

# 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](mailto: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.

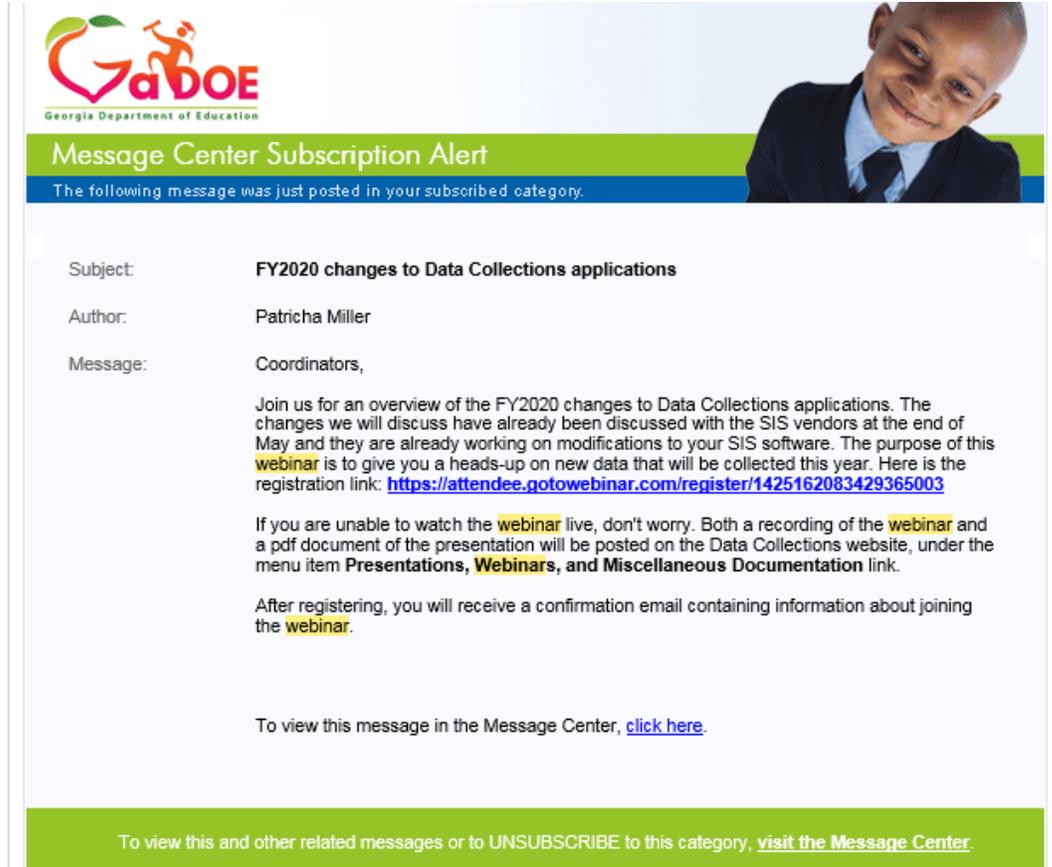
This includes the use of full names, full SSN's/GTID's (partial #'s are ok), or other personally identifiable data.

# 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](mailto: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.

Sample message sent from PortalSupport.



The screenshot shows a message from the Georgia Department of Education (GaDOE) Message Center. The header includes the GaDOE logo and the text "Georgia Department of Education". The subject of the message is "FY2020 changes to Data Collections applications". The author is Patricia Miller. The message content discusses the FY2020 changes to Data Collections applications, mentioning a webinar and providing a registration link: <https://attendee.gotowebinar.com/register/1425162083429365003>. It also mentions that a recording of the webinar and a pdf document of the presentation will be posted on the Data Collections website. The footer of the message includes a link to view the message in the Message Center: [click here](#).

