



MyGaDOE Helpdesk Portal Basics


- **Submit Help Requests**
- **View Current Help Requests, Statuses and Add New Information**
- **Watch Requests on Behalf of Others**
- **View Knowledgebase Articles**

Important! – Please ensure your browser is set to allow Pop-Ups for MyGaDOE Portal and Helpdesk Portal websites.

Accessing the MyGaDOE Helpdesk Portal

Access the MyGaDOE Helpdesk Portal by logging into the MyGaDOE User Portal: <https://Portal.doe.k12.ga.us>

MyGaDOE



Georgia Department of Education
Richard Woods, Georgia's School Superintendent
"Educating Georgia's Future"

Please Log In

Username:

Password:

[I forgot my passphrase!](#)

[Or sign up for an account](#)

Helpful links

- ◆ [MyGaDOE Online Guide](#)
- ◆ [GaDOE Public Website](#)
- ◆ [Information Systems](#)
- ◆ [AYP & NCLB](#)
- ◆ [Georgia Standards](#)
- ◆ [Data Collections](#)
- ◆ [Financial Reports](#)
- ◆ [Report Card](#)

This website requires Cookies be enabled in your browser.

Important! – Please ensure your browser is set to allow Pop-Ups for MyGaDOE Portal and Helpdesk Portal websites.

Once you are logged into the MyGaDOE Portal you can access the GaDOE Helpdesk Portal by clicking on either of the Help Desk Portal links on the system access menus, see below.

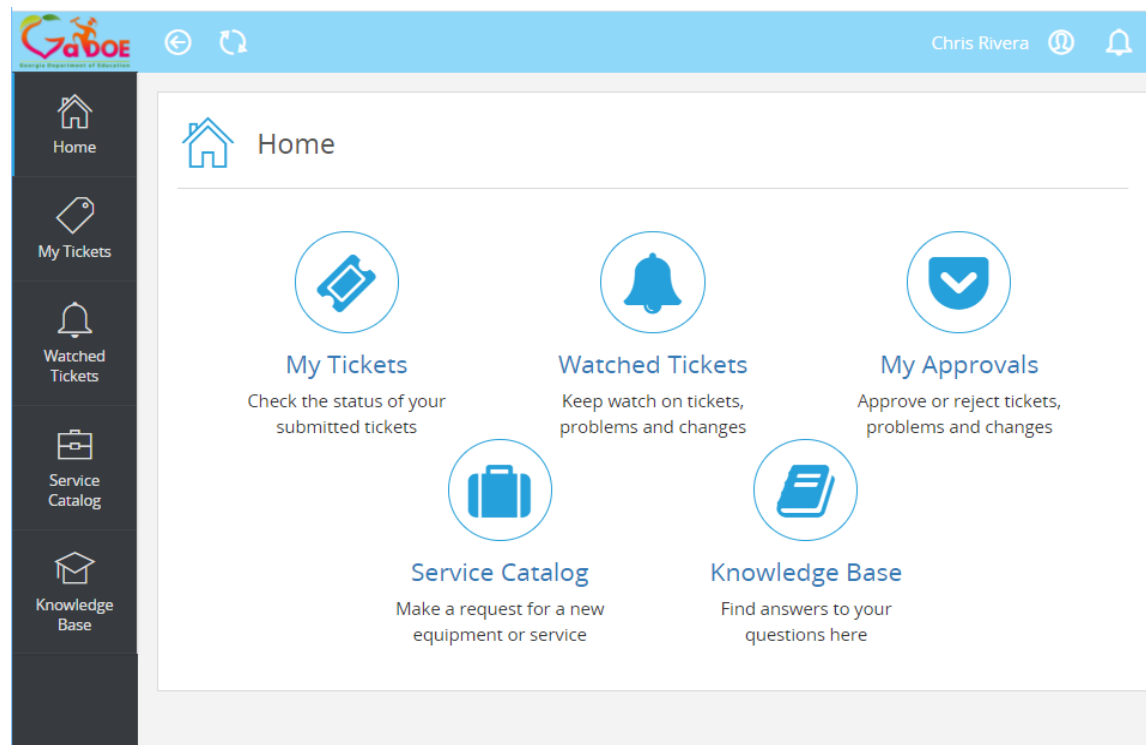
The screenshot shows the MyGaDOE Portal interface. At the top, there is a search bar for districts and a navigation menu with letters A-Z. Below this is a green banner with the GaDOE logo and the text "Welcome to MyGaDOE". A blue navigation bar contains a message notification and two links: "Help Desk Portal" and "Online Documentation". The "Help Desk Portal" link is highlighted with a red box. On the left side, there is a "Site Navigation" menu with options like Home, Logout, and Information Technology. Below that is a user profile for "Chris Rivera" with links for Account Information, Add to Favorites, and Help Desk Portal. The "Help Desk Portal" link in the user profile is also highlighted with a red box. A red arrow points from the text below to these two links.

