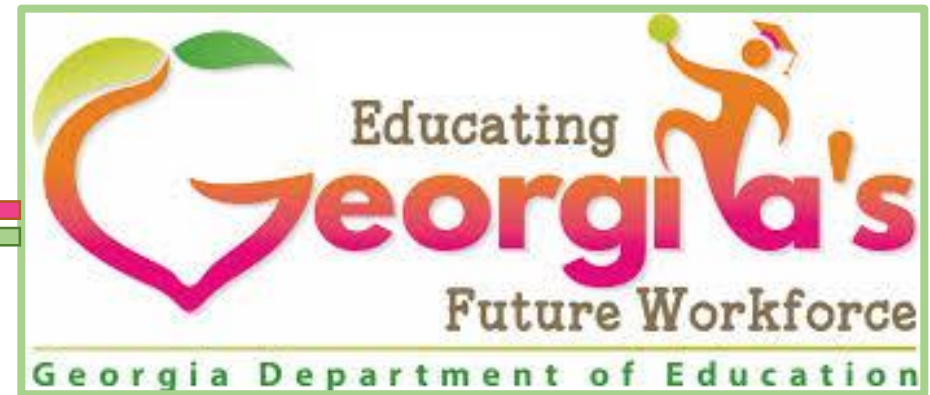


# Messages from GaDOE

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Are you missing out on notifications?

March 19, 2018



# GaDOE Messaging

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## Agenda

- Why do I need GaDOE Messages?
- Messages from GaDOE
  - Message Tags
  - Email based on Portal Organizational roles
  - DOE employee created groups
- Still need help?

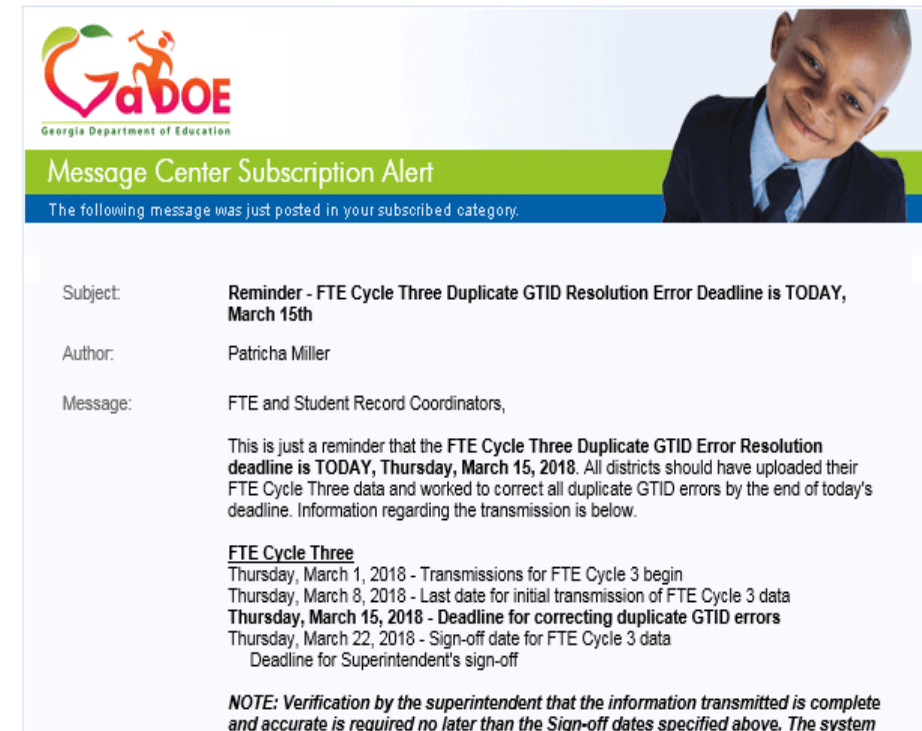
## Target Audience

Anyone requiring data collection information, GaDOE Portal outage/maintenance information, and any other information sent from GaDOE.

# Why do I need GaDOE Messages?

- Data Collections sends reminders for the opening and all intermediate deadlines for a data collection.
- Any time there is a deadline change, a notification is sent through PortalSupport.
- Any time there is Portal maintenance scheduled or a significant processing delay, including data collection applications, a notification is sent.
- A messages is sent when there are opportunities for training, conferences, and webinars.

## Sample message sent from PortalSupport.



# GUIDE – GaDOE Messages, Method 1

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## **There are 3 different ways messages are sent from DOE**

**1.** Through message tags. Data Collections, PCGensis, Portal outage messages are sent using message tags.

### **Message tag instructions:**

Please follow the instructions below to subscribe to messages that are sent out via the Portal.

These same procedures are followed to remove yourself from a message tag, simply uncheck the tag and save the request.

Note: Each person needs to subscribe themselves.

# GUIDE – GaDOE Messages, Method 1, Continued

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## **Message tag instructions, continued:**

1. Please Log into the Portal
2. Go to the Message Center on the left side of the screen. Then select Message Center.
3. Click on the 'Categories' tab.
4. Under Audience click the + to the left of Subscribe.  
This will expand the list of categories. The ones that are checked are what you are subscribe to.
5. Please go through all the available lists and subscribe to the messages you wish to receive.
6. Once you have selected all the messages you wish to receive, scroll to the bottom of the screen and click Save Preferences/Subscribe.

You should now start receiving messages for those categories. You will not receive any previously sent messages. They are however viewable under the 'Messages' tab.

# GUIDE – GaDOE Messages, Method 2

2. Email based on your organizational role in the portal. K12 Superintendents; K12 Assessment Directors; K12 Curriculum Directors; K12 Student Record Coordinators; K12 Title I Directors; K12 Charter School Superintendents; K12 Special Education Directors etc...

Note: Charter School Users are setup as Charter School Superintendent or Charter School Administrator and messages would be sent to K12 Charter School Superintendent or K12 Charter School Administrator. If you are not receiving the messages please get with the originator of the message to ensure they are sending to K12 Charter School Administrator and/or K12 Charter School Superintendent

If your Portal ORG Role is Superintendent, then you are on the K12 Superintendents List. If your ORG Role is Assessment Director then you are on the Assessment Directors list, etc.

K12 messages are sent through [lyris@list.doe.k12.ga.us](mailto:lyris@list.doe.k12.ga.us), please make sure your Firewall is not blocking anything from [doe.k12.ga.us](http://doe.k12.ga.us). We find many cases where the network/firewall has blacklisted us causing the non-receipt of emails. Also, check your Junk/SPAM/ or Clutter folders.

# GUIDE – GaDOE Messages, Method 3

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3. DOE employee has created their own group to send emails to. We have no control over those groups, you would need to contact the originator of the message.

# GaDOE Messaging – Still Need Help?

The Technology Management Customer Support Center at [dticket@doe.k12.ga.us](mailto:dticket@doe.k12.ga.us) or 1-800-869-1011, is the first line of contact for questions concerning issues with GaDOE Messaging. When contacting the Help Desk, please follow the guidelines below for email or voice message correspondence:

## **Include:**

- First and Last name
  - District/Charter name
  - Phone number (where you can be most easily reached)
  - Email address (Use “email: [youremail@doe.k12.ga.us](mailto:youremail@doe.k12.ga.us)” and you will get a reply email with ticket number)
  - Detailed description of the issue or the question.
- \*\*\*To comply with FERPA law, DO NOT include Personally Identifiable Information (PII) student or personnel data using GaDOE or your local official email system, use the MyGaDOE portal email system when emailing information containing PII to another user. \*\*\***