# 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.

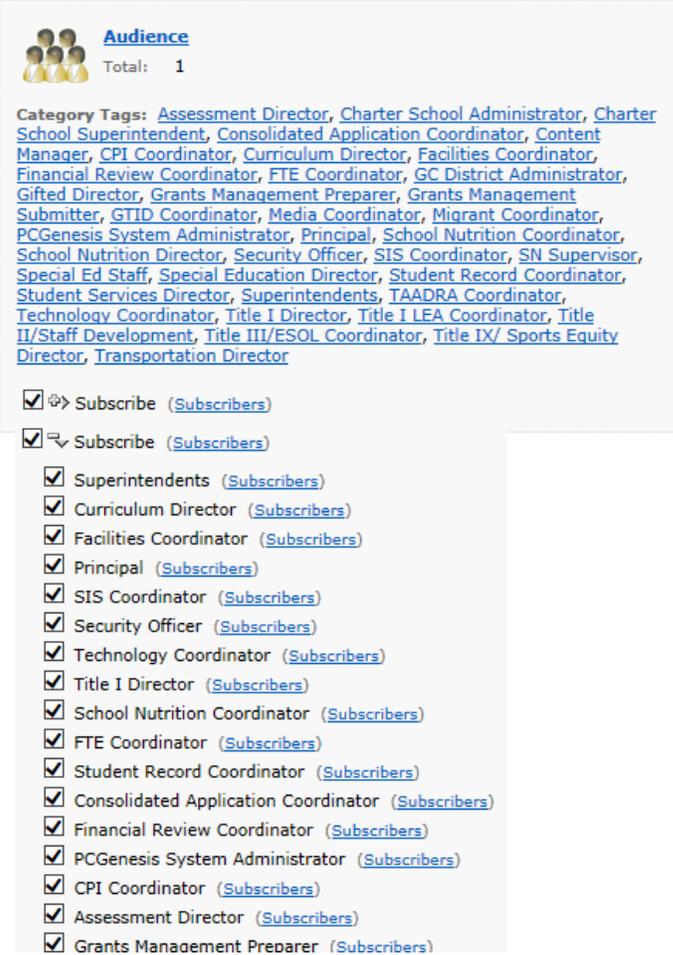
Note: Each person needs to subscribe themselves.

# 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.



**Audience**  
Total: 1

**Category Tags:** [Assessment Director](#), [Charter School Administrator](#), [Charter School Superintendent](#), [Consolidated Application Coordinator](#), [Content Manager](#), [CPI Coordinator](#), [Curriculum Director](#), [Facilities Coordinator](#), [Financial Review Coordinator](#), [FTE Coordinator](#), [GC District Administrator](#), [Gifted Director](#), [Grants Management Preparer](#), [Grants Management Submitter](#), [GTID Coordinator](#), [Media Coordinator](#), [Migrant Coordinator](#), [PCGenesis System Administrator](#), [Principal](#), [School Nutrition Coordinator](#), [School Nutrition Director](#), [Security Officer](#), [SIS Coordinator](#), [SN Supervisor](#), [Special Ed Staff](#), [Special Education Director](#), [Student Record Coordinator](#), [Student Services Director](#), [Superintendents](#), [TAADRA Coordinator](#), [Technology Coordinator](#), [Title I Director](#), [Title I LEA Coordinator](#), [Title II/Staff Development](#), [Title III/ESOL Coordinator](#), [Title IX/ Sports Equity Director](#), [Transportation Director](#)

 Subscribe ([Subscribers](#))

 Subscribe ([Subscribers](#))

- Superintendents ([Subscribers](#))
- Curriculum Director ([Subscribers](#))
- Facilities Coordinator ([Subscribers](#))
- Principal ([Subscribers](#))
- SIS Coordinator ([Subscribers](#))
- Security Officer ([Subscribers](#))
- Technology Coordinator ([Subscribers](#))
- Title I Director ([Subscribers](#))
- School Nutrition Coordinator ([Subscribers](#))
- FTE Coordinator ([Subscribers](#))
- Student Record Coordinator ([Subscribers](#))
- Consolidated Application Coordinator ([Subscribers](#))
- Financial Review Coordinator ([Subscribers](#))
- PCGenesis System Administrator ([Subscribers](#))
- CPI Coordinator ([Subscribers](#))
- Assessment Director ([Subscribers](#))
- Grants Management Preparer ([Subscribers](#))

# 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  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?

The MyGaDOE iMail Messaging System is a very useful and secure way to pass sensitive 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 (messaging) system, log into the MyGaDOE Portal.

# Logging into the Portal

To log into the Portal use your browser to navigate to the following website:  
<https://Portal.doe.k12.ga.us>

## MyGaDOE



Georgia Department of Education  
Richard Woods, Georgia's School Superintendent  
"Educating Georgia's Future"

### Please Log In

**Username:**

**Password:**

[I forgot my passphrase!](#)

[Or sign up for an account](#)

### Helpful links

- [MyGaDOE Online Guide](#)
- [GaDOE Public Website](#)
- [Information Systems](#)
- [AYP & NCLB](#)
- [Georgia Standards](#)
- [Data Collections](#)
- [Financial Reports](#)
- [Report Card](#)

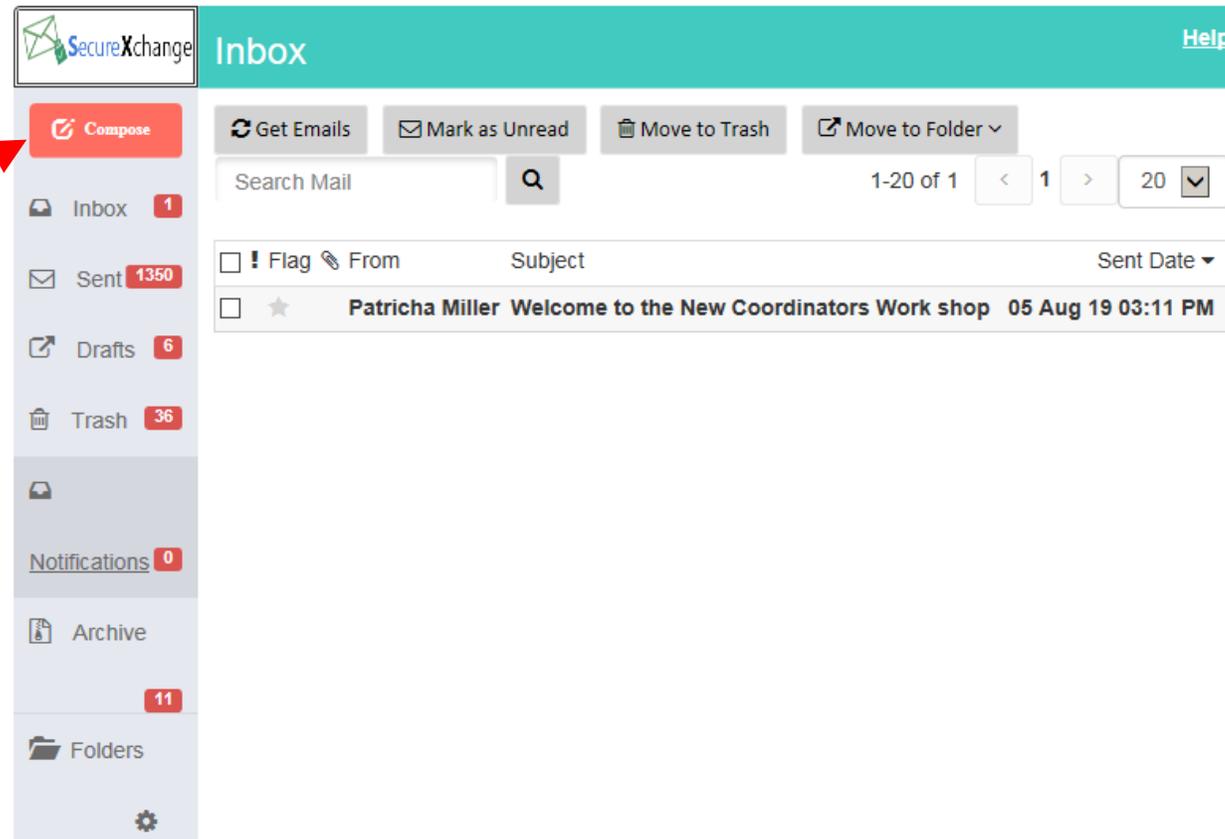
This website requires Cookies be enabled in your browser.

