PCGenesis Advanced Payroll

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Introduction

Katie Green has been with the Georgia Department of Education for over nine years, currently working with the Data Collections Department. Katie is responsible for the Certified/Classified Personnel Information collection (CPI). She is also the PCGenesis expert for Data Collections. Katie has 16 years of service in the corporate sector in accounting and six years as a Business Analyst. She is a native of Atlanta, Georgia, and attended Atlanta Public Schools. Katie holds an Associate's Degree in Business Administration and a Bachelor of Science in Technical Management.

Objectives / Learning Targets

- The leaner will be able to understand the difference between the Check/Direct Deposit /add menu and the Manual Checks & Voids From Previous pay menu under Payroll system

- The leaner will understand how do adjust for TRS and FICA with Earning history adjustment and Gross data correction.

- The learner will understand the importance of the import and export tools.

- The learner will be able to set up the TRS for retiree returning at 49% HB385 HB210 /SB 327 TRS Retirees

Objectives / Learning Targets

Difference between the Check/Direct Deposit /add menu F6 option

And

Manual Checks & Voids From Previous pay menu under Payroll system F9 option

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Current Payroll Check/Direct Deposit Void/Add Menu

The **Check/Direct Deposit Void/Add Menu** (F6) is used to correct check errors for the <u>current</u> payroll. Checks may be voided, issued, or reissued, as necessary.

Current Payroll Check/Direct Deposit Void/Add Menu

If you send a NACHA file to the bank, and the bank tries to process the file but finds an error, if the user has <u>NOT</u> run **F13**, Update Earnings History, and **F14**, Update Budget Files, the user can use the **Check/Direct Deposit Void/Add Menu** to correct the NACHA file. This can be a life saver!!!

Void/Reissues can handle both regular checks and direct deposits.

Current Payroll Check/Direct Deposit Void/Add Menu

PCG Dist=8991 Rel=21.03.00 10/13/2021 DOD 002 SV C:\SQLSYS C:\SECOND   YELLOW   — □ ✕

Payroll System   PAYM0003

FKey   Check and Direct Deposit Menu
----

1 -- Print Balance Sheets (After Updates)
      [Enhanced Sub Pay & Leave System: Go to Pers Menu & Post Leave]
2 -- Calculate Payroll & Print Exceptions
3 -- Calculate Payroll & Print Trial Register
4 -- Calculate Payroll & Update YTD (Final)

24 -- Import Leave Data for Paystubs From Leave Management System
5 -- Print Paychecks and Direct Deposits
6 -- Check/Direct Deposit Void/Add Menu
7 -- Print Final Payroll Register

8 -- Print Deduction Registers & Create Direct Deposit Export File

9 -- Manual Checks & Voids From Previous Pay Menu

12 -- Print Final Payroll Distribution
13 -- Update Earnings History With Current Pay
14 -- Update Budget Files With Current Pay

13.02.00

Need to correct problems for specific employees, but checks have already been printed.

