

CECAS - Reporting Users

8/10/2016 Webinar

Welcome to the webinar

- Webinar instructions
- Meeting presentation will be posted on the CECAS Communication site
<http://www.nccecas.org/reportinguser/reportinguser.html>
- PowerPoint can be downloaded during this presentation from the 'Handouts' tab of GoToWebinar

Agenda

- Introduction
- Child Count Reminders
- PowerSchool Integration
- Remedy OnDemand
- Next Monthly Meeting's Agenda
- Questions

Indicator 7

- Indicator 7/COSF count due August 12
- Include all Pre-K students who are eligible to begin kindergarten in 2016
- Use the spreadsheet posted at <http://www.nccecas.org/reportinguser/reportinguser.html>
- Send completed spreadsheet to ecindicators@dpi.nc.gov

Exit Count

- Exit Count opens September 15 and closes September 30
- Please complete an initial submission by September 22 to allow time for correction of errors before certifying by September 30

Indicator 11 Count

- Indicator 11 Count opens October 3 and closes October 21
- Test count is available in CECAS now for you to review your data

Indicator 12 Collection

- Indicator 12 is collected via a spreadsheet located at:
<http://www.nccecas.org/downloads/downloads.html>
- Spreadsheet is due October 21 to ecindicators@dpi.nc.gov
- Charter Schools are not required to submit Indicator 12

PowerSchool EC Data

- Reporting User files are being loaded manually on a periodic basis into PowerSchool
 - 3rd party vendors submit files to DPI PowerSchool personnel upon request
 - Files are manually loaded into PowerSchool by DPI PowerSchool personnel
 - Files provided to PowerSchool are not processed by CECAS
 - Files provided to PowerSchool are not the same files as the weekly files provided by 3rd party vendors to CECAS

Remedy OnDemand

- Remedy OnDemand support ticketing system began Friday morning, July 15th
- CECAS Contact/Data Manager can file a support ticket through Remedy OnDemand once they have contacted the DPI Support Center and have been added to the Remedy OnDemand web portal using their NCID username and password
- To add your NCID to Remedy OnDemand call the DPI Support Center (919) 807-4357, press option 4

Remedy OnDemand

- Submit CECAS 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 the web portal <https://nc-myit.us.onbmc.com> using your NCID login credentials
- NCID account registration and training: <http://www.ncpublicschools.org/cedars/uniqueid/staff/>

Remedy Ticket Submission

- Reminder: CECAS Help desk does not assist with NCID issues. Contact your local NCID administrator and then the DPI Support Center if issue persists.
- List of LEA NCID administrators:
<https://www.ncid.its.state.nc.us/LEAListing.asp>
- List of Charter School NCID administrators:
<https://www.ncid.its.state.nc.us/LEADetails.asp?name=Charter%20Schools%20000>

Remedy Ticket Submission

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

Remedy OnDemand Logon Screen



North Carolina Identity Management (NCID)

NCID is the standard identity management and access service provided to state, local, business, and individual users. NCID provides a high degree of security and access control to real-time resources.

User ID:
[forgot your User ID?](#)

Password:
[forgot your Password?](#)

[Need Help?](#)

REMINDER: Bookmarking this page can lead to error messages or denied access to your application or service

To register for a new NCID account click here: [Register!](#)

This is a government computer system and is the property of the State of North Carolina. This system may contain U.S. Government information, which is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system may subject the individual to administrative disciplinary actions, criminal and civil penalties. Users have no expectation of privacy. This system and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording, and analysis of all data being communicated, transmitted, processed, or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

Remedy OnDemand Landing Page

The screenshot shows the BMC MyIT Remedy OnDemand landing page. The top navigation bar includes the BMC MyIT logo on the left and a user profile for Sue Stalaker on the right. Below the navigation bar is a dark 'Support' header with a help icon. The main content area features a search bar with the placeholder text 'Search Support'. Below the search bar is a list of navigation items: 'I need something fixed.', 'I need something else.', and 'I need How-To resources.'. To the right of these items is a list of support categories: 'DPI Applications', 'DPI IT Services', and 'DPI Facilities'. At the bottom left, there is a box with the text 'Looking for existing requests?' and a 'View in My Activity' button. Two arrows are overlaid on the image: one points to the search bar, and another points to the 'View in My Activity' button.

bmc MyIT

Sue Stalaker

Support

Search Support

I need something fixed.

I need something else.

I need How-To resources.

Looking for existing requests?

View in My Activity

DPI Applications
Issues and requests related to DPI applications such as Auto Gen, BSIP, CCIP, CECAS, CTE, HomeBase, HRMS, NCEES, SchoolNet, Staff/Student UID, etc.

DPI IT Services
Issues and requests related to IT Services, such as desktop support, etc.

DPI Facilities
Issues and requests related to Building Maintenance

Remedy OnDemand Search

The screenshot displays the BMC MyIT Support interface. At the top left is the BMC MyIT logo. At the top right, the user name 'Sue Stalaker' is shown with a dropdown arrow. Below the logo, the word 'Support' is displayed in orange. A search bar contains the text 'CECAS'. To the right of the search bar, the text 'Search Results' is visible. Below the search bar, there are three filter tabs: 'All (2)', 'Actions (2)', and 'Resources (0)'. The 'All (2)' tab is selected. Below the tabs, there are two search results, each with a document icon, the text 'CECAS Incident' and 'CECAS Request' followed by 'DPI Applications' on the next line, and the word 'Action' on the right. In the bottom left corner, there is a box with the text 'Looking for existing requests?' and a button labeled 'View in My Activity'. A large black arrow points from the 'Search Results' text to the search bar.

bmc MyIT

Sue Stalaker

Support

CECAS

Search Results

All (2) Actions (2) Resources (0)

CECAS Incident DPI Applications	Action
CECAS Request DPI Applications	Action

Looking for existing requests?

View in My Activity

Remedy OnDemand Ticket Logging

The screenshot shows a web form titled "Request" with a "Share" link in the top right. The main heading is "CECAS Incident" with the subtitle "Comprehensive Exceptional Children Accountability System". Below this, there is a section for instructions: "Please provide the following information with your issue:" followed by two bullet points: "• Summary - provide a 100 character summary of your issue." and "• Description - provide a detailed description of what you are reporting. This is limited to 512 characters. If you require more, you may also include an attachment." Below the instructions is a note: "When you are ready, you may *Submit* your issue." The form then displays the requester's information: "Request for: Sue Stalaker", "Email: sueann.stalaker@dpi.nc.gov" (with an "Edit" link), and "Phone: 1 919 807-4357". A section titled "Request Details" contains two text input fields. The first is labeled "Summary (required)" and contains the text "Student not coming over from PowerSchool!". The second is labeled "Description (required)" and contains the text "The following record(s) have been created in CECAS after 'YES' was selected in PowerSchool." followed by "NC Student ID(s):" and "Approximate Date 'YES' was checked in PowerSchool:". Below the description field is a button labeled "Attach a file to this request" and a note: "Large attachments (2 MB and more) can take more time to upload". At the bottom of the form are two buttons: "Submit Request" (highlighted in orange) and "Cancel". A black arrow points to the "Submit Request" button.

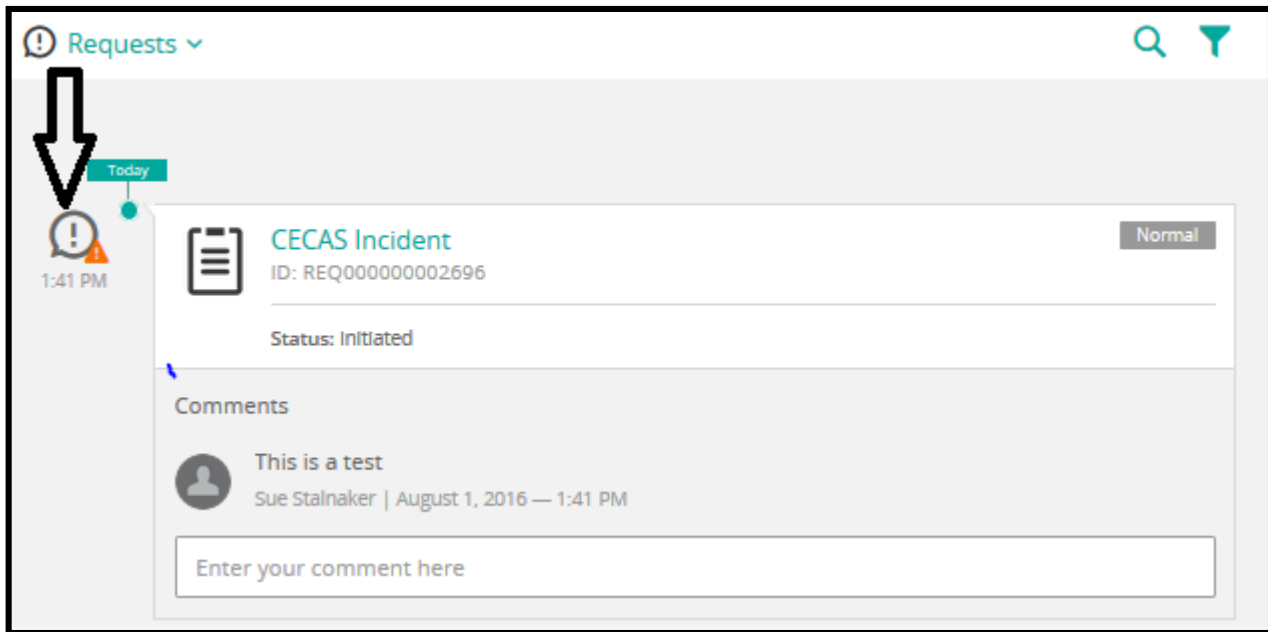
Templates for logging tickets can be found at:

<http://www.nccecas.org/training/downloads/Reference/R4%20-%20Help%20Desk%20Request%20Templates%208.1.16.pdf>

Click **Submit Request** to log ticket

Reminder: Always include CECAS UID or PowerSchool Number – never submit the student name and never upload any files with **Personally identifiable information (PII)**

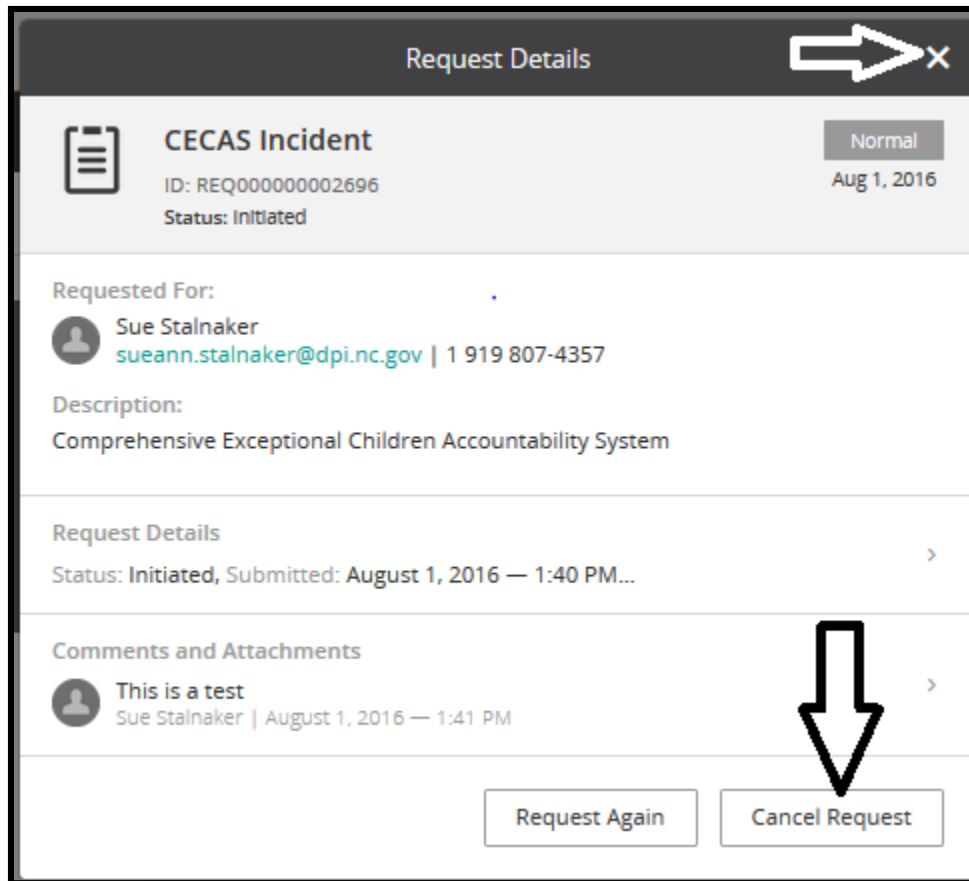
Remedy OnDemand Activity Indicator



Once ticket has been logged activity will be noted by an orange triangle with an exclamation point

Click on the icon to expand and see information

Remedy OnDemand Activity Log

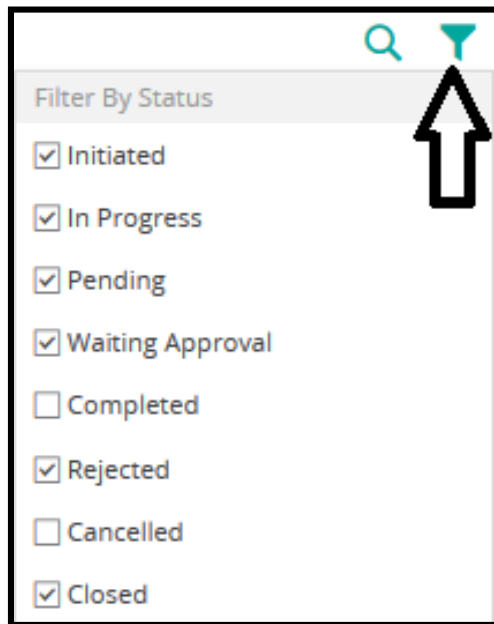


Once screen expands:

To exit screen click the X

Clicking Cancel Request will **CLOSE** the ticket and cancel any further activity on the ticket

Remedy OnDemand Incident Status



Click Filter icon to access tickets not shown in your view

Once tickets are shown you can:

Reopen with same reference number

or

Request Again to generate new number

Remedy OnDemand Training Video

- You can access a 25 minute training video by clicking on the link below:

<https://vimeo.com/174398193>

- The PowerPoint used in the video is available at:

<https://drive.google.com/file/d/oB7lSKWS0x2zUMVZqWk95WS1DRkk/view?pref=2&pli=1>

Remedy OnDemand Q & A Webinar

- A recording of the most recent Q & A webinar can be found at: <https://vimeo.com/175593581>
- The PowerPoint used in the Q & A webinar, providing complete documentation related to submitting and managing your support requests can be found at:
<https://drive.google.com/file/d/oB7lSKWS0x2zUUoRCNkc2UzFoZEK/view>

Next Meeting's Agenda

- Meeting date 10/12/2016
- Agenda Items:
 - Count reminders
 - *Your suggestions needed*

Questions?

