeadTechs@dps.lacounty.gov
IHSS Ops II - Pomona		PomonaTechs@dps.lacounty.gov	GAIN Region III San Gabriel Valley Main		RosemeadTechs@dps.lacounty.gov
IHSS Ops II El Monte		SanGabrielTechs@dps.lacounty.gov	GAIN Region III Santa Anita, Sub		RosemeadTechs@dps.lacounty.gov
IHSS Ops III Metro IHSS		MetroSpecialTechs@dps.lacounty.gov	GAIN Region IV Central County Main		ExpoTechs@dps.lacounty.gov
IHSS Ops IV Hawthorne		HawthorneTechs@dps.lacounty.gov	GAIN Region V Harbor One Stop, Sub		SouthwestSpecialTechs@dps.lacounty.gov
IHSS Ops V - Burbank		BurbankTechs@dps.lacounty.gov	GAIN Region V South County Main		Paramount-GAIN5Techs@dps.lacounty.gov
IHSS Ops V - Rancho Dominguez		Paramount-GAIN5Techs@dps.lacounty.gov	GAIN Region VI Belvedere		BandiniTechs@dps.lacounty.gov
CROSSROADS & BECTEL OFFICES			GAIN Region VI Southeast County Main		BandiniTechs@dps.lacounty.gov
HRD		HRDTechs@dps.lacounty.gov	GAIN Region VII - East San Fernando Valley		BurbankTechs@dps.lacounty.gov
FOD		FODTechs@dps.lacounty.gov			
Crossroads		CrossroadsITSupport@dps.lacounty.gov			
Academy/PEMS/ESD		Bechteltechs@dps.lacounty.gov			

Due to the magnitude of the COVID-19 pandemic, requests will be prioritized and responded. Thank you for your patience during this time of emergency.