Current Payroll Check/Direct Deposit Void/Add Menu

PCG Dist=8991 Rel=21.03.00 10/13/2021 DOD 002 SV C:\SQLSYS C:\SECOND   YELLOW   — ☐ ✕

Payroll System   PAYVOIDP
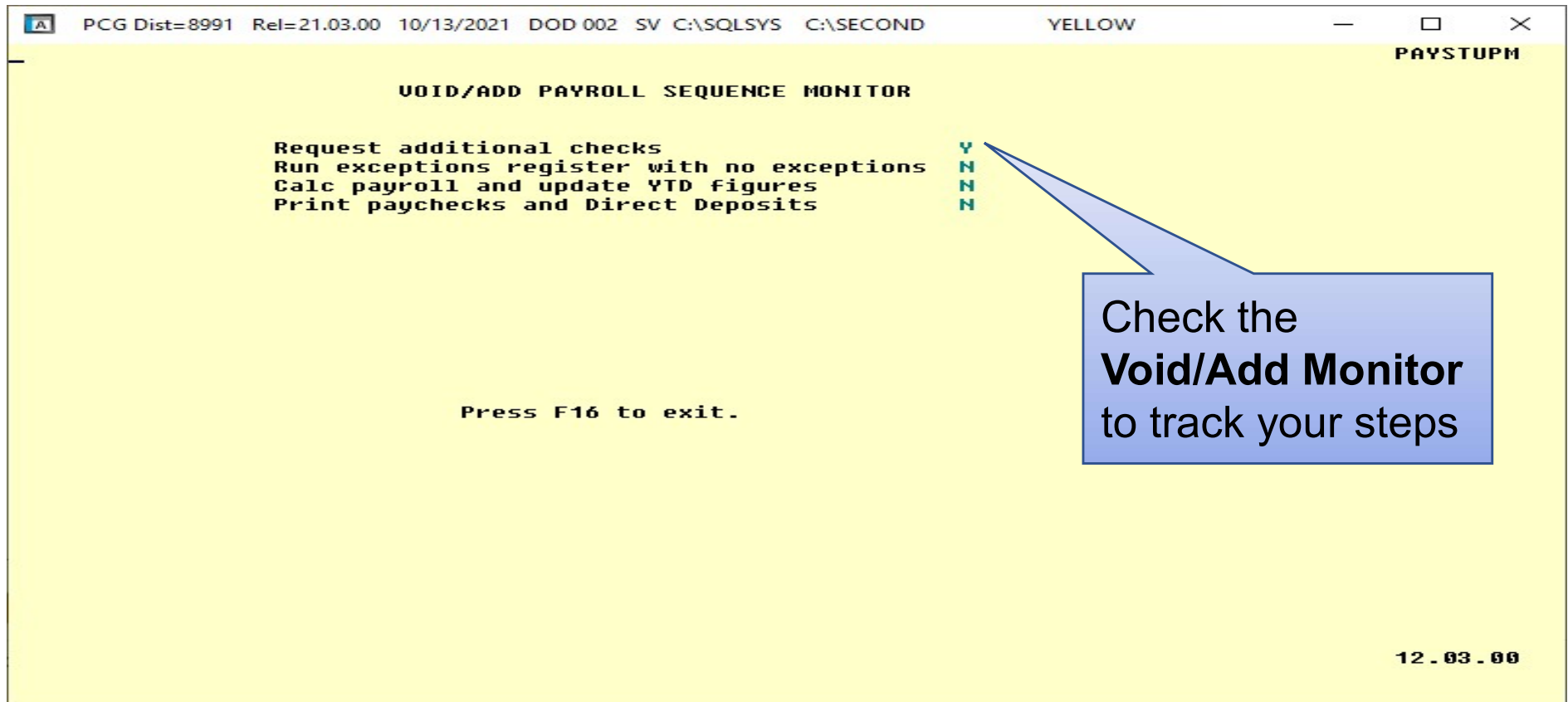
FKey   Check/Direct Deposit Void/Add Procedure
----

  1   -- Step 1. Void/Add Request Procedure
      Step 2. (Return to Update Menu for Adjustments as Necessary
  3   -- Step 3. Trial Register for Additional Checks/Direct Deposits
  4   -- Step 4. Calculate Pay and Update YTD
  5   -- Step 5. Print Additional Checks/Direct Deposits

  12 -- Void/Add Procedure Monitor

Note: Steps 1 - 3 can be repeated as often as necessary.
      Records will be accumulated until step 4 is processed.

17.01.00

> Once you start a Void/Add process, it <u>must</u> be completed.

Current Payroll Check/Direct Deposit Void/Add Menu

To simply void the check, answer NO to the question, "Will a replacement check / direct deposit be issued?"

To void and then to reissue a new check, answer YES to the question, "Will a replacement check / direct deposit be issued?"

Current Payroll Check/Direct Deposit Void/Add Menu

Go back to Payroll update menu option F1 or F4 to put in your adjustment

Current Payroll Check/Direct Deposit Void/Add Menu

I now return to the **Check/Direct Deposit Void/Add Procedure Menu.** From here, let's look at the **Void/Add Procedure Monitor**, F12.

Problems in Current Payroll Void/Add Menu

Check the **Void/Add Monitor** to track your steps

Use the **Void/Add Monitor** to track your steps in the Void/Add process. You can see that I have requested additional checks but have not gone any further yet.

Current Payroll Check/Direct Deposit Void/Add Menu

From the Add/Void Menu, we will run the **Trial Register** (F3) for the reissued or voided checks.
Note that Step 3, 4, and 5 must be run in order

Current Payroll Check/Direct Deposit Void/Add Menu

```
REPORT DATE 10/16/2012  09:18   PAYTRIAL        PAYROLL TRIAL REGISTER FOR PAY 09/28/12                      PAGE    1

LOCATION   0102 - Location 000102

LOC  EMP # CL NAME                    REG HRS  OT HRS    GROSS  ANNUITY   FEDERAL   OASDI     HI     STATE   RETIRE    AEIC

0102 88669 10 DA4LING, BE4KIS                          2115.31            60.81    71.22    24.59   56.66    95.82
  NET PAY:  1385.49 DD
   316.86 /08  102.86 /33          /13    1.00 /43
_____

REPORT DATE 10/16/2012  09:18   PAYTRIAL        PAYROLL TRIAL REGISTER FOR PAY 09/28/12                      PAGE    3

               PAYROLL GROSS            2,115.31

               FICA - OASDI                71.22        1,695.59

               FICA - HEALTH INSURANCE     24.59        1,695.59

          03   FED INCOME TAX              60.81

          04   VENDOR 000012               56.66

          08   GHI-NON-CERT               316.86   I

          33   VENDOR 002920              102.86   I

          43   VENDOR 004320                1.00

               TRS                         95.82        1,597.00

            *  PAYROLL CHECKS NET

           **  DIRECT DEPOSIT NET       1,385.49

                 TOTAL DEDUCTIONS         729.82

          # OF CHECKS TO BE WRITTEN        1       MALES:        FEMALES:    1
```

> Trial Register shows one check

Review the **Trial Register**. Note that the Trial Register reflects only the reissued or voided checks.

Current Payroll Check/Direct Deposit Void/Add Menu

```
REPORT DATE: 10/16/2012          TRIAL EMPLOYER BENEFIT DISTRIBUTION BY EMPLOYEE FOR 09/28/12          PAYTRIAL          PAGE    1

                                    22000 ******* 22000 **************************** 21000 ******* 21000 **********
                                                              PENSION      PENSION                                    (OBJECT)
          EMPLOYEE NAME        SALARY GROSS    OASDI GROSS    HI GROSS    (OBJECT)     GROSS                           PEN EMPR
EMP. #                                         OASDI   AMT    HI    AMT   TYPE         AMOUNT    C GHI AMT   N GHI AMT  SHR/EMPL

DA4LING, BE4KIS                  2,115.31      1,695.59       1,695.59                 1,597.00
88669                                            105.13           24.59   TRS           182.22                446.20
Deductions:    16.69 /33     5.75 /13

  EMPLOYER SHARE GRAND TOTAL     2,115.31      1,695.59       1,695.59   (23000)       1,597.00
                                                 105.13           24.59   TRS           182.22                446.20

NOTE:   TRS DOE PAID ERCON = 'Y' ON THE EMPLOYEE RECORD INDICATES THAT THE GEORGIA DEPARTMENT OF EDUCATION WILL
        PAY THE EMPLOYER-PAID CONTRIBUTION FOR THE EMPLOYEE.  ON THIS REPORT, THE TOTAL TRS EMPLOYER SHARE
        AMOUNT INCLUDES 'TRS DOE PAID ERCON' CONTRIBUTIONS, AND THESE CONTRIBUTIONS WILL BE INCLUDED ON THE
        EMPLOYEES' EARNINGS HISTORY RECORDS.
```

```
REPORT DATE: 10/16/2012          TRIAL EMPLOYER BENEFIT DISTRIBUTION BY EMPLOYEE FOR 09/28/12          PAYTRIAL          PAGE    3

          DED NO    DEDUCTION DESCRIPTION    TOTAL DED EMPLR AMT    DEDUCT EMPLR INDICATOR

             13     VENDOR 002920                         5.75      Fixed amount
             33     VENDOR 002920                        16.69      Fixed amount
```

The Trial Employer Benefit Register is also available

Current Payroll Check/Direct Deposit Void/Add Menu

Current Payroll Check/Direct Deposit Void/Add Menu

PCG Dist=8991 Rel=21.03.00 10/13/2021 DOD 002 SV C:\SQLSYS C:\SECOND   YELLOW   — □ ×

                                    Payroll System   PAYVOIDP

FKey   Check/Direct Deposit Void/Add Procedure
----
  1   -- Step 1. Void/Add Request Procedure
          Step 2. (Return to Update Menu for Adjustments as Necessary)
  3   -- Step 3. Trial Register for Additional Checks/Direct Deposits
  4   -- Step 4. Calculate Pay and Update YTD
  5   -- Step 5. Print Additional Checks/Direct Deposits

  12 -- Void/Add Procedure Monitor

          Note: Steps 1 - 3 can be repeated as often as necessary.
                Records will be accumulated until step 4 is processed.