Help can be requested by clicking on either of these two links

Important! – Please ensure your browser is set to allow Pop-Ups for MyGaDOE Portal and Helpdesk Portal websites.

Once you click on one of the Help Desk Portal links, a new browser window will open into the new GaDOE Helpdesk Portal system and direct you to the Home screen, see below.

Note: If you are a DOE employee you will be directed to the Helpdesk Portal Login Screen instead.



From the Home screen users can choose the following actions:

- My Tickets – View your current call tickets in the system.
- Watched Tickets – View Tickets you are watching. If you submit an issue on behalf of another user, the Technician can assign you as a Watcher so you may follow the progress of the ticket. You should specify that when entering the issue into the system.
- My Approvals – **Only used for DOE Management Employees.**
- Service Catalog – Go here to enter a new issue or question into the system.
- Knowledge Base – Review information and fixes on common issues and questions to enable you to resolve on your own.

Service Catalog - Entering a Help Request for an Issue or Question

Click on the Service Catalog button from the Home screen or on the left-hand navigation menu. The Service Catalog screen will come up.

Note: Depending on the type of user logging in to the GaDOE Helpdesk Portal you may have additional Catalog option buttons.

The screenshot displays the GaDOE Service Catalog interface. At the top, there is a navigation bar with the GaDOE logo, a user profile for Chris Rivera, and a notification bell. A left-hand navigation menu includes links for Home, My Tickets, Watched Tickets, Service Catalog, and Knowledge Base. The main content area is titled 'Service Catalog' and shows '4 results'. A search bar with a 'Go!' button is present. Below the search bar, there are two tabs: 'Service Categories' and 'All Service Requests'. Under 'Service Categories', there are two options: 'All' (4 results) and 'Applications' (4 results). The 'All Service Requests' tab is active, showing four service request cards. Each card features an icon, a title, a brief description, and a 'Request' button. The cards are: 1. 'PC Genesis/Payroll Issues or Concerns' with a hand holding a dollar sign icon. 2. 'GUIDE/GTID Issues or Concerns' with a person icon. 3. 'MyGaDOE Portal Application Issues or Concerns' with a MyGaDOE login screen icon. 4. 'GaDOE (Non-Portal Related) Help Desk Support' with the GaDOE logo icon. Each card also includes instructions on when to use the form and a 'Request' button.

Review and choose the appropriate Service Request item from the ones available which best relates to the question or issue you are wanting to ask or are reporting. Once you choose the appropriate Service Request item a Request Entry form will come up. Please review and fill out the relevant information for the fields provided.

MyGaDOE Portal Application Issues or Concerns
Fill out this form ONLY to submit MyGaDOE Portal Application issues or concerns.

Description

*Please describe your requests as thoroughly as possible and select the best options below to better serve you. If you are new to our customer support ticketing system or can't find your name in our "Requestor" database, please fill out the customer name and phone fields below. Once you submit your ticket, you'll receive an email that confirms we've received your message.

***Did you know your local district MyGaDOE Portal Security Officer can assist with the following task:**

- Add new users under assigned organization.
- Reset passphrases for users under assigned organization.
- Review/Approve requests for user access under assigned organization.
- Modify account status (Suspend, Un-Suspend, Terminate) under assigned organization.
- Review/Approve requests for user access to their assigned application regardless of user's assigned organization.

*Please visit our self-serve online Knowledge Base library at https://gadce.bosdesk.io/knowledge_base for "Frequently Asked Questions" (FAQs) and "How To" knowledge-base articles regarding GaDOE applications and services.

Request details

MyGaDOE Portal Application Request Form

District / RFSA Name School / State Charter School Name State Agency / Vendor Name Customer Role/Title

* Phone: (###) ###-#### / Ext. * Contact Email Address

* Issue / Concern Category File Attachment

* Detailed Call Description:

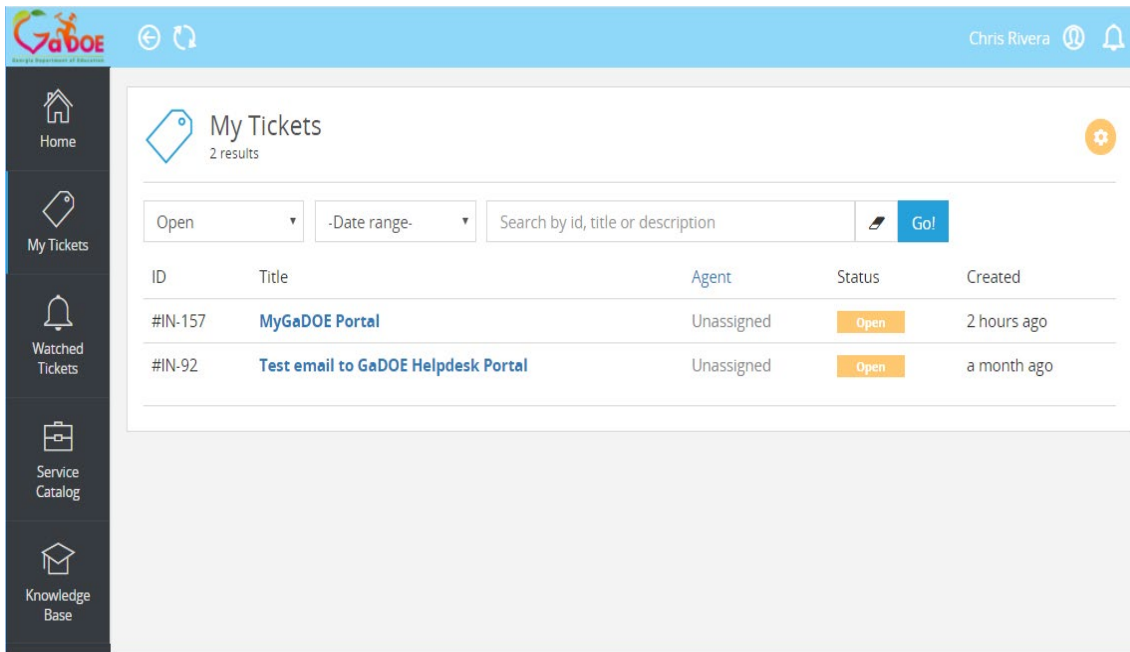
- All required fields are noted by a Red Asterisk "*" preceding the field name.
- If you have documents or screen shots you would like to submit, there is a File Attachment field. **Note: Only one file attachment is allowed.**
- If you are submitting the request on behalf of another user there is an additional Optional section for that. If you would like to Watch/Follow the ticket along with the person you are reporting the issue on please check the appropriate box, see below.

If Submitting on Behalf of Another User - Other User Information

Customer First and Last Name Phone (###) ###-#### / Ext. Contact Email Address Do want to Watch/Follow this issue?

My Tickets – Viewing Your Call Tickets

From the Home screen you can click on the My Tickets icon to view a listing of the tickets you have reported.

