MyGaDOE Portal Provisioning for Charter School Security Officers

Presented by
Chris Rivera
GaDOE Service Desk Manager
MyGaDOE Portal Provisioning for Charter School Security Officers

45 minutes
Any MyGaDOE Portal Security Officer

This session will provide basic instruction on MyGaDOE Portal security for portal users. It will also provide instruction for Portal Security Officers on how to manage users within the portal under their assigned organization as well as outline their responsibilities as a Portal Security Officer.

Learning Objectives

- Understand basic user provisioning and how it works within the MyGaDOE Portal and how a user can request their own portal account.
- Outline the capabilities and responsibilities a MyGaDOE Portal user has in managing their own account.
- Identify the responsibilities a MyGaDOE Portal Security Officer has in managing the users associated with their assigned organization and understand the tools the Portal Security Officer has for managing user accounts.
- Learn how to access the Portal Provision Matrix and its function on determining proper Organization and Application roles available for user provisioning.
- Understand the use for and requirements in updating and maintaining the Primary Role Management application.
Introduction

Presented by

Chris Rivera
GaDOE Service Desk Manager

Technology Services – Knowledge and Resource Management
eMail: crivera@doe.k12.ga.us
Understand basic user provisioning and how it works within the MyGaDOE Portal and the capabilities a user has in requesting and managing their own account.

- Portal Provisioning Basics.
- Portal Provisioning Workflow.
- Signing up for a Portal Account and New Account Setup Wizard.
- Organizational Security Officer Approvals.
- Application Security Officer Approvals.
MyGaDOE Portal Provisioning Basics

- Based on User Self-Provisioning
- Organization Security Officer Approvals
- Application Security Officer Approvals
Provisioning Workflow

1. User Requests an account
   - Confirmation e-mail is sent to user with information entered
   - User Clicks on Confirmation Link?
     - Yes
       - User Account is Created in Portal
       - E-mail sent to user informing them of approval and temp login information
       - Application Owner Approves Request?
         - Yes
           - Application access is added to user’s account
         - No
           - E-mail is sent to user informing them of application access approval
     - No
       - E-mail is sent to user informing them of denial
       - No Account Created

2. Request Remains Pending
   - Approval Request and i-mail msg sent to Organization Security Officer
   - Security Officer Approves Request?
     - Yes
       - Approval Request and i-mail msg sent to Application Owner for approval
     - No
       - Application access is added to user’s account
Signing Up for a Portal Account

New User Registration Wizard

• Step 1 – Enter User Information
• Step 2 – Select Districts And Roles
• Step 3 – Select Applications And Roles
• Step 4 – Request Submission Summary
Enter Name and e-mail Address.

E-mail address is also Portal Login ID.
Select appropriate Organization: District, DOE Agency, or Other. Available Organizations appear in appropriate drop-down boxes.

Next select appropriate Organization Role from provided list. List is dependent on Organization selected.

To add a role assignment click on green “+” sign to the left of role.
Based on Organizational role selected, a default set of application roles will automatically be added to profile.

**Apply for a GaDOE Account**

<table>
<thead>
<tr>
<th>STEP 1</th>
<th>STEP 2</th>
<th>STEP 3</th>
<th>STEP 4</th>
</tr>
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<td>Select Districts And Roles</td>
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<td>Request Submission Summary</td>
</tr>
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</table>

**Step 3**

Select an Application Role:
- Click on a [+] to see list of roles for that application.
- Click on a [x] to select that role.
  - CCRPI
  - EOPA
  - Exceptional Students
  - Full Time Equivalent
  - GUIDE
  - Student Class Application
  - Student Record
  - Technology Inventory

Current Application Role Assignments (per Application):
- Click on a [x] to Remove that role.
To add additional Application roles, click on “+” sign next to application and then the green “+” sign beside the appropriate role.

To remove Application roles from list of those assigned, click on red “-” sign beside the application role.
Review all the information entered into account setup wizard.