                                                                                          17.01.00

Current Payroll Check/Direct Deposit Void/Add Menu

If an employee is not in the payroll due to an oversight, an employee can be <u>added</u> with the Void/Add Menu.

We can run and re-run the **Void/Add** process as many times as necessary if **F13**, Update Earnings History, and **F14**, Update Budget Files, has <u>**NOT**</u> been run.   Once **F13** and **F14** have been executed, corrections can't be made unless files are restored.

Current Payroll Check/Direct Deposit Void/Add Menu

PCG Dist=8991 Rel=21.03.00 10/13/2021 DOD 002 SV C:\SQLSYS C:\SECOND   YELLOW   — □ ×

PAYSTUPM

VOID/ADD PAYROLL SEQUENCE MONITOR

Request additional checks   N
Run exceptions register with no exceptions   N
Calc payroll and update YTD figures   N
Print paychecks and Direct Deposits   N

Press F16 to exit.

12.03.00

After the pay statement(s) have finished printing, the **Void/Add Monitor** resets

Current Payroll Check/Direct Deposit Void/Add Menu

PCG Dist=8991 Rel=14.03.00 10/29/2014 PCW 004 SV C:\DEVSYS C:\SECOND WHITE

PAYVOID

Payroll Check / Direct Deposit Voiding / Adding

Enter Employee Number: 87998

Employee: HA3DISON, YU3IKO

Check/DD #:

Amount:

Employee does not have a check or direct deposit.

Enter to ADD employee to payroll cycle, F16 to reenter

Enter — Continue, F16 — ReEnter/Exit

14.03.00

To process a check for a person that is not on your pay run ENTER to add the employee to the payroll.

Current Payroll Check/Direct Deposit Void/Add Menu

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Current Payroll Check/Direct Deposit Void/Add Menu

The missing pay can be added

Now when I access an employee's Gross Data screen can now add additional pay!

If I need to change deduction amounts or change direct deposit account numbers, I will find that **F9/pencil** is now available on <u>all</u> the employee payroll screens.

Current Payroll Check/Direct Deposit Void/Add Menu

Direct deposit can also be added.

Current Payroll Check/Direct Deposit Void/Add Menu

PCG Dist=8991 Rel=21.03.00 10/13/2021 DOD 002 SV C:\SQLSYS C:\SECOND   YELLOW

Payroll System   PAYVOIDP

FKey   Check/Direct Deposit Void/Add Procedure
----

  1   -- Step 1. Void/Add Request Procedure
         Step 2. (Return to Update Menu for Adjustments as Necessary)
  3   -- Step 3. Trial Register for Additional Checks/Direct Deposits
  4   -- Step 4. Calculate Pay and Update YTD
  5   -- Step 5. Print Additional Checks/Direct Deposits

 12   -- Void/Add Procedure Monitor

Come back to the Void/Add Menu and complete the process.

Note: Steps 1 - 3 can be repeated as often as necessary.
      Records will be accumulated until step 4 is processed.

Master User List

F16   Que   Word   PAY MONITOR   VEND MONITOR

17.01.00

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Manual Checks & Voids From Previous Pay

Use only for checks that were issued or voided <u>before</u> this payroll

Manual Checks & Voids From Previous Pay

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Manual Checks & Voids From Previous Pay

- 1 manual check per employee per cycle
- 1 void check per employee per cycle
- Manual and void checks can be entered during a <u>normal</u> payroll cycle as well
  - 1 normal check for the employee
  - 1 voided check for the employee
  - 1 manual check for the employee

Manual Checks & Voids From Previous Pay

Manual Checks & Voids From Previous Pay

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Manual Checks & Voids From Previous Pay

Manual checks should NOT be created as a direct deposits. Manual checks created as direct deposits will <u>NOT</u> appear on a NACHA file.

Go back and erase the DD information.

Manual Checks & Voids From Previous Pay

Verify the Net Pay amount.

Once the check is verified, select **F8** – Save.

Manual Checks & Voids From Previous Pay

After you have entered the check/direct deposit, you may review it through the F10 function. If there is an error, you may delete the check and start over.

Manual Checks & Voids From Previous Pay

You may enter a voided check/direct deposit through the **F11** function. After you have entered the voided check/direct deposit, you may review it through the **F12** function. If there is an error, you may delete the voided check and start over.

Manual Checks & Voids From Previous Pay

This feature is used if you are voiding a check that was already processed in a previous payroll run.

The drop-down selection icon on the **Check/Direct Deposit Number** field will provide a list of all the employee's checks in the current calendar year.

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Manual Checks & Voids From Previous Pay

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Manual Checks & Voids From Previous Pay

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Manual Checks & Voids From Previous Pay

Verify that this is the check you want to void. Select **ENTER** and then **F8** to save. If you do <u>not</u> want to reverse the employer contributions for the <u>deductions</u>, set the **Employer Contribution Override** to 'Y'. This will cause the deduction employer contribution flags to be set to '**N**'. However, the employer contributions for pension, GHI and FICA will NOT be affected. Voiding a check will <u>always</u> result in the employer pension, GHI, and FICA employer amounts being voided as well.

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Manual Checks & Voids From Previous Pay

Manual Checks & Voids From Previous Pay

- **Update Budget Files with Current Pay (F14)**
- Run F13 and F14 back to back
- Payroll is complete
- You cannot repost even if you try to run these steps again
- No reports produced
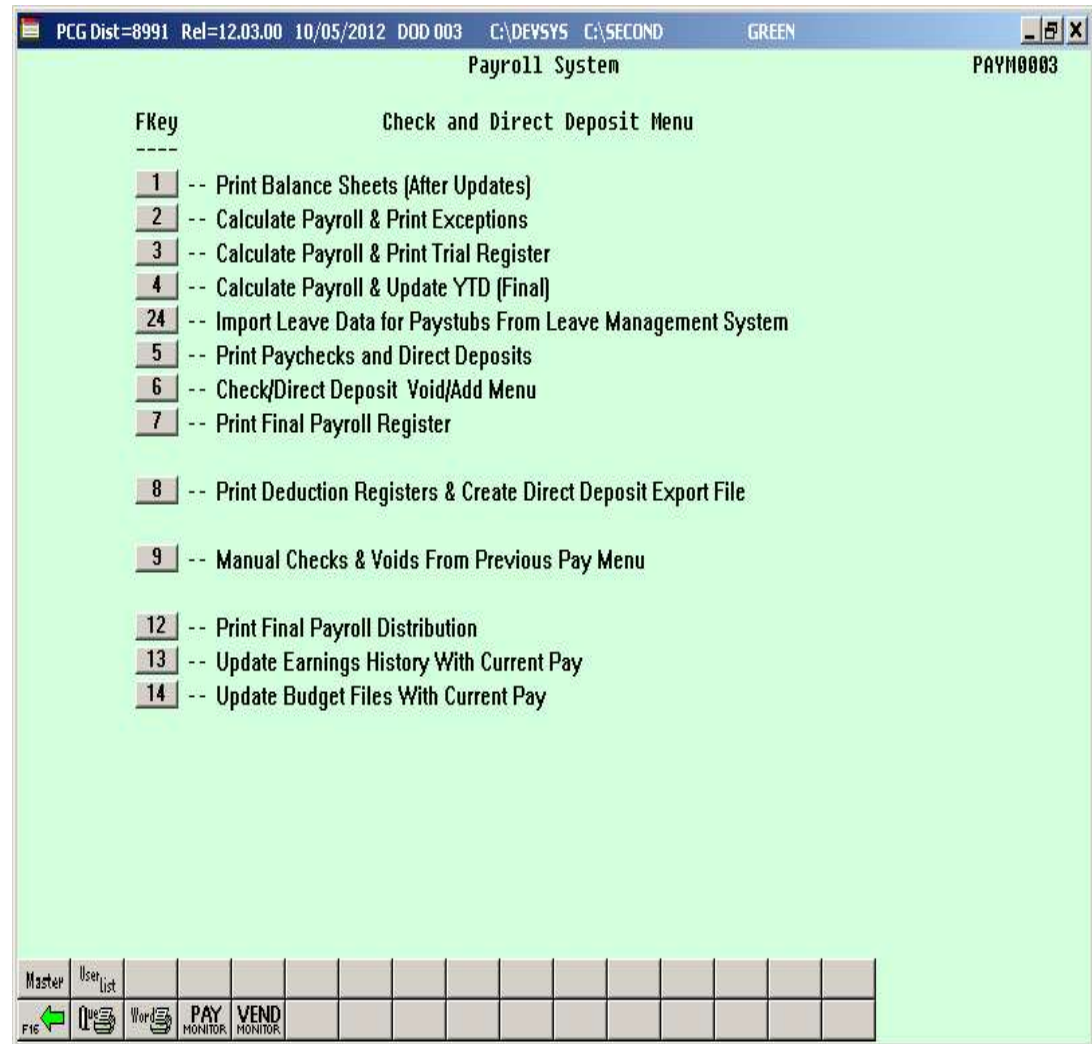
Objectives / Learning Targets

The leaner will understand how do adjust for TRS and FICA with Earning history adjustment and Gross data correction.

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FICA Adjustments

- Whenever possible, process FICA adjustments through <u>payroll</u>.
  - Earnings history will be correct
  - FICA and taxes will be correct

- Two methods for <u>FICA adjustments</u>:
  - FICA Adjustment (F2, F2, F9) – easiest method
  - Manual payroll check to refund the FICA

FICA Adjustment Screen

- The easiest way to adjust FICA is on the **FICA Adjustment** screen (F2, F2, F9)
- This works if the **FICA switch** has not changed for the employee
- Use if wages were not taxed that should have been taxed
- Use to refund a FICA amount

FICA Adjustment Screen

OASDI Gross = OASDI employer contribution
HI Gross = Medicare (HI) employer contribution

FICA Adjustment Screen

OASDI Amt = OASDI employee contribution
HI Amt = Medicare (HI) employee contribution

FICA Adjustment Screen

- Use the **Calculate and Display** screen (F2, F2, F14) to verify results

- Before adding the FICA adjustment, look at the calculated OASDI and HI amounts

- After adding the FICA adjustment, look at the calculated OASDI and HI amounts

- Now, you can be certain the adjustments are correct

Employer FICA, TRS, and GHI on a Manual Check

- FICA switch and **FICA gross** determine the employer FICA contribution

- Employee pension switch and **pension gross** determine the employer pension contribution

- GHI Participation Switch and the **GHI % Distribution** determine the employer GHI contribution

- Employer switch on individual deductions determine the employer deduction contribution

Employer FICA, TRS, and GHI on a Manual Check

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Objectives / Learning Targets

The learner will understand the importance of the import and export tools.

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Tools

- Payroll
  - Gross Data   **Export   / Import**
  - Deduction   **Export   / Import**
  - Payroll/Deduction/CPI   **Export   / Import**
    (Partial)
  - Mass Update
  - Earnings History   **Export**
  - Earnings History Gross Pay   **Export**
  - New Hire   **Export   / Import**
  - Employee Leave & Sub Pay   **Export / Import**
  - Employee Direct Deposit Accts **Export**
  - Payroll Trial Register   **Export**

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Payroll Export and Import

How Does This Help ME???

FY2024, we added a new Data Element in the CPI Data Collection.

EMPLOYEE E-MAIL ADDRESS

You can export out your active employee's entry the work e-mail on the spreadsheet then import that data back into your system.

Payroll Export and Import

Payroll Gross Data Export / Import

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Payroll Gross Data Export / Import

- Use the **Payroll Export** function to set up a spreadsheet in the correct format

- Use the filter to select the desired group of employees
  - For example, to change the salary account for all active employees in a specific location

Payroll Gross Data Export / Import

Payroll Gross Data Export / Import

A spreadsheet is created <u>in the correct format</u> needed for the import

	TYPE	EMPNO	LNAME	FNAME	SEQ	GRTYPE	PAYTYPE	PAYREAS	PERENDD	PAYRATE	REGHRS	OVTHRS	REG GR	OVT GR
2	G	86779	BE8BE	MA8IMIN	1	S	20	0	0	0	0	0	984.49	0
3	G	86784	CA3DWELI	AR3N	1	S	10	0	0	0	0	0	2853.23	0
4	G	86784	CA3DWELI	AR3N	2	S	11	0	0	0	0	0	159.15	0
5	G	86801	GI3	RE3DA	1	S	10	0	0	0	0	0	2710.57	0
6	G	86801	GI3	RE3DA	2	S	10	0	0	0	0	0	142.66	0
7	G	86801	GI3	RE3DA	3	S	11	0	0	0	0	0	151.2	0
8	G	86801	GI3	RE3DA	4	S	11	0	0	0	0	0	7.96	0
9	G	86813	LY7	RU7IN	1	S	10	0	0	0	0	0	3246.69	0
10	G	86813	LY7	RU7IN	2	S	11	0	0	0	0	0	169.15	0
11	G	86821	ST8ANGE	TI8DA	1	S	10	0	0	0	0	0	2853.23	0
12	G	86821	ST8ANGE	TI8DA	2	S	11	0	0	0	0	0	159.15	0