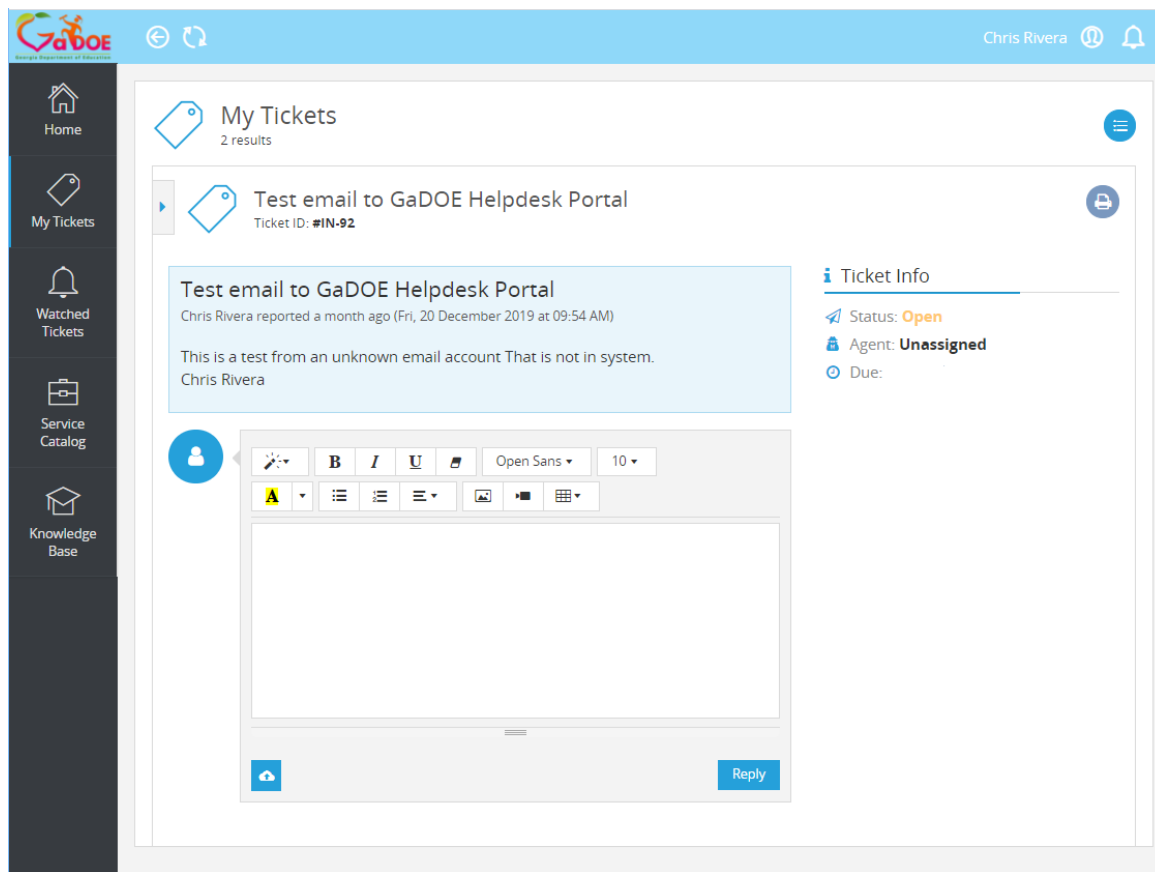


ID	Title	Agent	Status	Created
#IN-157	MyGaDOE Portal	Unassigned	Open	2 hours ago
#IN-92	Test email to GaDOE Helpdesk Portal	Unassigned	Open	a month ago

- From this screen you can apply filters to search for Open or Closed tickets, date ranges or specific search criteria at the top of the screen. Enter the criteria and click on GO!
- To remove the applied filters, click on the eraser icon.
- To open one of your call tickets, click on the Title of the ticket you would like to open and view.

On this screen you can see the Status of the ticket, the assigned Agent/Technician (if currently assigned) If the ticket is assigned, you can see what information the technician has entered as your request is being worked.

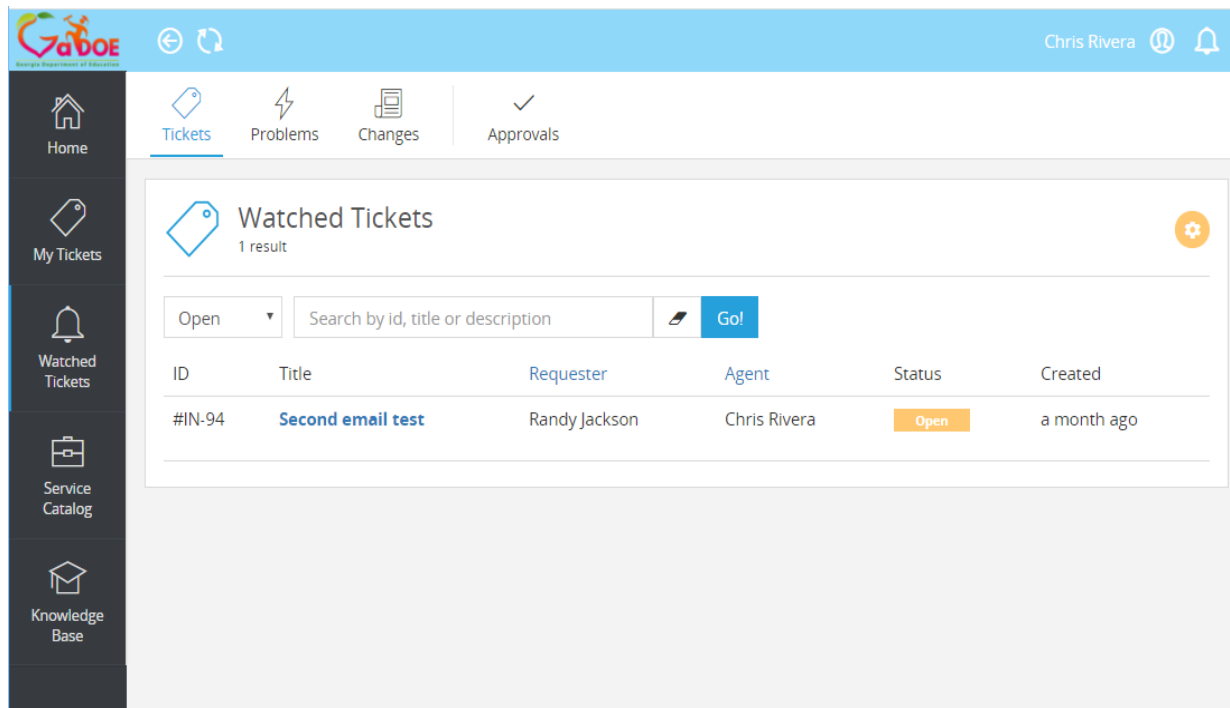
You can also add additional comments to the ticket using the comments section. Using the various icons in the comment box, you can post additional screen shots (cut and paste), upload a file, or enter any other relevant information into the comment box and hit reply.



Watched Tickets – Viewing Tickets You are Watching

If you have submitted an issue on behalf of another user and you have indicated that you would like to Watch/Follow the ticket, the Technician can assign you as a Watcher. You should specify that when entering the issue into the system as previously described. Click on the Watched Tickets icon to view a listing of any Watched tickets.

By clicking on the Title for the desired ticket you will open the call ticket.



The screenshot displays the GaDOE Ticketing System interface. The top navigation bar includes the GaDOE logo, navigation icons, and the user name 'Chris Rivera'. The main navigation menu on the left includes Home, My Tickets, Watched Tickets (highlighted), Service Catalog, and Knowledge Base. The 'Tickets' tab is selected in the top navigation. The 'Watched Tickets' section shows 1 result. A search bar is present with a dropdown menu set to 'Open' and a 'Go!' button. The table below lists the ticket details.

ID	Title	Requester	Agent	Status	Created
#IN-94	Second email test	Randy Jackson	Chris Rivera	Open	a month ago

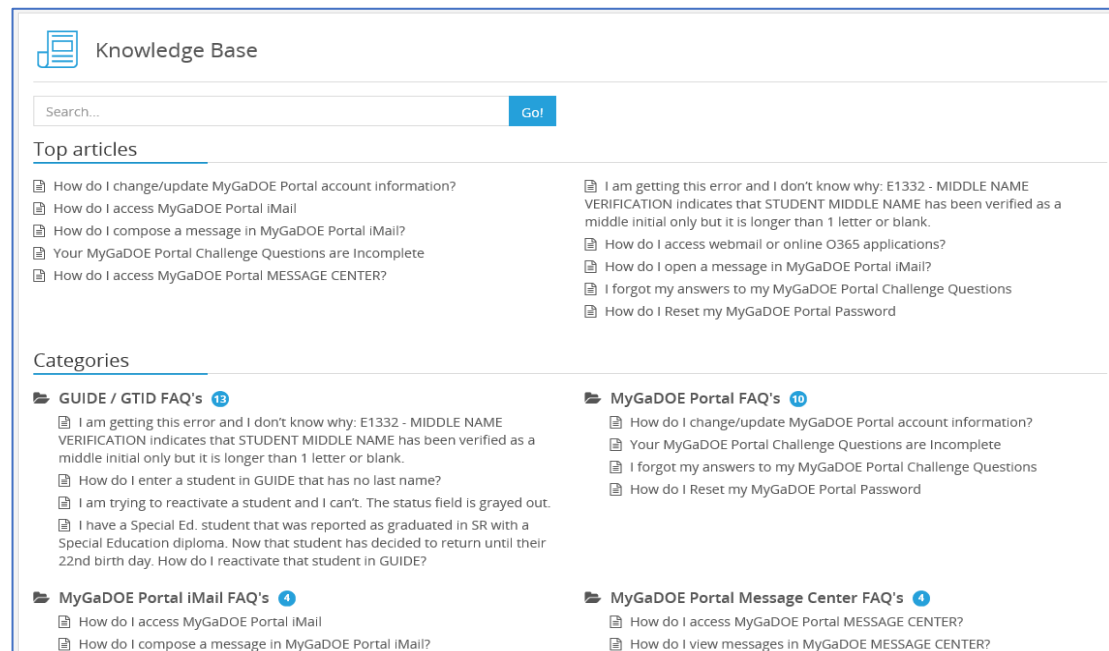
As a watcher you can view the same information and have the ability to add additional information to the ticket, much like you do with your own call tickets.