If all is as required, click on the “Submit” button to submit request for approval.
Request Submittal Confirmation

Request Submittal

Your request has been submitted. You will soon receive an email that will give you instructions on how to certify your request so that it may be processed.
User Certification E-mail

From: PortalSupport@doe.k12.ga.us

Sent: Monday, May 15, 2017 9:50 AM

To:

Subject: New User Request Certification

This email is to certify a request that was submitted for access to the MyGaDOE Portal for this email address. The complete details of this request are as follows:

Requested Organization: Lovinggood Middle School
Add Requested Org Role: Teacher
Requested Application Roles:

Please click to the following link to certify the request. Processing will begin immediately after clicking the link:

Certify this request
Organization Security Officer – Approval Responsibility

Review/Approve requests for user access under assigned organization.
Application Security Officer – Approval Responsibility

Review/Approve requests for user access to their assigned application regardless of user’s assigned organization.

Offering a holistic education to each and every child in our state.
Outline the capabilities and responsibilities a MyGaDOE Portal user has in managing their own account.

- Request Provisioning, Add or Remove Organizational Roles and/or Application roles.
- Change/Update Account Profile Information.
- Add or Change Challenge Questions and Answers.
- Change Passphrase.
Log into MyGaDOE Portal – Portal Home Page

Click to Access Profile Screen
Request Provisioning, Add or Remove Organizational Roles and/or Application Roles

• Step 1 – User Information
• Step 2 – Select District and Roles
• Step 3 – Select Applications and Roles
• Step 4 – Request Submission Summary
Profile Screen – Request Roles

**Edit Profile**

- **Salutation:**
- **First Name:** Chris
- **Middle Name:**
- **Last Name:** Rivera
- **Display Name:** Chris Rivera
- **Email Address:** chris.x_6_y @
- **Last 4-digits of SSN:** 0
- **Birth Date:** 07/01/ (MM/DD/YYYY)
- **Gender:** Male □ Female □
- **Phone Number:** (123) 123-1234
- **Mobile Number:** (123) 123-1235
- **Fax Number:** (123) 123-1234
- **NT Login:**
- **URL:**

**Application Role(s):**
- Portal - User
- School Calendar - School User

**Organization Role(s):**
- M.L.K. Elementary School - Administrator
- M.L.K. Elementary School - Counselor
- M.L.K. Elementary School - Principal
- M.L.K. Elementary School - Staff
- M.L.K. Elementary School - Teacher

**Address:**

<table>
<thead>
<tr>
<th>Line 1</th>
<th>Line 2</th>
<th>City</th>
<th>State</th>
<th>ZIP</th>
<th>Country</th>
<th>County</th>
<th>Is Primary</th>
</tr>
</thead>
</table>

**Request Roles:**

- Request Roles

[Click Here]

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Review account information and current Org and Application role provisioning in first step of Request Provisioning Wizard.

<table>
<thead>
<tr>
<th>Request Provisioning</th>
</tr>
</thead>
<tbody>
<tr>
<td>STEP 1</td>
</tr>
<tr>
<td>Enter User Information</td>
</tr>
</tbody>
</table>

**Step 1**

The Application Request will be made for the following user:

- **First Name:** Chris
- **Last Name:** Rivera
- **Email Address:** criveratest2@doe.k12.ga.us

**Current Organization Roles:**
- Bryan County High School: Teacher

**Current Application Permissions:**
- Portal: User
- GSO Unit Builder: Unit Builder

[Next >>]
To add Organizational roles, select the proper organization from drop down lists and then the green “+” sign beside the appropriate organizational role.

To remove Organizational roles from list of those assigned, click on red “-” beside the organizational role you would like to remove.
To add additional Application roles, click on “+” sign next to application and then the **green** “+” sign beside the appropriate application role.

To remove Application roles from list of those assigned, click on **red** “-” beside the application role you would like to remove.
Review all the information entered into account setup wizard.

If all is as required, click on the “Submit” button to submit request for approval.

### Request Provisioning

<table>
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<tr>
<td>Enter User Information</td>
<td>Select Districts And Roles</td>
<td>Select Applications And Roles</td>
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</tr>
</tbody>
</table>

### Step 4

**Summary of Request**

- **First Name:** Chris
- **Last Name:** Rivera
- **Email Address:** chris.x 6 y @
- **Organization:** M.L.K. Elementary School

**Summary of Organizations Roles Applied For**

- GTID Coordinator

**Summary of Applications Applied For**

- Application: Read Only
- Application Role: School User
- Application: Full Time Equivalent
- Application Role: School Level User

[Submit] [Click to Submit Request]

[<< Back]
Request Submittal Confirmation

Request Submittal
Your request has been submitted and processing has begun. You will be updated on the status of your request in the next 3 days.
Change/Update Account Profile Information

- Name information
- Login/e-mail information
- Phone/Mobile Number
- Address Information
- Challenge Questions and Answers
Correct/Update Profile Information

On the User Profile screen, information can be added or modified as desired.

