MyGaDOE Portal Provisioning for Security Officers

Presented by
Chris Rivera
GaDOE Helpdesk Manager
MyGaDOE Portal Provisioning Basics

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

• Request a New Account
• Add or Remove Organizational Roles
• Add or Remove Application Roles
• Change/Update Account Information
• Change Passphrase
Organization Security Officer

• 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.
Application Security Officer Approvals

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

1. User Requests an account
2. Confirmation e-mail is sent to user with information entered
3. User Account is Created in Portal
4. Approval Request and i-mail msg sent to Application Owner for approval
5. 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
6. E-mail sent to user informing them of approval and temp login information
7. Application Owner Approves Request?
   - Yes: Application access is added to user’s account
   - No: E-mail is sent to user informing them of denial
8. No Account Created
9. Request Remains Pending
   - Yes: User Clicks on Confirmation Link?
      - Yes: Security Officer Approves Request?
        - Yes: Application access is added to user’s account
        - No: Approval Request and i-mail msg sent to Organization Security Officer
      - No: E-mail is sent to user informing them of denial
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**

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<thead>
<tr>
<th>STEP 1</th>
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<th>STEP 4</th>
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</thead>
<tbody>
<tr>
<td>Enter User Information</td>
<td>Select Districts And Roles</td>
<td>Select Applications And Roles</td>
<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 - 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 - to Remove that role.

To view Organization/Application Role Mapping, click here.
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.

Offering a holistic education to each and every child in our state.
User Certification E-mail

From: PortalSupport@doe.k12.ga.us
Sent: Monday, May 15, 2017 9:50 AM
To: [redacted]
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
Modifying Existing Portal Account

• Add or Remove Organizational Roles and/or Application Roles

• Change/Update Account Information

• Change Passphrase
Log into MyGaDOE Portal – Portal Home Page

Click to Access Profile Screen
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

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

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
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 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.

Offering a holistic education to each and every child in our state.
Change/Update Account Information

- Name information
- Login/e-mail information
- Phone 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

- **Step 1**: Security Agreement
- **Step 2**: Change Passphrase
- **Step 3**: Change Challenge Questions

Challenge Questions:
- What was your High School mascot? [helpdesk]
- What was the last name of your child [helpdesk]
- What was the lastname of your first E [helpdesk]

[Save] [Skip]
Profile Screen – Change Passphrase

A user may reset their passphrase by clicking on the “Change Passphrase” button.
Terms of Use Agreement – User Must Accept

Terms of Use

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS RELATING TO YOUR USE OF THIS SITE (the "Site") CAREFULLY. By using this Site, you are deemed to have agreed to these terms and conditions of use. We reserve the right to modify these terms and conditions at any time. You should check these terms and conditions periodically for changes. By using this Site after we post any changes to these terms and conditions, you agree to accept those changes, whether or not you have reviewed them. If at any time you choose not to accept these terms and conditions of use, please do not access or otherwise use this Site or any information contained on this Site.

BY CLICKING ON THE "ACCEPT" BUTTON AND COMPLETING THE REGISTRATION OR PROFILE PROCESS, YOU ARE STATING THAT YOU AGREE TO BE BOUND BY ALL OF THE TERMS OF SERVICE AND CONDITIONS OF USE CONTAINED HEREIN AND/OR MODIFIED FROM TIME TO TIME. REJECTION OF THIS AGREEMENT WILL RESULT IN DENIAL OF COMPLETION OF YOUR REGISTRATION FOR THIS SITE OR PROFILE PROCESS.

Scope of Terms and Conditions

I recognize that I am legally responsible for my activities pursuant to Article 5 of Chapter 9 of Title 16 of the Official Code of Georgia Annotated. I recognize that I may have access to personal and private information the disclosure of which may be protected against under Federal or State law and that the failure to comply with these strict confidentiality requirements may violate Federal or State law and individual privacy rights. Therefore, I hereby certify that I will not release, disclose, discuss, reproduce, sell, use or otherwise disclose any information that may be protected under Federal or State laws to any individual or entity without the express consent or direction of the Georgia Department of Education (GaDOE). In the event that I inadvertently or incorrectly release any protected information, I agree to advise the GaDOE immediately and identify the business organization, entity, or individual person to whom the information was divulged and the content substance of the information. All information created, transmitted, and stored on State information technology resources is the sole property of the state and is subject to monitoring, review, and seizure. Logging on to any State information system is an acknowledgement of this standard and an agreement to abide by it and all other governance regarding its use.

Do Not Accept  Accept

Click Here to Accept
1. Enter Current Passphrase
2. Enter New Passphrase
3. Re-enter New Passphrase
4. Select Save Passphrase
Security Officer Responsibilities

• 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.
Review Access Requests – Approve/Deny

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.

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<tr>
<th>Application Request Notification</th>
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<td><strong>Sent By</strong></td>
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<td><strong>Date and Time</strong></td>
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<td><strong>Reply To</strong></td>
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<td><strong>To</strong></td>
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<td><strong>Subject</strong></td>
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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:

- Requestor Name: Jan NeSmith
- Requestor Email Address: jnesmith@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](#).
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 Approvals Screen

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.
Request Approvals Screen

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.
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.
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
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

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</tbody>
</table>

Select Application Role:
Click on a role to list roles for that application. Click on a role to select that role.

- CCRPI
- Principal - Principal
- 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
- Student Class Application
- Student Record
- Technology Inventory

To view Organization/Application Role Mapping, click here.

Current Application Role
Assignments (per Application):
Click on a role to remove that role.

- Principal (CCRPI)
- School Level User (Full Time Equivalent)
- School User (Read Only)(GUIDE)

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

Review all the information entered into account setup wizard.