The screenshot displays a web-based ticket management system. On the left is a dark sidebar with navigation icons for Home, My Tickets, Watched Tickets, Service Catalog, and Knowledge Base. The main content area is titled 'Watched Tickets' and shows one result. The selected ticket is 'Second email test' (Ticket ID: #IN-94). The ticket details include the title, a report from Randy Jackson a month ago, and the text 'I don't want it to say Hank You!!!'. A 'Ticket Info' panel on the right lists the status as 'Open', source as 'Postbox', agent as 'Chris Rivera', and due date as 'a month ago'. Below the details is a history of actions: a system report from a month ago stating the ticket was submitted via email, and a report from Chris Rivera 4 hours ago stating 'Adding note to one of my watched tickets.' At the bottom is a rich text editor with a toolbar and a 'Reply' button.

Knowledge Base – View Help Documents

When you click on the knowledge base icon, you will be presented with Help articles and documents relating to the systems we support topics such as the following can be reviewed.

- Top Articles
- Common issues and fixes
- Frequently Asked Questions (FAQs)
- Help documents



The screenshot displays the Knowledge Base interface. At the top left is a document icon and the text "Knowledge Base". Below this is a search bar with the placeholder text "Search..." and a blue "Go!" button. The main content is divided into three sections: "Top articles", "Categories", and "MyGaDOE Portal Message Center FAQ's".

Top articles

- How do I change/update MyGaDOE Portal account information?
- How do I access MyGaDOE Portal iMail
- How do I compose a message in MyGaDOE Portal iMail?
- Your MyGaDOE Portal Challenge Questions are Incomplete
- How do I access MyGaDOE Portal MESSAGE CENTER?
- I am getting this error and I don't know why: E1332 - MIDDLE NAME VERIFICATION Indicates that STUDENT MIDDLE NAME has been verified as a middle initial only but it is longer than 1 letter or blank.
- How do I access webmail or online O365 applications?
- How do I open a message in MyGaDOE Portal iMail?
- I forgot my answers to my MyGaDOE Portal Challenge Questions
- How do I Reset my MyGaDOE Portal Password

Categories

- GUIDE / GTID FAQ's 13**
 - I am getting this error and I don't know why: E1332 - MIDDLE NAME VERIFICATION indicates that STUDENT MIDDLE NAME has been verified as a middle initial only but it is longer than 1 letter or blank.
 - How do I enter a student in GUIDE that has no last name?
 - I am trying to reactivate a student and I can't. The status field is grayed out.
 - I have a Special Ed. student that was reported as graduated in SR with a Special Education diploma. Now that student has decided to return until their 22nd birth day. How do I reactivate that student in GUIDE?
- MyGaDOE Portal iMail FAQ's 4**
 - How do I access MyGaDOE Portal iMail
 - How do I compose a message in MyGaDOE Portal iMail?
- MyGaDOE Portal FAQ's 10**
 - How do I change/update MyGaDOE Portal account information?
 - Your MyGaDOE Portal Challenge Questions are Incomplete
 - I forgot my answers to my MyGaDOE Portal Challenge Questions
 - How do I Reset my MyGaDOE Portal Password
- MyGaDOE Portal Message Center FAQ's 4**
 - How do I access MyGaDOE Portal MESSAGE CENTER?
 - How do I view messages in MyGaDOE MESSAGE CENTER?