E-mail address (login) can be modified.

Once appropriate changes have been made to profile, click on “Update Person” to save changes.
Change Challenge Questions and/or Answers

To review and/or modify challenge questions and answers, a user can click on “Change Challenge Questions” button.
Correct/Update Challenge Questions and Answers

1. Security Agreement
   - Challenge Questions:
     - What was your High School mascot?  
     - What was the last name of your child?  
     - What was the lastname of your first E?

2. Change Passphrase

3. Change Challenge Questions

Save  Skip
Profile Screen – Change Passphrase

A user may reset their passphrase by clicking on the “Change Passphrase” button.

Click Here
Terms of Use Agreement – User Must Accept

Click Here to Accept

---

Security Agreement | Change Passphrase | Change Challenge Questions

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Do Not Accept | Accept

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1. Enter Current Passphrase
2. Enter New Passphrase
3. Re-enter New Passphrase
4. Select Save Passphrase
Identify the responsibilities a MyGaDOE Portal Security Officer has in managing the users associated with their assigned organization and understand the tools the Portal Security Officer has for managing user accounts.

- Review/Approve requests for user access under assigned organization.
- Add new users under assigned organization.
- Modify account status (Suspend, Un-Suspend, Terminate) under assigned organization.
- Reset passphrases for users under assigned organization.
- Maintain Primary Role Management application assignments.
Security Officer - Review/Approve User Requests

Accessing Request Approvals

• iMail Inbox

• Security Admin Menu

Review Requests and Take Action
Portal access requests are delivered via the MyGaDOE Portal iMail system.

Security Officers can view the request information and then take appropriate action.

Portal iMail is access from Portal Home page message link at top of page.
iMail Message Inbox

New and existing iMail messages are shown in Inbox. New messages appear in “Bold”. Portal access request notifications will appear in Notifications Box. To view a message, Double-Click on message and message will open.
iMail Message Preview

Information from request can be viewed.

Request will show who requested, e-mail address of user, requested Organization roles and any requested Application Roles.

To take action, click on the link at bottom of message.
The Request Approval screen can also be accessed through the Security Administration menu available for Security Officers.

The menu item, “Request Approval” is located on the left-hand navigation menu.
Request Approvals Screen

New and Pending requests can be viewed on this screen. Requests requiring action have a green arrow beside them. To view entire request click on “+” sign beside the request.
Request Approval - Actions

Security Officer will approve or reject each line item and then submit. Once complete, account will be created (New Account) and/or additional roles will be added to user account.
Security Officer - Adding New User

Add User Registration Wizard

• Step 1 – Enter User Information
• Step 2 – Select Districts And Roles
• Step 3 – Select Applications And Roles
• Step 4 – Request Submission Summary
Adding New Users

Organization Security Officers have the ability to add new users to the portal which do not have a Portal Account.

This option is available under the Security Administration application link on the left-hand navigation menu using the “Add Person” Link.
Add Person – Step 1, User Information

Enter name and e-mail address.

E-mail address is also Portal Login ID.
Add Person – Step 2, Districts And Roles

Select appropriate Organization: District, DOE Agency, or Other. Available Organizations appear in appropriate drop-down boxes.

Next select appropriate Organization Role from provided list. List is dependent on Organization selected.

To add a role assignment click on green “+” sign to the left of role.
Add Person – Step 3, Applications And Roles

Based on Organizational role selected, a default set of application roles will automatically be added to profile.
To add additional Application roles, click on “+” sign next to application and then the green “+” sign beside the appropriate application role.

