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

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.


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.
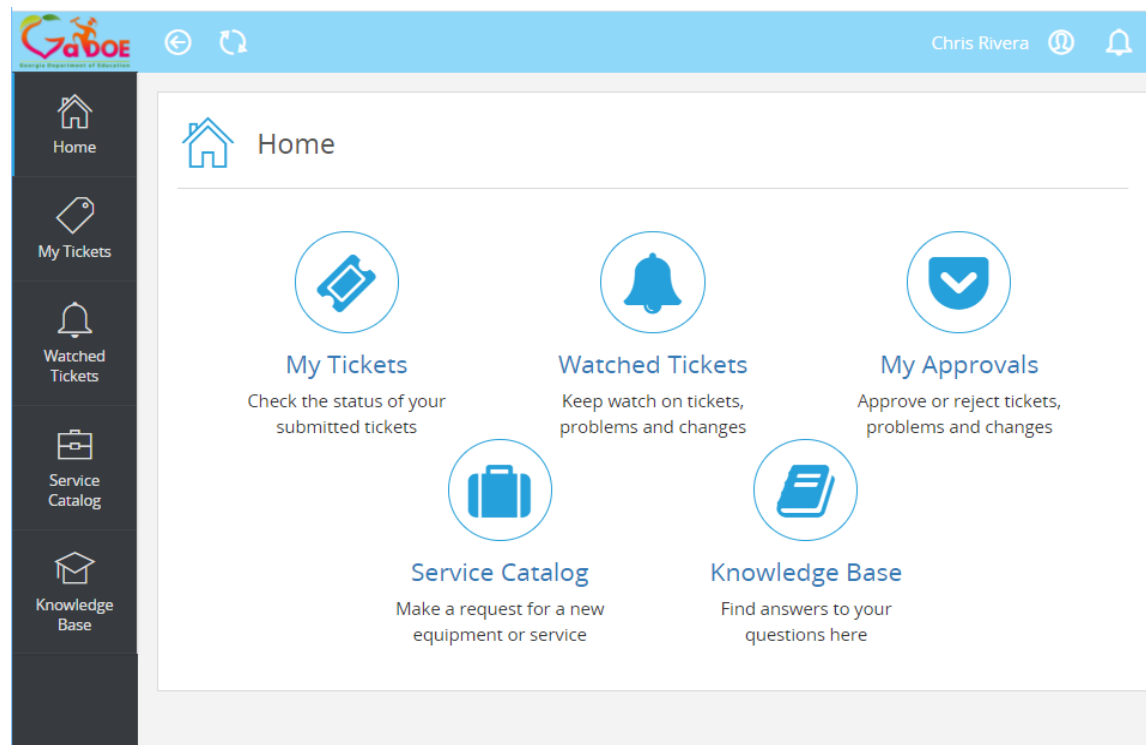
From the Home screen users can choose the following actions:

- 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.

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.

i 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://gadoe.bossdesk.io/knowledge_base for "Frequently Asked Questions " (FAQs) and "How To" knowledge-base articles regarding GaDOE applications and services.

i Request details

MyGaDOE Portal Application Request Form

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

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

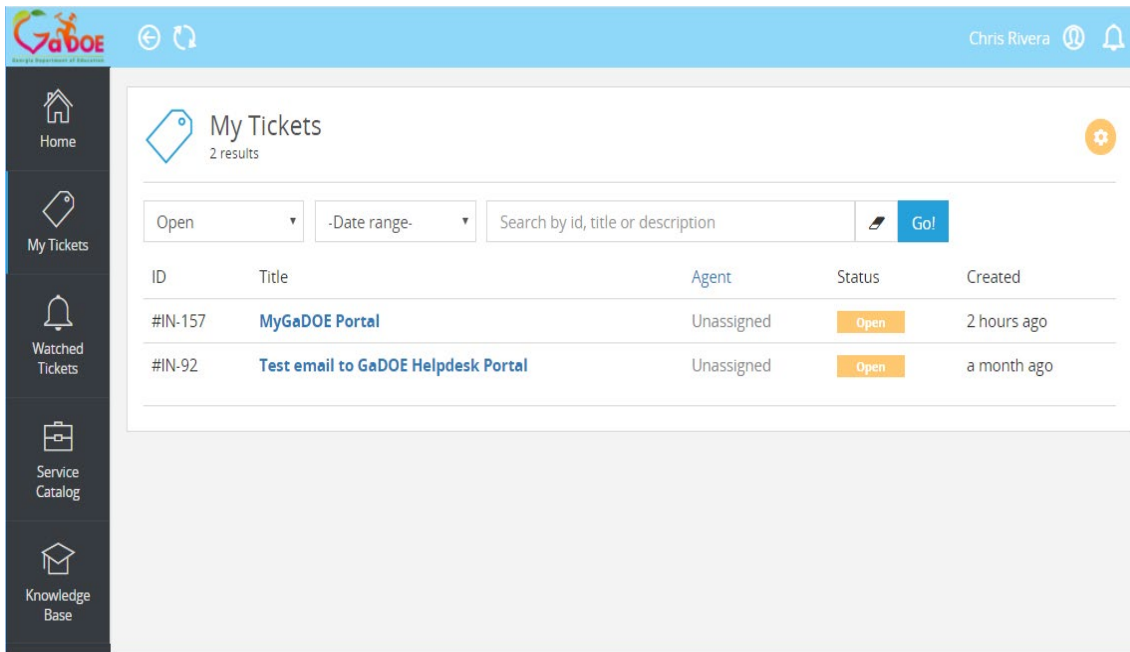| * Issue / Concern Category		File Attachment

* 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 Informaiton

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.

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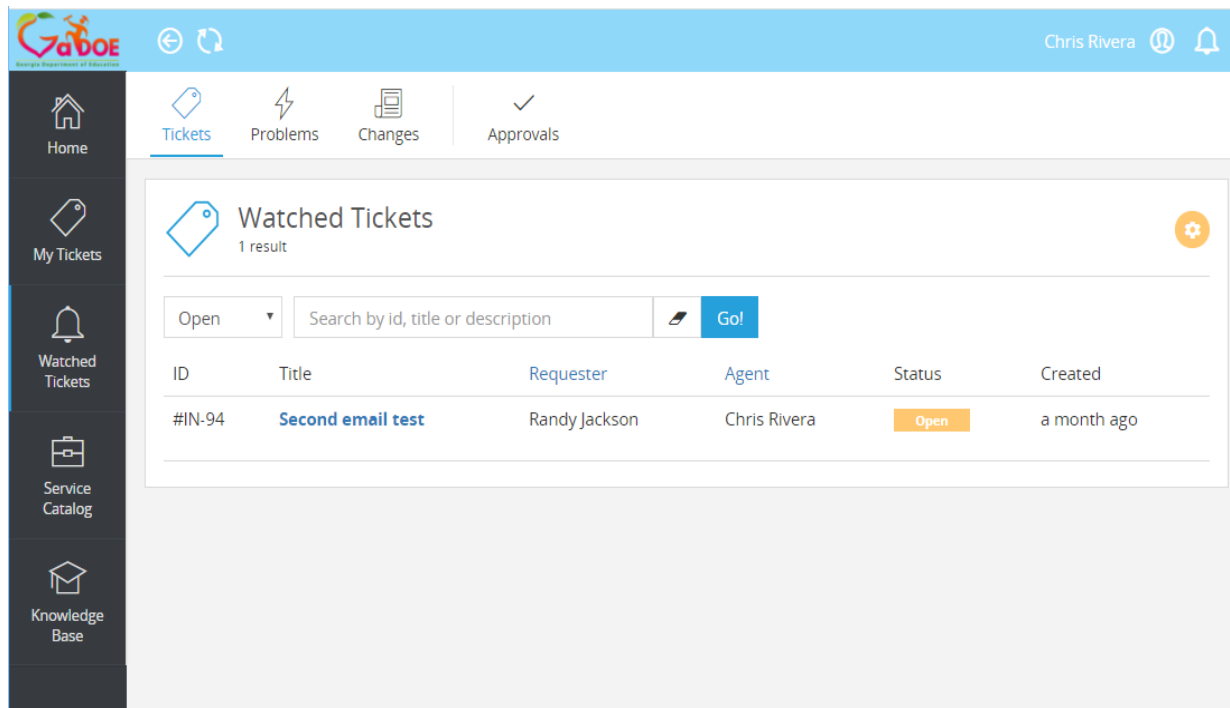
You can also add additional comments to the ticket using the comments section. Using the various icons in the comment box, you can post additional screen shots (cut and paste), upload a file, or enter any other relevant information into the comment box and hit reply.
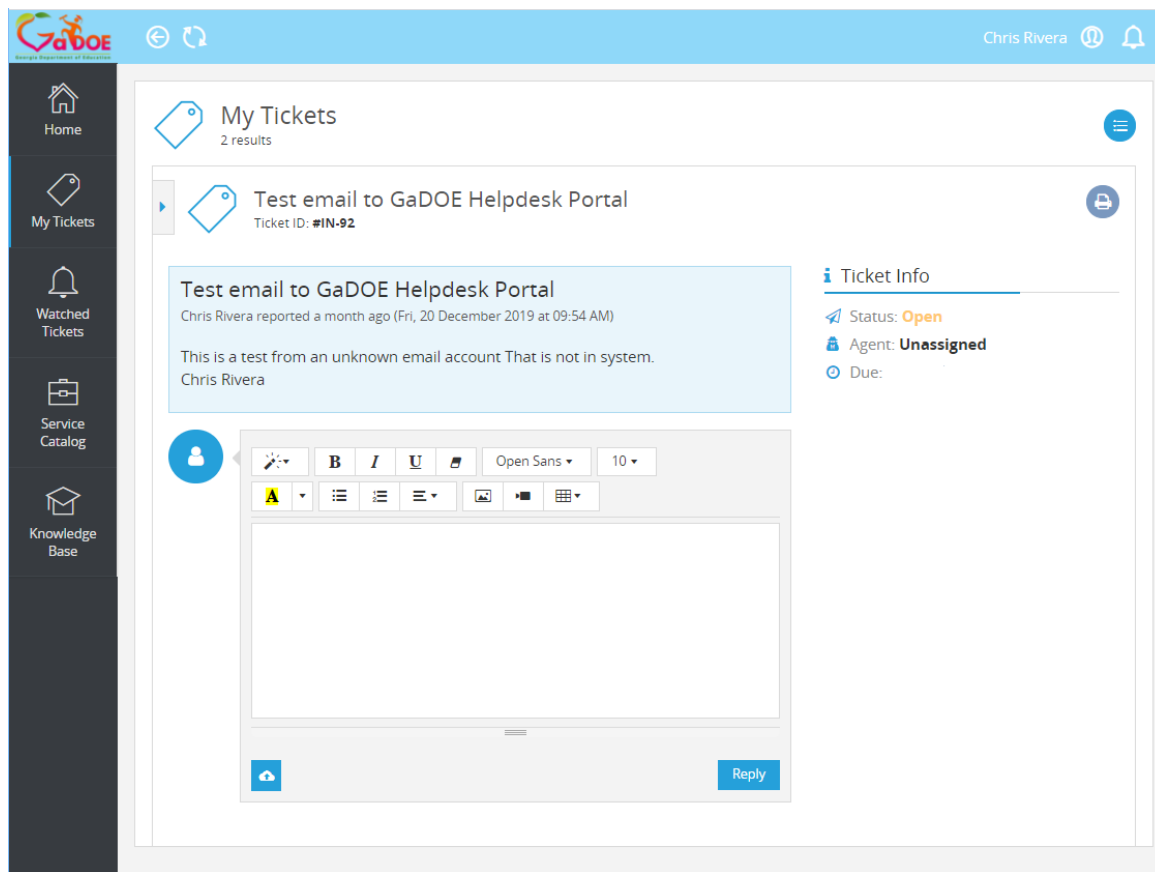
Watched Tickets – Viewing Tickets You are Watching