System Alerts – Known Issues

If there are system wide issues or important alerts or outages, and Alert message will appear at the top of the MyGaDOE Helpdesk Portal.

The screenshot displays the MyGaDOE Helpdesk Portal interface. At the top, a yellow banner contains the alert: "*****ATTENTION**** KNOWN FTE APPLICATION ISSUE *****CLICK HERE FOR DETAIL INFO*****". Below the banner is a blue header with the GaDOE logo, navigation icons, and the user name "Chris Rivera". A dark sidebar on the left lists navigation options: Home, My Tickets, Watched Tickets, Service Catalog, and Knowledge Base. The main content area, titled "Home", features five large circular icons with corresponding text and descriptions: "My Tickets" (Check the status of your submitted tickets), "Watched Tickets" (Keep watch on tickets, problems and changes), "My Approvals" (Approve or reject tickets, problems and changes), "Service Catalog" (Make a request for a new equipment or service), and "Knowledge Base" (Find answers to your questions here).

By clicking on the alert box, the full details of the alert information will appear in a separate box as shown below. If it is a system outage, the Alert will be cleared once resolved. If as a user, you are affected by this outage you can also choose to submit a Help Request and be notified once the issue is resolved.

*****ATTENTION**** KNOWN FTE ×
APPLICATION ISSUE *****CLICK HERE FOR DETAIL
INFO*****

Some customers are seeing intermittent (i.e SR - Error 1111) messages throughout their collection. We're aware of this issue and are working on it urgently.

We're sorry to be holding you up today! Please know our Data Collection Team is working hard to get this issue resolved, and once we know more from them, we'll update you here.

Again, we apologize for any inconvenience this may have caused.
Thank You

[Got it, don't show again](#)

GaDOE Helpdesk Portal Profile

We maintain current contact information in the GaDOE Helpdesk Portal to ensure we can quickly contact you and assist you with your requests. You can review your contact info and update the information as well by clicking in the Profile button and selecting My Profile.

The screenshot shows the GaDOE Helpdesk Portal Profile page. The top navigation bar is light blue and contains the GaDOE logo, navigation icons, and the user name "Chris Rivera" with a profile icon, a bell icon, and a gift icon. A dropdown menu is open under the profile icon, showing "My Profile" and "Sign Out". The main content area is titled "Home" and features five large, circular icons with corresponding text and descriptions:

- My Tickets**: Check the status of your submitted tickets
- Watched Tickets**: Keep watch on tickets, problems and changes
- My Approvals**: Approve or reject tickets, problems and changes
- Service Catalog**: Make a request for a new equipment or service
- Knowledge Base**: Find answers to your questions here

A dark sidebar on the left contains icons for Home, My Tickets, Watched Tickets, Service Catalog, and Knowledge Base. At the bottom left, a browser address bar shows the URL: <https://helpdesk.gadoe.org/profile>.

Home

My Tickets

Watched Tickets

Service Catalog

Knowledge Base

Chris Rivera

My Profile

Chris Rivera

[Edit](#)

General information

Username	7fc0678
First name	Chris
Last name	Rivera
Email	chri. .com
Domain name	
Designation	
Location	
Time zone	Eastern Time (US & Canada)
Phone number	
Mobile number	
Other email	

[Groups](#)