To remove Application roles from list of those assigned, click on red “-” sign beside the application role.
Add Person – Step 4, Submission Summary

Apply for a GaDOE Account

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<td>Select Applications And Roles</td>
<td>Request Submission Summary</td>
</tr>
</tbody>
</table>

Step 4

Summary of Request:
- First Name: Joe
- Last Name: Doe
- Email Address: jdoe@doe.k12.ga.us
- Organization: M.L.K. Elementary School

Summary of Organizations Roles Applied For:
- Principal
- Staff

Summary of Applications Applied For:
- Application: School Calendar
- Application Role: School User
- Application: SIP Framework
- Application Role: School Admin
- Application: Exceptional Students
- Application Role: PSA Principal
- Application: EOPA
- Application Role: School Level User

Review all the information entered into account setup wizard.

If all is as required, click on the “Submit” button to submit request for approval.

Click to Complete
Add Person – Request Submitted

Account has been created and user has been sent an e-mail with temporary login information.
Notification e-Mail to User

User receives an e-mail notifying them their account has been created with temporary login information.

Joe Doe,

This message has been sent to inform you of the status of your request. Please see the details below to review the status of each request item. If you have questions about the contents of this message, please contact your Security Officer.

Request Details:
Requester Name: Joe Doe
Organization: Bryan County High School
Org Role: Teacher Add Status=Approved

Application: School Calendar Role: School User Add Status=Approved
Application: Exceptional Students Role: PSA Principal Add Status=Approved
Application: EOPA Role: School Level User Add Status=Approved

To login, use your email address and your password:
Username: jdoe@doe.k12.ga.us
Temporary Password: 0$VordRedressDone

After you have logged in for the first time, you will be prompted to fill out your user profile and to change your password. If you do not see an Approved or Denied status for a requested App Role, you will be receiving another message when the status is updated by the Application Owner.
You may click the following link to access the portal login screen: GADOE Login

Sincerely,
DOE Portal Support
Security Officer – Modify Account Status

- Suspend User
- Unsuspend User
- Terminate User
Modify Account Status (Suspend, Un-Suspend, Terminate)

By performing a People Search in the portal and editing a user’s account, within your assigned organization(s), a Security Officer can Suspend, Un-Suspend, or Terminate a user’s account in the system.
People Search Results

By selecting Show Suspended or Show Terminated users, Security Officers can see all users in system matching criteria.

<table>
<thead>
<tr>
<th>Person Name</th>
<th>Organization</th>
<th>Is Active</th>
<th>Email Address</th>
<th>Edit</th>
<th>View</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Terminated User</td>
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<tr>
<td>Rivera, Leticia</td>
<td>Terminated User</td>
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<td>Rivera, Anna</td>
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<td>an@org</td>
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<tr>
<td>Rivera, Cara</td>
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<td><a href="mailto:Rivera@ga.us">Rivera@ga.us</a></td>
<td></td>
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</tr>
<tr>
<td>Rivera, Chris</td>
<td>MLK, Elementary School</td>
<td>Yes</td>
<td>chris.x6@com</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rivera, Chris</td>
<td>Information Technology</td>
<td>Yes</td>
<td><a href="mailto:cr@ga.us">cr@ga.us</a></td>
<td></td>
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<tr>
<td>Rivera, Chris</td>
<td>Information Technology</td>
<td>Yes</td>
<td><a href="mailto:ch@ga.us">ch@ga.us</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RIVERA, GRANT</td>
<td>Suspended User</td>
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<td>RI@ORG</td>
<td></td>
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</tr>
<tr>
<td>Rivera-Garrison, Maricela</td>
<td>Terminated User</td>
<td>No</td>
<td>ma@com</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Important: Terminated users cannot be re-activated by Security Officers. Submit a Help Desk request through the MyGaDOE Portal or call Service Desk for Assistance in re-activating terminated accounts.
Profile Edit Screen

To modify the Account Status for a user, scroll down to bottom of the Profile Edit screen for selected user.
Modify Status – Select Desired Status

Once the desired user status is selected, click on the “Update Person” to effect changes to user’s account.
Modified Status – Terminated User

When a user is terminated, all Organizational and Application Roles are removed from the user’s account. Users are assigned to the Terminated User Organization.

Important: Terminated users cannot be re-activated by Security Officers, Submit a Help Desk request through the MyGaDOE Portal or call Service Desk for Assistance in re-activating terminated accounts.
Security Officer – User Passphrase Reset

Resetting passphrases for users under assigned organization.
By performing a People Search in the portal and editing a user’s account, within your assigned organizations, a Security Officer has the ability reset a user’s passphrase.
People Search Results

By selecting Show Suspended or Show Terminated users, Security Officers can see all users in system matching criteria.

