Communicating with Data Collections

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Technology Services Help Desk
The Technology Services Help Desk is the first line of contact for questions concerning a collection, errors, and warnings. Send email to dticket@doe.k12.ga.us.

Please follow the guidelines below for all email or voice message correspondence:

Please include:
• Your First and Last name
• District name
• Phone number (where you can be most easily reached)
• Email address
• Indicate the collection (several collections overlap)
• Error/warning number and message
• Description of the issue or the question
Please do **NOT** include *Personally Identifiable Information (PII)* in your correspondence.
This includes the use of full names, full SSN’s/GTID’s (partial #’s are ok), or other personally identifiable data.
GaDOE Messages
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 from PortalSupport@doe.k12.ga.us.
- Any time there is Portal maintenance scheduled or a significant processing delay, including data collection applications, a notification is sent.
- A message is sent when there are opportunities for training, conferences, and webinars.
Subscribing to Messages?

**Message tag instructions:**

Please follow the instructions on the next slide 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.
Subscribing to Messages?

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.
Subscribing to Messages?

Message tag instructions, continued:

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** to save your changes.

You should now start receiving new messages for those categories. You will not receive any previously sent messages. They are however viewable under the 'Messages' tab.
How can I send a secure message to DOE, a District, a school, or a charter school?
Sending PII information

The MyGaDOE iMail Messaging System (Portal Mail) is a very useful and secure way to pass sensitive and personally identifiable (PII) data and information from districts across the internet. This should be used in lieu of sending sensitive information via regular e-mail.

To access the MyGaDOE (mail) system, log into the MyGaDOE Portal.
What is portal iMail?

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Logging into the Portal

To log into the Portal use your browser to navigate to the following website: https://Portal.doe.k12.ga.us
Once logged into the Portal, you will be at your Portal Home Page, click on the link in the blue bar at the top of the Portal window, “You have (#) new messages.”
Any Messages you have received will be located in your Inbox. Portal iMail functions just like a basic e-mail application.

To Compose a new message just click on the Compose button and create a new message.
• To add a recipient for your message click on the appropriate box (To, CC, or BCC) and a search box will appear.
• Fill out the appropriate Subject and Message blocks just as you would a normal e-mail message.
• To add a file attachment to your message click on the “Files” button and browse to the location of your file on your computer and select the file to add. Multiple files may be added by selecting multiple files or repeating the process.
• Select ‘To’, search by first name, last name or email. When person is found click the box to the left of the name, then click “Select” to add the person to the To: line. If sending to more than one person repeat the process.
Once you have drafted your message, added recipients, and any attachments, just click on the Send button at the bottom to send the message.
To open a message that has been sent to you, just double click on the message.
The message will then appear for viewing.

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This email is to notify you that a request was filled out for an application over which you have request approval authority. The request details are as follows:

- Requester Name: Jan NeSmith
- Requester Email Address: jnsmith@css.us
- Requestor Organization: Jackson County
- Requested Role: Special Education Director Add
- Requestor Organization: Jackson County
- Requested Role: Portal User Add
- Requestor Organization: Jackson County
- Requested Role: District User Add
- Application Requested: MessageCenter
- Application Role Requested: User Add

You may respond to this request by clicking on the following link now:

Click here to Respond to Request.
Portal Imail

Your Folder settings is similar to the folder settings you have in your email. Click on the wheel to Add, Edit, or Delete a folder.
Portal Imail

When someone sends you a portal message you will receive a notification in your regular office email In-box to alert you that you have a new mail message in the Portal.

You have 1 (e.g. 1 in Inbox and 0 in Notifications folder) new messages within the last hour, in MyGaDOE Inbox. Please log into MyGaDOE Portal to clear your messages. Click here to view your message box.

1 in Inbox – means you have 1 new message in your Portal Inbox.

0 in Notifications – means you have received 0 notifications. Notifications are used to notify security officers of actions that may be needed on their part.

If you have any questions, please do not hesitate to contact Information Systems Customer Support by emailing ticket@doe.k12.ga.us or by calling 1-800-869-1011.