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.”

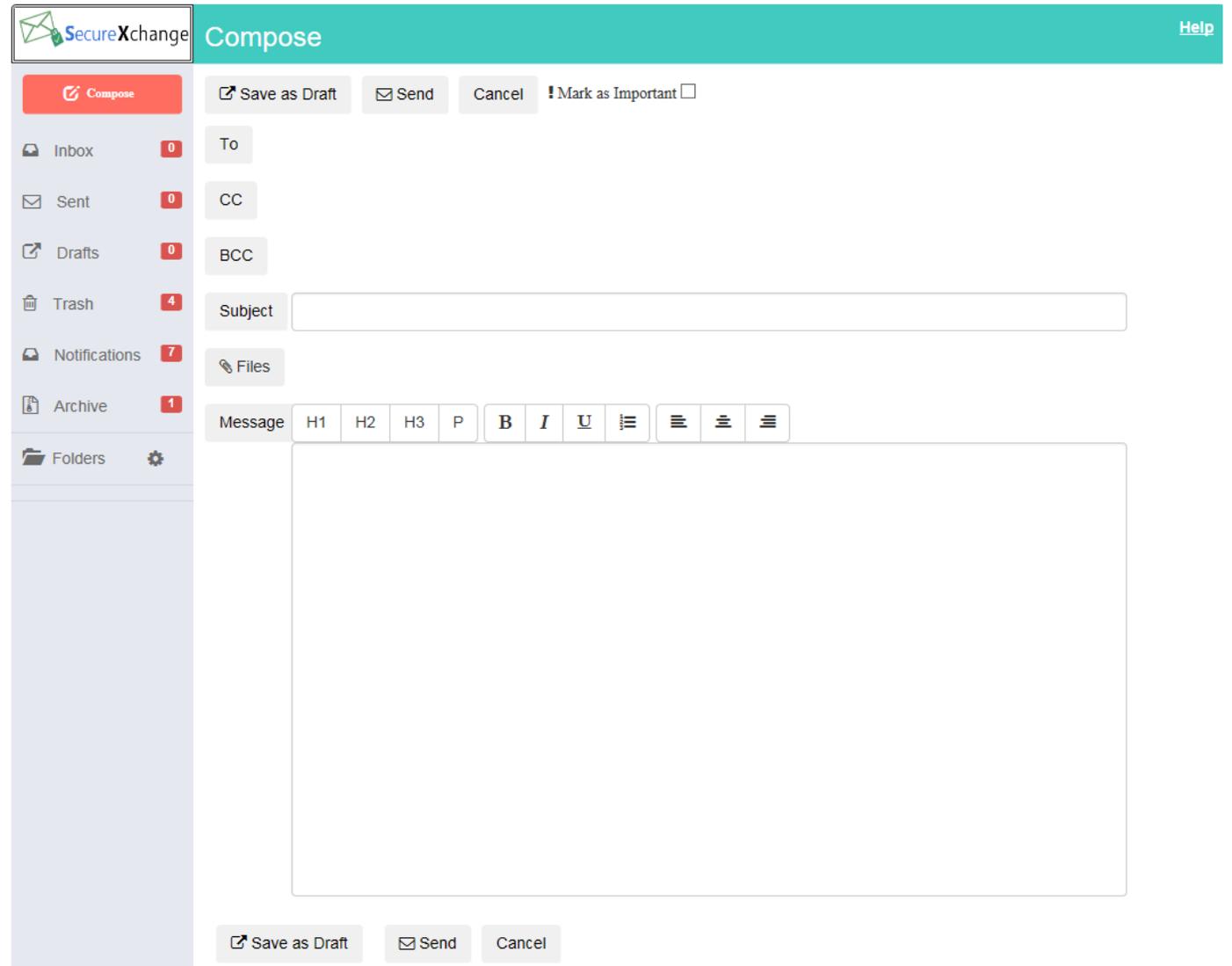
The screenshot shows the MyGaDOE portal interface. At the top left is the Georgia Department of Education logo. To its right is a search bar labeled "Search Districts" with a dropdown menu showing letters A through Z. Below the search bar is a green banner with the text "Welcome to MyGaDOE". Underneath the banner is a blue bar containing the message "You have (0) new messages." with a red arrow pointing to it. To the right of the message are links for "Help - Dticket" and "Online Documentation". On the left side, there is a "Site Navigation" menu with links for Home, Logout, and a "Polk County" section with sub-links for COPS Financial, Data Collection, View Documents, Facility and School Registry, Message Center, and COPS Planning. The main content area has two boxes: "Surveys" with tabs for New (0), Saved (0), Submitted (0), and Approved (0), and "My Favorites" with a link for Online Web Resources. Both boxes have "More" links at the bottom.