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<th>Is Active</th>
<th>Email Address</th>
<th>Edit View</th>
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</thead>
<tbody>
<tr>
<td>Rivera, Blanca</td>
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<tr>
<td>Rivera, Leticia</td>
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<td>Terminated User</td>
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<td><a href="mailto:cnvera@gas.us">cnvera@gas.us</a></td>
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<tr>
<td>Rivera, Chris</td>
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<td>chris.x.678@com</td>
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<td>No</td>
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<td>No</td>
<td><a href="mailto:ma@gmail.com">ma@gmail.com</a></td>
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</tbody>
</table>
Profile Edit Screen

To reset Passphrase for selected user, click on the Reset Passphrase button on the Profile Edit Screen for selected user.
Reset Passphrase

Verify user information and click on the “Reset Passphrase” button again.
Reset Passphrase

A new Passphrase is generated and displayed on the screen. Provide new passphrase to user, they will not receive via e-mail.
Learn how to access the Portal Provision Matrix and its function on determining proper Organization and Application roles available for user provisioning.

• Application Role Mapping selection.
• Organization Role Mapping Selection.
• Common Provisioning Problems.
Provision Matrix – Security Officer Guide to User Provisioning

• Provides listing of available application roles for each application within the MyGaDOE Portal.

• Provides listing of default application roles provided for each organization role within the MyGaDOE Portal.
Provision Matrix – Role Mapping Access

The Provision Matrix can be accessed through a link on the Request Provisioning wizard, steps 2 & 3. The link is located near the top, shown here.
Select the Application from the drop-down list on the Provision Matrix for the desired application.

Appropriate Application Roles will be shown for selected application.
CPI – Role Mapping

<table>
<thead>
<tr>
<th>Organization Roles</th>
<th>Administrator</th>
<th>HelpDesk</th>
<th>Program Manager</th>
<th>School System User</th>
<th>Superintendent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrator(Department)</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrator(Division)</td>
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<tr>
<td>Superintendent(District)</td>
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<tr>
<td>Superintendent(RESA)</td>
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Close
# FTE – Role Mapping

## Organization/Application Role Mapping

<table>
<thead>
<tr>
<th>Organization Roles</th>
<th>Administrator</th>
<th>Helpdesk</th>
<th>Other School Staff</th>
<th>Program Manager</th>
<th>School Level User</th>
<th>School System User</th>
<th>Superintendent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charter School Administrator(School)</td>
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[Close](#)
# Student Record – Role Mapping

<table>
<thead>
<tr>
<th>Organization Roles</th>
<th>Administrator</th>
<th>Helpdesk</th>
<th>Other School staff</th>
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<tbody>
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<td>Charter School Administrator(School)</td>
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</tbody>
</table>
# Primary Role Management – Role Mapping

**Organization/Application Role Mapping**

- **Application:** Primary Role Management
- **Organization Role:** Select an Organization Role

Organization Roles mapped to Application Roles for Application: Primary Role Management

<table>
<thead>
<tr>
<th>Organization Roles</th>
<th>Application Roles</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>District Editor</td>
</tr>
<tr>
<td>Help Desk(Division)</td>
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</tr>
<tr>
<td>Program Administrator(Division)</td>
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<tr>
<td>Security Officer(Agency)</td>
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</tr>
<tr>
<td>Security Officer(District)</td>
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<tr>
<td>Security Officer(Department)</td>
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<tr>
<td>Security Officer(School)</td>
<td></td>
</tr>
<tr>
<td>Security Officer(Division)</td>
<td></td>
</tr>
</tbody>
</table>

[Close]
Provision Matrix – Org Role Mapping

Select the Organizational Role from the drop-down list on the Provision Matrix for the desired Org Role.