If all is as required, click on the “Submit” button to submit request for approval.
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: GSO Unit Builder Role: Unit Builder Add Status=Approved
Application: Student Profile Role: Teacher Add Status=Approved
Application: Professional Development Role: Student Add Status=Approved
Application: Professional Development Role: PD Users Add Status=Approved

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

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
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.
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.

Important:
Terminated users cannot be re-activated by Security Officers, call Helpdesk for Assistance in re-activating terminated accounts.
Reset User Passphrase

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.
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.

Click Here
Reset Passphrase

A new Passphrase is generated and displayed on the screen. Provide new passphrase to user, **they will not receive via e-mail.**
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.
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.
Provision Matrix – Application Mapping

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>
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<td>Charter School Superintendent(School)</td>
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Free & Reduced Lunch – Role Mapping

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<td>Charter School Administrator(School)</td>
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<td>Charter School Superintendent(School)</td>
<td>School System User</td>
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<td>Data Analyst/Administration(Division)</td>
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<td>Director(ETC)</td>
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FTE – Role Mapping

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Pre Identify for Testing – Role Mapping

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<td>Student Record Coordinator(RESA)</td>
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</table>
# Student Record – Role Mapping

## Organization/Application Role Mapping

**Application:** Student Record  
**Organization Role:** Select an Organization Role

<table>
<thead>
<tr>
<th>Organization Roles</th>
<th>Administrator</th>
<th>Helpdesk</th>
<th>Program Manager</th>
<th>School Level User</th>
<th>School System User</th>
<th>Superintendent</th>
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</tbody>
</table>
Provision Matrix – Org Role Mapping

Select the Organization 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.
CPI Coordinator District – App Role Mapping

Organizations/ Application Role Mapping

- Application: Select an Application
- Organization Role: CPI Coordinator (District)

Application/Application Roles mapped for Organization Role: CPI Coordinator (District)

- CPI Legacy
  - School System User - CPI School System User
- Georgia Testing Identifier
  - dist - The district level role should be assigned to those users who are to be restricted to only acting within the context of a single district within the system. The DIST role is a further restriction on the STAT role. Users with this role will be prohibited from performing system level activities such as viewing the system summary, managing duplicate IDs, reviewing batches outside of their district, change district, and search input records.
- GSO Unit Builder
- Interactive Reports
- Portal
- Security Administration
  - Coordinator - District level coordinator
- Teacher Retirement System
### FTE Coordinator (District) – App Role Mapping

<table>
<thead>
<tr>
<th>Application</th>
<th>Organization Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select an Application</td>
<td>FTE Coordinator (District)</td>
</tr>
</tbody>
</table>

**Application/Application Roles mapped for Organization Role: FTE Coordinator (District)**

- Displaced Students
- Facility and School 2008
  - District Consumer - District Consumer
- Full Time Equivalent
  - School System User - Application functionality for their specific system/district, and run reports
- GASIS: Data Verification
- Georgia Testing Identifier
  - dist - The district level role should be assigned to those users who are to be restricted to only acting within the context of a single district within the system. The DIST role is a further restriction on the STAT role. Users with this role will be prohibited from performing system level activities such as viewing the system summary, managing duplicate IDs, reviewing batches outside of their district, change district, and search input records.
- GS0 Unit Builder
- Interactive Reports
- Portal
- Pre Identify for Testing
- Private School Collection
- Student Course Profile
## Principal (School) – App Role Mapping

### Organization/Application Role Mapping

<table>
<thead>
<tr>
<th>Application</th>
<th>Organization Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select an Application</td>
<td>Principal (School)</td>
</tr>
</tbody>
</table>

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

- 65 Percent
- CCRPI
  - Principal - Principal
- 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.
- GSO Unit Builder
- GUIDE
- ITSET Survey
- Portal
- Student Class Application
- Student Record
- Teacher Class Application
- Technology Inventory
Security Officer (District) – App Role Mapping

**Organization/Application Role Mapping**

- **Application:** Select an Application
- **Organization Role:** Security Officer (District)

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

- **GSO Unit Builder**
  - Unit Builder - Gives access to Unit Builder
- **Portal**
  - User - Portal User
  - Security Officer - Access to Security Officer Functionality
- **Security Administration**
  - Security Officer
- **Student Profile**
  - District User - District User
- **Task Manager**
Superintendent (District) – App Role Mapping

Application/Application Roles mapped for Organization Role: Superintendent (District)

- 65 Percent
- CCRPI
  - Superintendent - CCRPI Superintendent
- Consolidated Application
- COPS - Financial
  - Superintendent - Superintendent
- COPS Planning
- CPI Legacy
  - Superintendent - CPI Superintendent
- EOPA
- EOPA Reports
- Exceptional Students
- Facility and School 2008
- Finance
- Financial Review
- Flexible Learning Program
- Focused Monitoring
- Free & Reduced Lunch
SR Coordinator (District) – App Role Mapping

Application/Application Roles mapped for Organization Role: Student Record Coordinator (District)

- CCRPI
  - District User - District User
- Displaced Students
- GSO Unit Builder
- Interactive Reports
- Portal
- Pre Identify for Testing
  - School System User - Application functionality for their specific system/district
- Student Class Application
  - School System User - Student Profile School System User
- Student Record
  - School System User - Student Record School System User
- Teacher Class Application
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
Questions?

How to Get Additional Assistance:

You may contact the Technology Management Customer Support Team by using the Help-dticket link on the left side of the MyGaDOE Portal menu.

You may also request assistance by emailing dticket@doe.k12.ga.us or 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

Support Team Staff: Alex Mendez, Carl Ogletree, Charles Lang, Chris Smith, Randy Jackson, Westly Roberson & Vidrine Jones