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.

### Search People ×

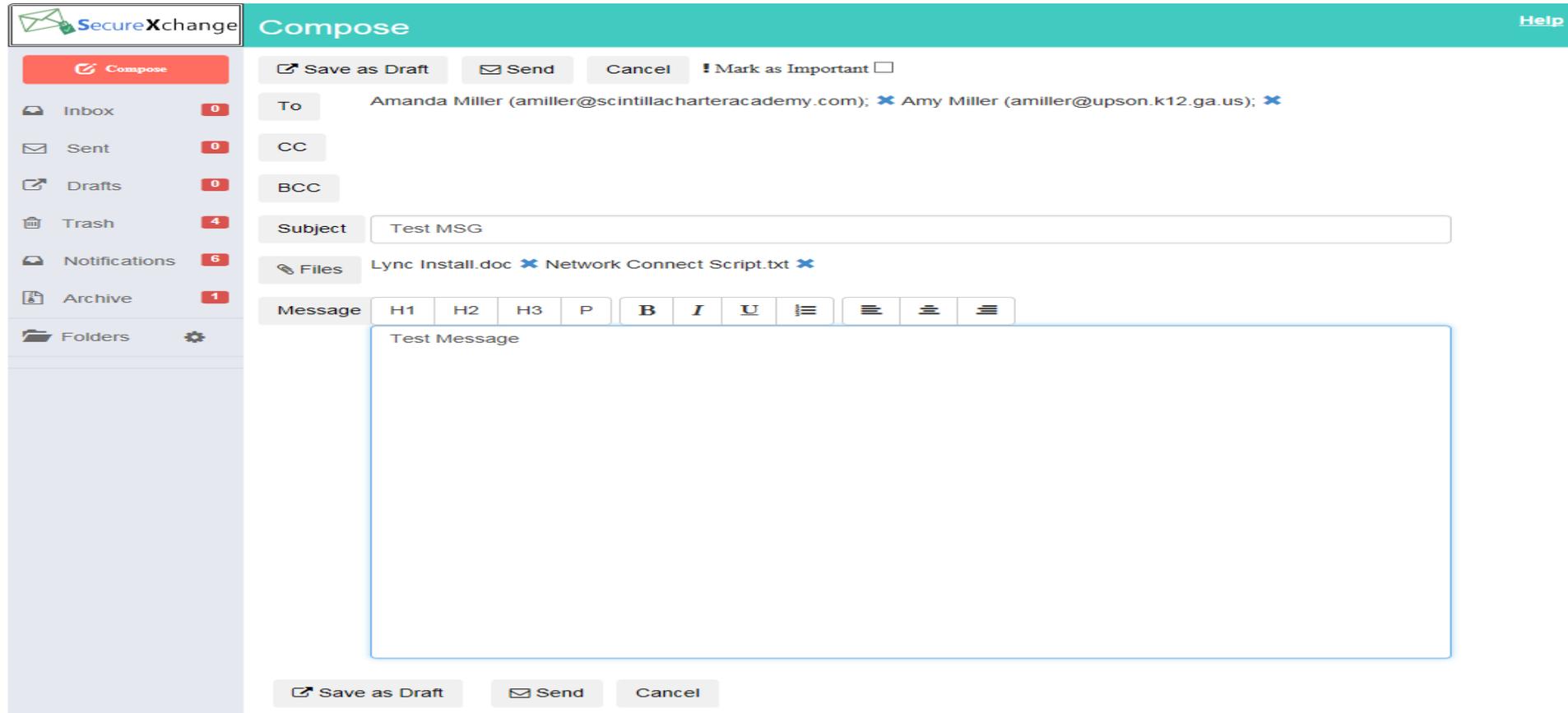
First Name:  Last Name:

Email Address:  Organization:

Go To Page:

#	First Name	Last Name	Email Address	Organization
<input type="checkbox"/>	Patricha	Miller	pmiller@doe.k12.ga.us	Information Technology
<input type="checkbox"/>	Patricha	Miller	patricha.miller@doe.k12.ga.us	Appling County

Once you have drafted your message, added recipients, and any attachments, just click on the Send button at the bottom to send the message.



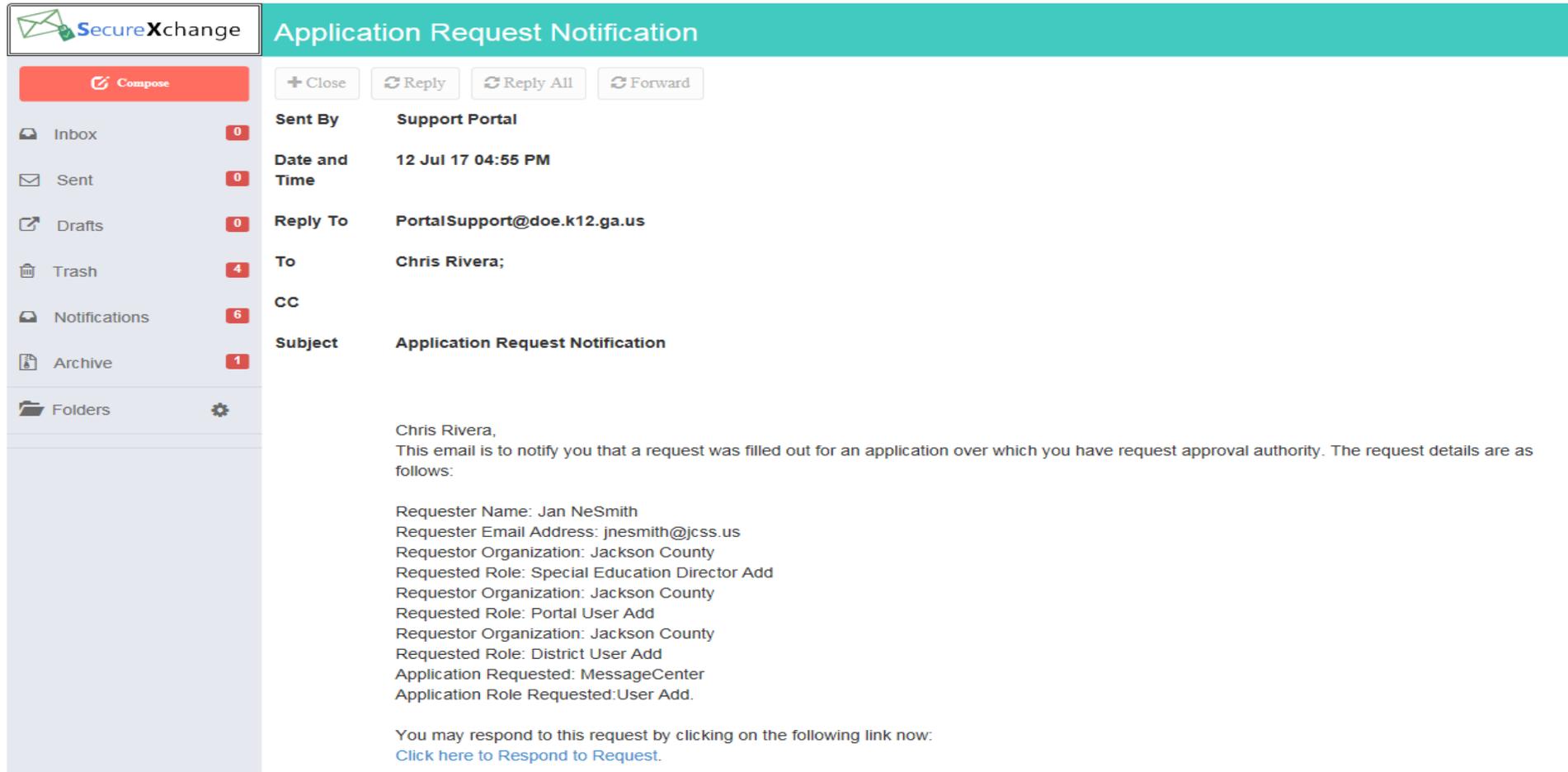
# To open a message that has been sent to you, just double click on the message.