Default set of applications and roles will be listed for selected Org Role.
Charter School Administrator (School) – App Role Mapping

- Assessment Rescore Request
- BRIDGE Data
- CCRPI
  - District User - District User
- Consolidated Application
- COPS Planning
- CPI Legacy
  - School System User - CPI School System User
- Document Management
- ELP Assessment Participation
- EOPA
- EOPA Reports
- Facility and School 2008
- Finance
- Financial Review
- Free & Reduced Lunch
- FTE SURVEY DATA
- Full Time Equivalent
  - School System User - Application functionality for their specific system/district, and run reports
- Grants Accounting
- Grants Net
- GSHS Reports
- GUIDE
Charter School Superintendent (School) – App Role Mapping

Organization/Application Role Mapping
- Application: Select an Application
- Organization Role: Charter School Superintendent (School)

Application/Application Roles mapped for Organization Role: Charter School Superintendent (School)

- CCRPI
  - Superintendent - CCRPI Superintendent
- Consolidated Application
  - Superintendent - Application functionality for their specific system/district
- COPS Planning
- CPI Legacy
- Document Management
- EIP Innovative Model Assurances Form
- EOPA
- EOPA Reports
- Facility and School 2008
- Finance
- Financial Review
- Free & Reduced Lunch
- FTE SURVEY DATA
- Full Time Equivalent
- Grants Accounting
- Grants Net
- Invoice Application
- Portal
# Principal (School) – App Role Mapping

<table>
<thead>
<tr>
<th>Organization/Application Role Mapping</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application:</td>
</tr>
</tbody>
</table>

Application/Application Roles mapped for Organization Role: Principal (School)

- CCRPI
- EOPA
- Exceptional Students
- Full Time Equivalent
  - School Level User - User at a School who is principal and the user can see the FTE school level reports for their assigned school.
- GUIDE
  - School User (Read Only) - School level user for read only
- Portal
- School Calendar
- Student Class Application
- Student Record
- Technology Inventory

[Close]
# Security Officer (School) – App Role Mapping

<table>
<thead>
<tr>
<th>Organization/Application Role Mapping</th>
</tr>
</thead>
<tbody>
<tr>
<td>〇 Application:</td>
</tr>
<tr>
<td>◯ Organization Role:</td>
</tr>
</tbody>
</table>

Application/Application Roles mapped for Organization Role: Security Officer (School)

- **Portal**
- **Primary Role Management**
  - District Editor - (Assign, Edit) User can assign, change, and remove primary and secondary user for that district organization role.
- **Security Administration**

**Close**
Common Problem – Over Provisioning

A common issue we see on the Helpdesk is overprovisioning of a user’s account, especially for Technology Coordinators and Superintendents!
Over Provisioning - Cause for a Multitude of Issues

- Application Errors
- Unable to Sign-Off on Collections
- District Role Identification Issues
- District Notification Issues

**Application Role(s):**
- Portal - User
- Student Record - Superintendent
- Student Record - School System User
- Consolidated Application - Superintendent
- Consolidated Application - School System User
- CPI Legacy - Superintendent
- CPI Legacy - School System User
- Facility and School 2008 - District Consumer
- Facility and School 2008 - District Contributor

**Organisation Role(s):**
- Dundee County - Consolidated Application Coordinator
- Dundee County - CPI Coordinator
- Dundee County - Facilities Coordinator
- Dundee County - FTE Coordinator
- Dundee County - Grants Management Preparer
- Dundee County - Grants Management Submitter
- Dundee County - Portal User
- Dundee County - Security Officer
- Dundee County - Student Record Coordinator
- Dundee County - Superintendent
- Dundee County - Technology Coordinator
Understand the use for and requirements in updating and maintaining the Primary Role Management application.

• Associated with RAVE Communication Alert system.
• Accessing Primary Role Management Application.
• Five primary roles assigned in the Primary Role Management application.
• Primary and Secondary contacts for each role.
Primary Role Management – RAVE Alert Platform Association

The Rave Alert platform also allows the GaDOE to communicate with key district personnel outside of emergency events, where routine communications still need to travel quickly across the organization to ensure business operations continue.

Rave Alert offers:

- Outbound communication in seconds via text, email, and voice calling.
- Automatic polling for quick responses in real time.
- Two-way communication enabling employees to communicate back to the Georgia Department of Education via text and email.

In order to receive Rave notifications as soon as they are available, updated mobile phone and email contact information within the MyGaDOE Portal is required.
Security Officer – Primary Role Management

Responsibility for maintaining assigned users to identified roles in Primary Role Management application.

