



# BURBANK UNIFIED SCHOOL DISTRICT

## Technology Services

### *New Instructional App Request*

If you found a new instructional app that you would like to start using in your classroom or computer lab, you can check our District Approved App List here to see if it's already approved for use:

<https://www.burbankusd.org/apps>

The district is working hard to ensure all our instructional apps meet the requirements of student data privacy laws like FERPA, COPPA, SOPIPA, and AB 1584. If an app is approved for use you can be sure that the app developer won't sell your students' personal information or use targeted advertising.

If you'd like to request a new app that is not on the list, or if you'd like an approved app installed in your classroom or computer lab, please follow the instructions below:

1. Browse to our Help Desk at <https://support.burbankusd.org>.
2. Click the **SIGN IN** button in the upper right corner of the screen and login with your District email address and password.
3. Click on the **SERVICE CATALOG** menu button and then click on *Instructional App Request*.



#### Help Desk - Burbank Unified School District

HOME SOLUTIONS TICKETS **SERVICE CATALOG**

Search for Service item

SERVICE CATEGORIES

- Telephone Services
- User Account Services
- Human Resources
- Aeries Services
- Raptor
- Educational Technology**

Instructional App Request  
Instructional App Request

4. Complete the form and when done click the **Place Request** button.
5. Your Principal will receive an email asking them to approve your request. Once they approve your request the Educational Technology and Technology Service Departments will review your request and either approve or ask for additional information. If approved, the service request will be assigned to a technician who will install the app on your devices. You will receive email notifications every time there's an update on the service request.