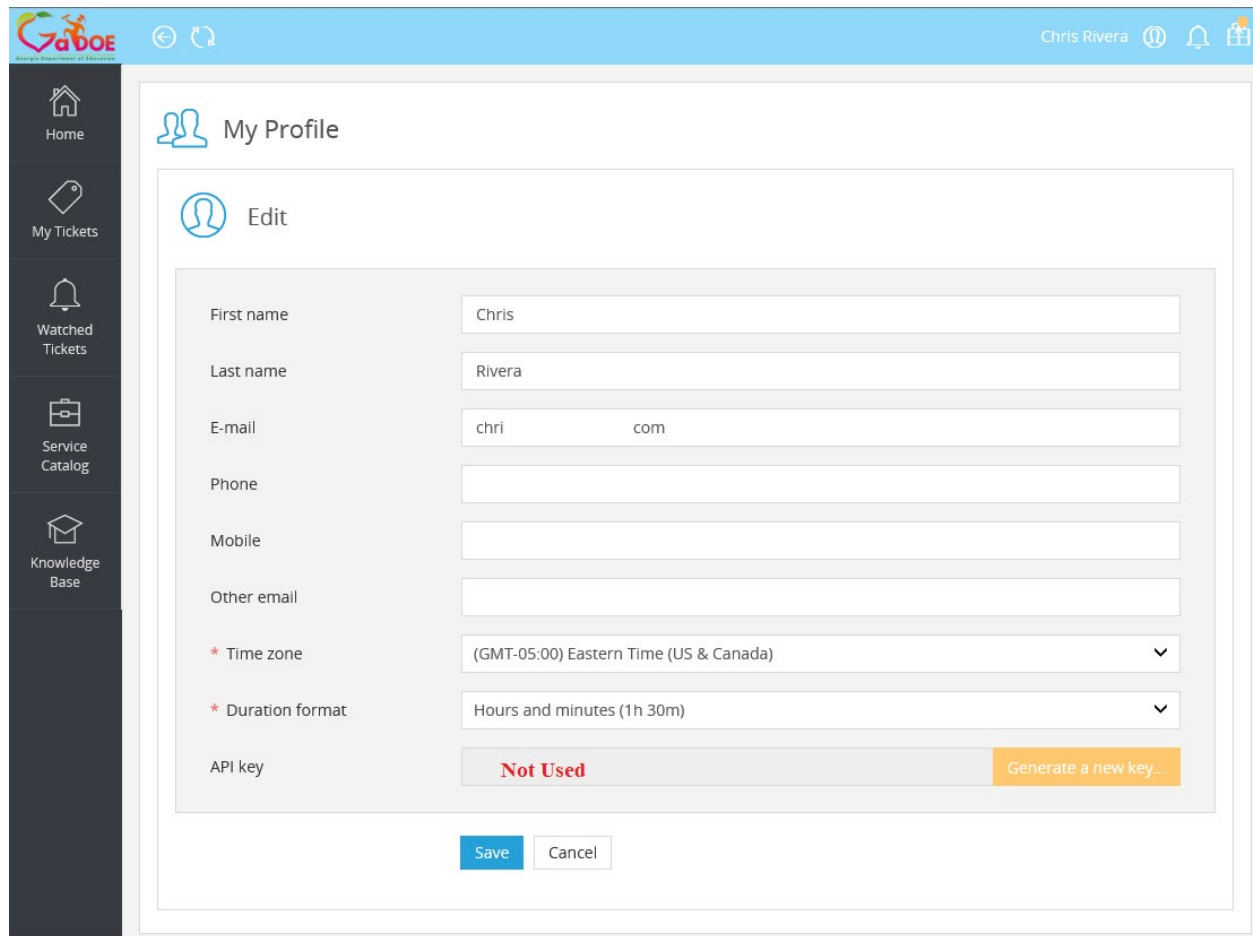
[Tags](#)

[API key](#)

<https://helpdesk.gadoe.org/profile/edit>

Once on the My Profile screen, review the contact information we have in the system. If you would like to make changes and update your information, click on the Edit button (Blue Pencil Icon)

Edit your name and preferred contact information as desired. Once complete, click the Save button at the bottom of the form.



The screenshot shows the 'My Profile' page in the GaDOE system. The page has a light blue header with the GaDOE logo on the left and the user's name 'Chris Rivera' and notification icons on the right. A dark grey sidebar on the left contains navigation icons for Home, My Tickets, Watched Tickets, Service Catalog, and Knowledge Base. The main content area is titled 'My Profile' and contains an 'Edit' section with a form. The form fields are: First name (Chris), Last name (Rivera), E-mail (chri com), Phone, Mobile, Other email, Time zone (GMT-05:00 Eastern Time (US & Canada)), Duration format (Hours and minutes (1h 30m)), and API key (Not Used). There is a 'Generate a new key...' button next to the API key field. At the bottom of the form are 'Save' and 'Cancel' buttons.

First name	Chris
Last name	Rivera
E-mail	chri com
Phone	
Mobile	
Other email	
* Time zone	(GMT-05:00) Eastern Time (US & Canada) ▼
* Duration format	Hours and minutes (1h 30m) ▼
API key	Not Used Generate a new key...

[Save](#) [Cancel](#)

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.

Technology Management Customer Support Center
Georgia Department of Education

www.gadoe.org

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 youtube.com/georgiadeptofed



**EDUCATING
GEORGIA'S FUTURE**