- Assessment Director
- Security Officer
- Special Education Director
- Superintendent
- Technology Coordinator

Tied to RAVE Communication System Alerts.
Accessing Primary Role Management Application

The Primary Role Management application can be accessed through the Security Administration fly-out menu.
Five Primary Roles Assigned in Primary Role Management

A Primary Contact must be selected for the following Organization Roles: Superintendent, Security Officer, Assessment Director, Special Education Director, and Technology Coordinator.

<table>
<thead>
<tr>
<th>District Name</th>
<th>Organization Role</th>
<th>Primary Contact</th>
<th>Secondary Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dundee County</td>
<td>Assessment Director</td>
<td>- Select User -</td>
<td>- Select User -</td>
</tr>
<tr>
<td>Dundee County</td>
<td>Security Officer</td>
<td>- Select User -</td>
<td>- Select User -</td>
</tr>
<tr>
<td>Dundee County</td>
<td>Special Education Director</td>
<td>- Select User -</td>
<td>- Select User -</td>
</tr>
<tr>
<td>Dundee County</td>
<td>Superintendent</td>
<td>- Select User -</td>
<td>- Select User -</td>
</tr>
<tr>
<td>Dundee County</td>
<td>Technology Coordinator</td>
<td>- Select User -</td>
<td>- Select User -</td>
</tr>
</tbody>
</table>

*User in Blue color denotes “Suspended User”*
Mobile Phone Numbers Required for RAVE Communication

Users who are set up with the appropriate Organization Role will appear in the Select User drop down, also users who have a Mobile Phone number listed in their Portal Account profile will be indicated by the Phone Icon beside their name.
Primary Contacts Required for Each of the Five Roles

A Primary Contact must be selected for each of the primary organization roles. A Secondary Contact is encouraged but not required. If one of the Primary Contact roles remains empty, Security Officers will receive notification emails requesting that information be updated.

<table>
<thead>
<tr>
<th>District Name</th>
<th>Organization Role</th>
<th>Primary Contact</th>
<th>Secondary Contact</th>
</tr>
</thead>
<tbody>
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<td>Dundee County</td>
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<td>Security Officer</td>
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<td>Dundee County</td>
<td>Special Education Director</td>
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</tr>
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<td>Dundee County</td>
<td>Superintendent</td>
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<td>Dundee County</td>
<td>Technology Coordinator</td>
<td>- Select User -</td>
<td>- Select User -</td>
</tr>
</tbody>
</table>
Summary Zoom

Introduction

Presented by
Chris Rivera
GaDOE Service Desk Manager
Email: chris.rivera@state.ga.us

Understand basic user provisioning and how it works within the MyGaDOE Portal and the capabilities a user has in requesting and managing their own account.

- Portal Provisioning Basics.
- Portal Provisioning Workflow.
- Signing up for a Portal Account and New Account Setup Wizard.
- Organizational Security Officer Approvals.
- Application Security Officer Approvals.

Outline the capabilities and responsibilities a MyGaDOE Portal user has in managing their own account.

- Request Provisioning, Add or Remove Organizational Roles and/or Application roles.
- Change/Update Account Profile Information.
- Add or Change Challenge Questions and Answers.
- Change Passphrase.

Identify the responsibilities a MyGaDOE Portal Security Officer has in managing the users associated with their assigned organization and understand the tools the Portal Security Officer has for managing user accounts.

- Review/Approve requests for user access under assigned organization.
- Add new users under assigned organization.
- Modify account status (Suspend, Un-Suspend, Terminate) under assigned organization.
- Reset passphrases for users under assigned organization.
- Maintain Primary Role Management application assignments.

Learn how to access the Portal Provision Matrix and its function on determining proper Organization and Application roles available for user provisioning.

- Application Role Mapping selection.
- Organization Role Mapping Selection.
- Common Provisioning Problems.

Understand the use for and requirements in updating and maintaining the Primary Role Management application.

- Associated with RAVE Communication Alert system.
- Accessing Primary Role Management Application.
- Five primary roles assigned in the Primary Role Management application.
- Primary and Secondary contacts for each role.
Questions?

How to Get Additional Assistance:

The preferred manner to request assistance from the Technology Services Service Desk 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.