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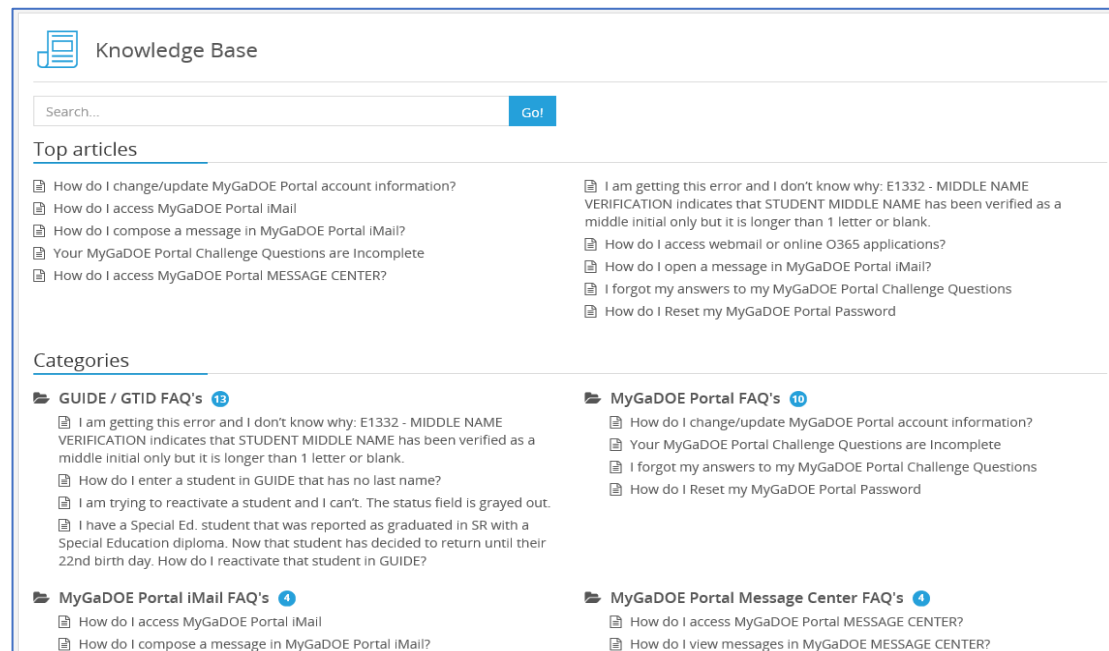
As a watcher you can view the same information and have the ability to add additional information to the ticket, much like you do with your own call tickets.

