Communicating securely with Data Collections using Portal Imail (email)
How can I send a secure email to DOE, a District, a school, or a charter school?
Sending Personally Identifiable Information (PII) information

The MyGaDOE iMail 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.
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.
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.

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.

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

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.
Technology Management Customer Support Center
Questions?

How to Get Additional Assistance:

The preferred manner to request assistance from the Technology Management Customer Support 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.

Support Team Staff: Charles Lang, Chris Smith, Randy Jackson, Westly Roberson & Vidrine Jones
Please do **NOT** include *Personally Identifiable Information (PII)* in your correspondence with the Help Desk Portal. This includes the use of full names, full SSN’s, full GTID’s, or other personally identifiable data.

Please use the Portal Imail system for sending a secure email to DOE, a District, a School, or a Charter School.