

CECAS - Daily Users

7/6/2016 Webinar

Welcome to the Webinar! 😊

- Webinar instructions
- Meeting presentation will be posted on the CECAS Communication site
<http://www.ncecas.org/downloads/downloads.html>

Agenda

- Introduction
- Update on Regional Trainers
- Indicator 7 Count
- CECAS Training Opportunities
- EOY Update
- Remedy Upgrade
- Next Monthly Meeting's Agenda
- Questions

Update on Regional Trainers

- Northeast and Southeast (Districts 1&2), SOPs – Jennifer Sims
- North Central and Sandhills (Districts 3&4) – Sue Ann Stalnaker
- Piedmont Triad and Southwest (Districts 5&6) – Khalilah O’Farrow-Bouleware (currently on leave – contact Helpdesk or another Regional Trainer)
- Northwest and Western (Districts 7&8) – Ilona Ketting

Indicator 7 Count

- Indicator 7 Count opens August 1 and closes August 12
- Please be sure to enter Exit COSFs for students who had at least 6 months of service and are completing Pre-K services this school year
- Include all Pre-K students who are eligible to begin kindergarten in 2016

CECAS Training Opportunities

2016 Summer Institute at UNC-G

- July 26-27
- Beginner CECAS Contacts two-day workshop
- No CECAS workshop for advanced users
- New location – Graham Building, Room 313

Details and registration information at

<http://ec.ncpublicschools.gov/conferences-profdev/summer-institutes>

EOY Update 2015-16

- June 30, 2016 through July 11, 2016
- PowerSchool brought down June 30, 5 pm
- PowerSchool returns to service no later than July 11, 6 am
- CECAS will not be down during this time
- New students can't be added to CECAS while PowerSchool is down

EOY Update 2015-16

- Sync from PowerSchool to CECAS scheduled to begin July 18th
- Sync spreadsheet to be posted at <http://www.nccecas.org/downloads/downloads.html>

Remedy On Demand Time Frame

- We will be converting to the new 'Remedy on Demand' support ticketing system beginning Friday morning, July 15th
- Users will continue to use the existing Remedy support system until COB Thursday, July 14th
- Users can continue to submit support request via email up until 5pm EST July 14th at which time the old system will not be available

Remedy on Demand Features

- Submit support tickets using the new web portal or by phone to the Help Desk at (919) 807-4357, press 3, then 1, for CECAS
- You will access web portal using your NCID login credentials (URL to login will be provided before we go live)
- NCID account registration and training:
<http://www.ncpublicschools.org/cedars/uniqueid/staff/>

Remedy on Demand Features

- You will be able to manage your tickets directly in the portal
- You will have access to a knowledge base containing support related materials

Remedy On Demand Training Video

- You can access a 25 minute training video in advance of the go live date by clicking on the link below: <https://vimeo.com/171937223>
- The PowerPoint used in the video is available at: <http://bit.ly/28WewkE>

Remedy On Demand Q & A Webinar

Q & A Webinar offered to answer your questions regarding how to submit and manage your tickets in the new system. You need to register for only one of the following sessions:

- Thurs, July 7th 1:00 pm
<https://attendee.gotowebinar.com/rt/4659528343873668354>
- Tues, July 12th 10:00 am
<https://attendee.gotowebinar.com/register/8991842751334510850>
- Wed, July 20th, 10:00 am
<https://attendee.gotowebinar.com/register/2199003839841505538>

Remedy Ticket Submission

- **Reminder:** Before submitting a Remedy ticket be sure you have consulted the CECAS contact in your LEA

Next Monthly Meeting's Agenda

- Next Webinar: August 3, 2016
 - PowerSchool Update
 - *Your suggestions for additional items...*

Questions?