The screenshot displays the MyGaDOE email interface. At the top, there is a search bar for districts and a navigation menu with letters A-Z. A green banner reads "Welcome to MyGaDOE" with links for "Help - Dticket" and "Online Documentation". A blue notification bar states "You have (10) new messages." The left sidebar includes "Site Navigation" (Home, Logout), "Information Technology" (Documents), and user information for "Chris Rivera" (Account Information, Add to Favorites, Help - Dticket). The main area is titled "Notification" and features a "Compose" button and action buttons: "Get Emails", "Move to Inbox", "Mark as Unread", "Move to Trash", and "Move to Folder". A search bar and pagination controls (1-20 of 6) are also present. The email list table is as follows:

<input type="checkbox"/>	! Flag	<input type="checkbox"/>	From	Subject	Sent Date
<input type="checkbox"/>	★		Support Portal	Application Request Notification	12 Jul 17 04:55 PM
<input type="checkbox"/>	★		Support Portal	Application Request Notification	12 Jul 17 03:57 PM
<input type="checkbox"/>	★		Support Portal	Portal Access Request Notification	12 Jul 17 03:57 PM
<input type="checkbox"/>	★		Support Portal	Application Request Notification	12 Jul 17 02:20 PM
<input type="checkbox"/>	★		Support Portal	Application Request Notification	12 Jul 17 02:20 PM
<input type="checkbox"/>	★		Support Portal	Application Request Notification	12 Jul 17 02:13 PM



# The message will then appear for viewing.



The screenshot displays an email client interface. At the top left, there is a 'SecureXchange' logo. The main header area is teal and contains the text 'Application Request Notification'. Below this, there are action buttons: '+ Close', 'Reply', 'Reply All', and 'Forward'. On the left side, there is a sidebar with a 'Compose' button and a list of folders: 'Inbox' (0), 'Sent' (0), 'Drafts' (0), 'Trash' (4), 'Notifications' (6), 'Archive' (1), and 'Folders' (with a gear icon). The main content area shows the email details:

**Sent By:** Support Portal  
**Date and Time:** 12 Jul 17 04:55 PM  
**Reply To:** PortalSupport@doe.k12.ga.us  
**To:** Chris Rivera;  
**CC:**  
**Subject:** Application Request Notification

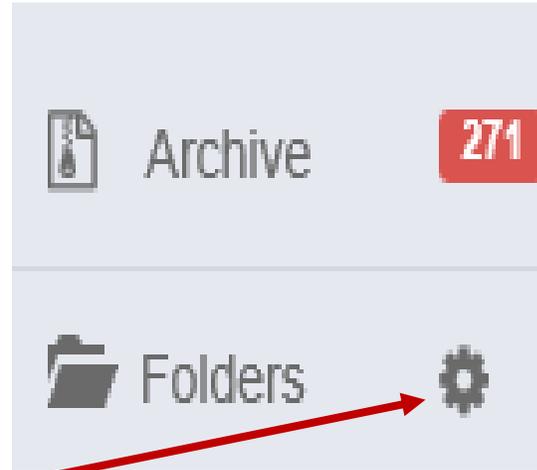
Chris Rivera,  
This email is to notify you that a request was filled out for an application over which you have request approval authority. The request details are as follows:

Requester Name: Jan NeSmith  
Requester Email Address: jnesmith@jcass.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.



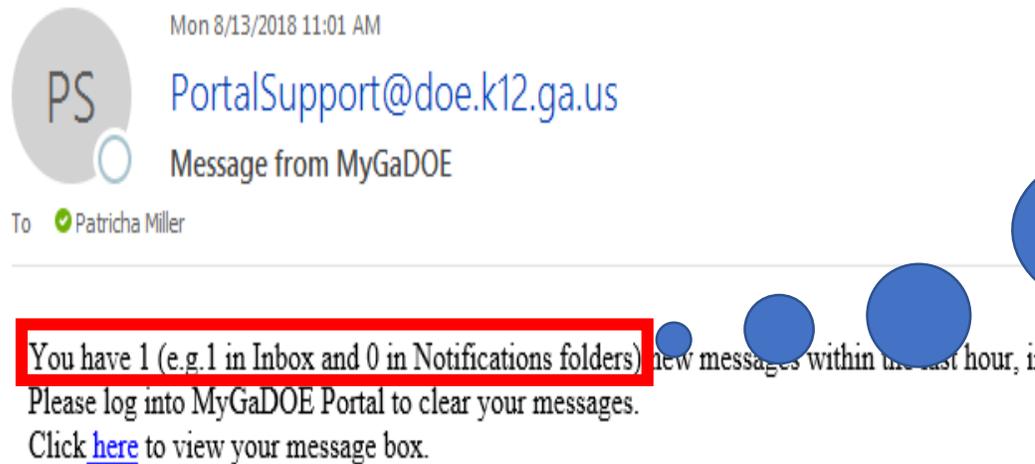
Folder Settings

Add New

Action	Folder Name	Email Count
<a href="#">Edit</a>   <a href="#">Delete</a>	1-T GUIDE	4
<a href="#">Edit</a>   <a href="#">Delete</a>	Completed	26
<a href="#">Edit</a>   <a href="#">Delete</a>	CPI	5
<a href="#">Edit</a>   <a href="#">Delete</a>	Cudo	2
<a href="#">Edit</a>   <a href="#">Delete</a>	EOPA	5
<a href="#">Edit</a>   <a href="#">Delete</a>	FTE	9

# Portal Imai

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.



- 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 [dticket@doe.k12.ga.us](mailto:dticket@doe.k12.ga.us) or by calling 1-800-869-1011.

[www.gadoe.org](http://www.gadoe.org)



@georgiadeptofed



[youtube.com/georgiadeptofed](https://youtube.com/georgiadeptofed)



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GEORGIA'S FUTURE**