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

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.

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   Close

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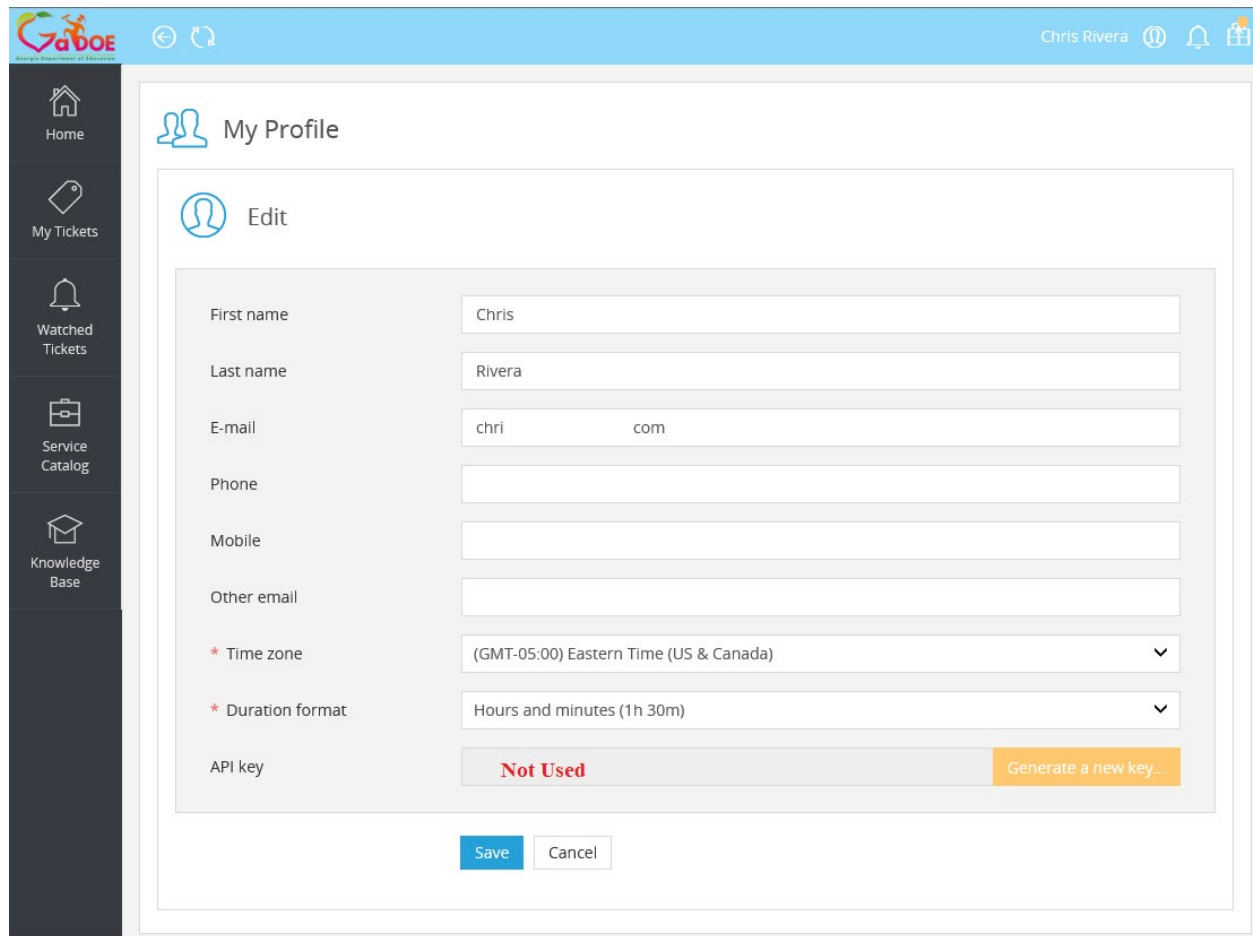
Once on the My Profile screen, review the contact information we have in the system. If you would like to make changes and update your information, click on the Edit button (Blue Pencil Icon)

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

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

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