Payroll Gross Data Export / Import

- <u>Best Practice</u>: Before importing payroll data back into the system:
  - Use **Gross Data Export** to export <u>all</u> gross data to a "backup spreadsheet"
  - If you have any unexpected results after importing gross data, you can always restore this backup copy

Payroll Gross Data Export / Import

- Make the desired changes to the spreadsheet data
- Save the spreadsheet and <u>exit Excel</u>
  - The system will need the spreadsheet free to sort the rows in order by employee number
- Get everyone out of payroll prior to importing gross data

Payroll Gross Data Export / Import

- <u>Sequence Number</u>: Gross data sequence line number. (Optional, may be zero.)
- PCGenesis automatically generates the **Sequence Number** when a sequence number is not entered
- When the **R** option is selected and S (Salary) lines are present, PCGenesis loads the following data fields for the **Sequence Number 01**:
  - Cycle Gross, State Salary, Local Salary, Other Salary, Total Contract Amount, and TRS Service Indicator

Payroll/Deduction/CPI Export/Import

PCG Dist=8991 Rel=21.03.00 10/14/2021 DOD 007 SV C:\SQLSYS C:\SECOND   YELLOW   — □ ×

Payroll System   PAYM0016

FKey   Payroll Export/Import Menu

  1   -- Payroll Gross Data Export
  2   -- Payroll Gross Data Import

  3   -- Payroll Deduction Export
  4   -- Payroll Deduction Import

  5   -- Export Selected Payroll / Deduction / CPI Information
  6   -- Import Selected Payroll Information or CPI Assignment Data

  7   -- Earnings History Export
  8   -- Earnings History Gross Pay Distribution Export

  9   -- Import New Employees - Batch Mode
 10   -- Export New Hire File for Georgia Directory of New Hires

Master User List

17.02.00

Payroll/Deduction/CPI Export/Import

Respond to Benefit Provider Request for Information

F2, F13, F8, F5

Set '**Export File Type**' to 'I' to import data back into PCG

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Payroll/Deduction/CPI Export/Import

Set the Filter

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Payroll/Deduction/CPI Export/Import

Select Payroll/Personnel Fields

Select only one item at a time when importing data back into PCGenesis

Payroll/Deduction/CPI Export/Import

Empno	SSN	Name	GHI Email Pref	Work Email	Personal E	LOC	LOC Desc
000009	xxxxxxxxx		W	G@123.com			
000010	xxxxxxxxx		W	G@123.com			
000011	xxxxxxxxx		W	G@123.com			
000012	xxxxxxxxx		W	G@123.com			
000013	xxxxxxxxx		W	G@123.com			
000014	xxxxxxxxx		W	G@123.com			
000015	xxxxxxxxx		W	G@123.com			
000016	xxxxxxxxx		W	G@123.com			
000017	xxxxxxxxx		W	G@123.com			
000018	xxxxxxxxx		W	G@123.com			
000019	xxxxxxxxx		W	G@123.com			
000020	xxxxxxxxx		W	G@123.com			
000021	xxxxxxxxx		W	G@123.com			
000022	xxxxxxxxx		W	G@123.com			
000023	xxxxxxxxx		W	G@123.com			
000024	xxxxxxxxx		W	G@123.com			
000025	xxxxxxxxx		W	G@123.com			

The resulting spreadsheet is formatted to allow the data to import back into PCGenesis.

Payroll Gross Data Export / Import

PCG Dist=8991 Rel=21.03.00 10/14/2021 DOD 007 SV C:\SQLSYS C:\SECOND   YELLOW   — ☐ ✕

Payroll Gross Data Import   PAYPI251

Identify Gross Data Import File from Excel

R   Input the GROSS DAT Type for Import
    R = Replace   -   To Replace All Current Entries
    A = Add   -   To Add Salary, Hourly or Daily Entries
    S = Substitute -   To Add Entries for Substitutes

Enter the Import file Path and Name (e.g. C:\GROSSDAT\GROSSDAT.CSV)
 or F10 to Browse for File

C:\GROSSDAT\GROSSDAT.CSV

R = Replace ALL current gross data lines for the employee in the spreadsheet
A = Add gross data lines to employees' current pay
S = Works like 'R' but edits payroll class code to make sure it is a substitute class

Enter = continue   or   F16 = Exit

ENTER ✓   F8 💾   F10   20.02.00
F16 ←

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Payroll/Deduction/CPI Export/Import

Import Selected Payroll Information   PAY17IMP

No Errors in Import File

Please Review Print file

Press ENTER to load Import File

Press F16 to STOP Process

Set up the TRS for retiree returning at for HB385 rehire TRS retirees

HB385 HB210 /SB 327 TRS Retirees

For HB210/SB 327 TRS Retirees: HB210/SB 327 allows retirees to return to work full-time, and requires the employer to pay both the employee's percentage and the employer's matching percentage of TRS

HB385 HB210 /SB 327 TRS Retirees

When using **Pension Switch** code '**R**' (TRS: Employer Pays BOTH employer and employee shares – SB327), ensure that the Pension code field reflects '2' (TRS), the Amt/% field reflects '0.00', and the TRS service ind field reflects '1' (In-Service). See documentation here: B4: Update/Display Payroll Information (gadoe.org)

HB385 HB210 /SB 327 TRS Retirees

This is 'Calculate and Display' with the Pension Switch as 'Y':

HB385 HB210 /SB 327 TRS Retirees

On the Gross Data screen, change the Pension Switch to 'R':

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HB385 HB210 /SB 327 TRS Retirees

This is 'Calculate and Display' with the Pension Switch as 'R'

Help Desk Assistance

The preferred manner to request assistance from the Technology Management Customer Support Team is by using the Help Desk Portal link on both the left side of the MyGaDOE Portal menu and on the top blue Information bar.

To Login to the MyGaDOE portal please follow this link: https://portal.doe.k12.ga.us/Login.aspx

You may also request assistance by calling 1-800-869-1011. Please provide a detailed message as well as your contact information.

Technology Management Customer Support Center
Georgia Department of Education

Submitting a Ticket for Assistance

To submit a ticket, click on Help Desk Portal in either location, then follow the steps on the next slide.

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Submitting a Ticket

A. Select Service Catalog.

B. Select Applications.

C. Select the appropriate application:
1. For FTE, SR, SC, EOPA, FRL, Private School, Data Collections Survey, select GaDOE Data Collection and Reporting Application.
2. If you have a PC Genesis/Payroll question/issue select PC Genesis/Payroll (this is not for CPI).
3. If you have a GUIDE/GTID question/issue select GUIDE/GTID.
4. If you have a question not related to a Data Collection Application (i.e., portal login issue, SLDS, School Nutrition etc.) select MyGaDOE Portal Application.

Submitting a Ticket

D. Fill in the form with as much information as possible without entering Personally Identifiable Information (PII) in the ticket.

E. Add attachments if a you have any.

 ✔ Request

F. When complete click on the Request button.
You should receive various emails (when the ticket is created, acknowledged, updated) and you can provide updates and view your tickets. Questions about the use of the Help Desk Portal should be directed to the Technology Services – Service Desk at 1-800-869-1011.

Data Collection Team

Nicholas Handville	Chief Data Officer		nhandville@doe.k12.ga.us
Patty Miller	**GTID Administrator and Data Collections Specialist** (GUIDE, Private School Collection, EOPA)	404-290-8530	pmiller@doe.k12.ga.us
Carl Garber	**Data Collections Specialist** (Student Record, Free & Reduced Meal)	404-304-5200	cgarber@doe.k12.ga.us
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GaDOE Community

GaDOE Professional Learning Events

Our GaDOE professional learning events catalog, housed in GaDOE Community, contains registration information for upcoming virtual and in-person webinars, workshops, and conferences. On-demand, pre-recorded webinars and by-request opportunities are also available to meet educators' professional learning needs. Most by-request offerings are virtual, both synchronous and asynchronous. Professional learning events are updated weekly, and educational stakeholders are encouraged to visit the site often to review the latest agencywide offerings. View our [professional learning events here](https://login.community.gadoe.org/events) (https://login.community.gadoe.org/events).

GaDOE Community

https://community.gadoe.org/

- Take a tour. Go to
  https://community.gadoe.org

- Select Professional Learning in the upper right corner. Then select Events to bypass the sign in. You may also create an account.

- Under DOE Office, select Technology Services or you can select Data Collections under Topics.

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