

R4 – CECAS Help Desk Request Templates

CECAS Help Desk Requests

Using NCID username and password, CECAS Contacts submit and manage requests for support via the Remedy OnDemand web portal.

The URL for the web portal is <https://nc-myit.us.onbmc.com> .

The following templates assist CECAS Contacts in reporting issues to the CECAS HelpDesk.

DO NOT include any personally identifiable information, such as name or DOB.

General Request

CECAS UID:

PowerSchool ID:

Description of problem with record:

Browser/Server if applicable:

When reporting a bug or issue with CECAS, please include the Browser Type and Web Server/Report Server to which you are connected. To determine Browser/Server information if applicable, please click Settings, then About.

Delete Student

Please delete CECAS UID:

Update NC Student ID

Please update the NC Student ID for CECAS UID:

The correct NC Student ID is:

Student not coming over from PowerSchool

The following record(s) have not been created in CECAS after 'Yes' was selected in PowerSchool:

NC Student ID(s):

Approximate Date 'Yes' selected in PowerSchool:

Update Director or Superintendent on EC Grant:

Please update the Director/Superintendent on the grant.

LEA/CS Number:

Name of Director/Superintendent:

Email:

Phone: