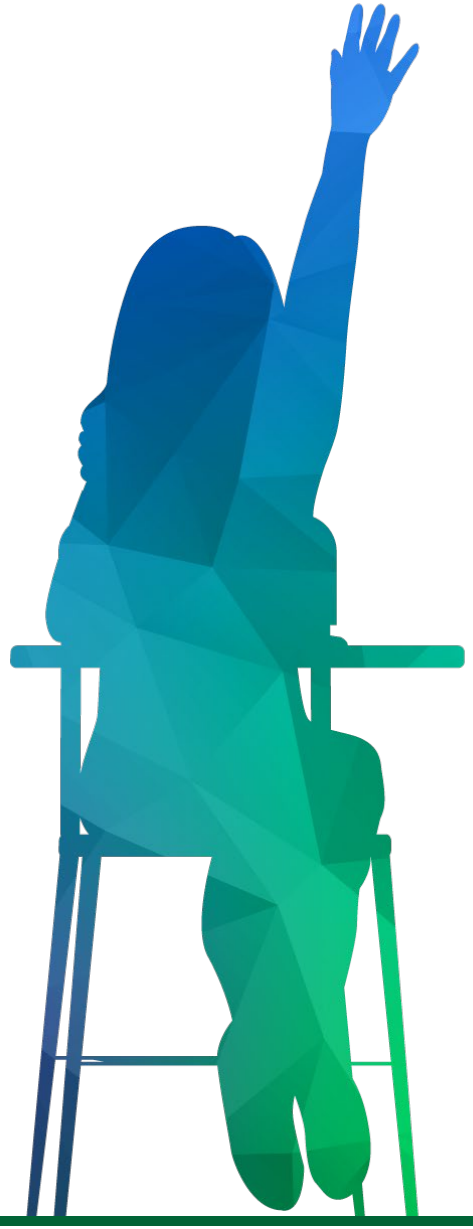
MyGaDOE Portal Provisioning for Security Officers

Presented by

Chris Rivera

GaDOE Helpdesk Manager



MyGaDOE Portal Provisioning Basics

- Based on User Self-Provisioning
- Organization Security Officer Approvals
- Application Security Officer Approvals

User Self Provisioning

- Request a New Account
- Add or Remove Organizational Roles
- Add or Remove Application Roles
- Change/Update Account Information
- Change Passphrase

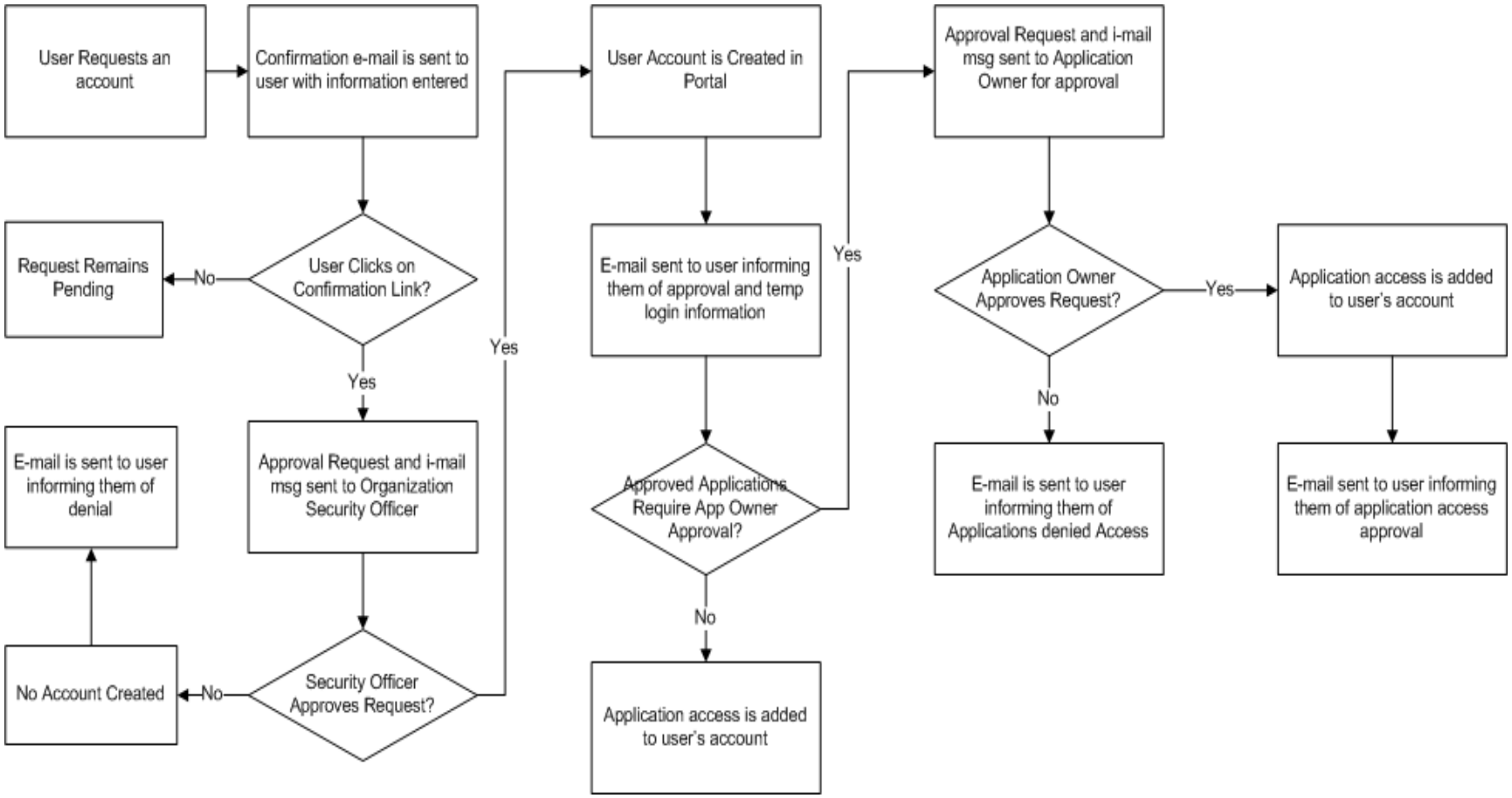
Organization Security Officer

- Review/Approve requests for user access under assigned organization.
- Add new users under assigned organization.
- Modify account status (Suspend, Un-Suspend, Terminate) under assigned organization.
- Reset passphrases for users under assigned organization.

Application Security Officer Approvals

Review/Approve requests for user access to their assigned application regardless of user's assigned organization.

Provisioning Workflow



Signing Up for a Portal Account

New User Registration Wizard

- Step 1 – Enter User Information
- Step 2 – Select Districts And Roles
- Step 3 – Select Applications And Roles
- Step 4 – Request Submission Summary

MyGaDOE

Georgia Department of Education

Richard Woods, Georgia's School Superintendent
"Educating Georgia's Future"

Please Log In

Username:

Password:

I forgot my passphrase!

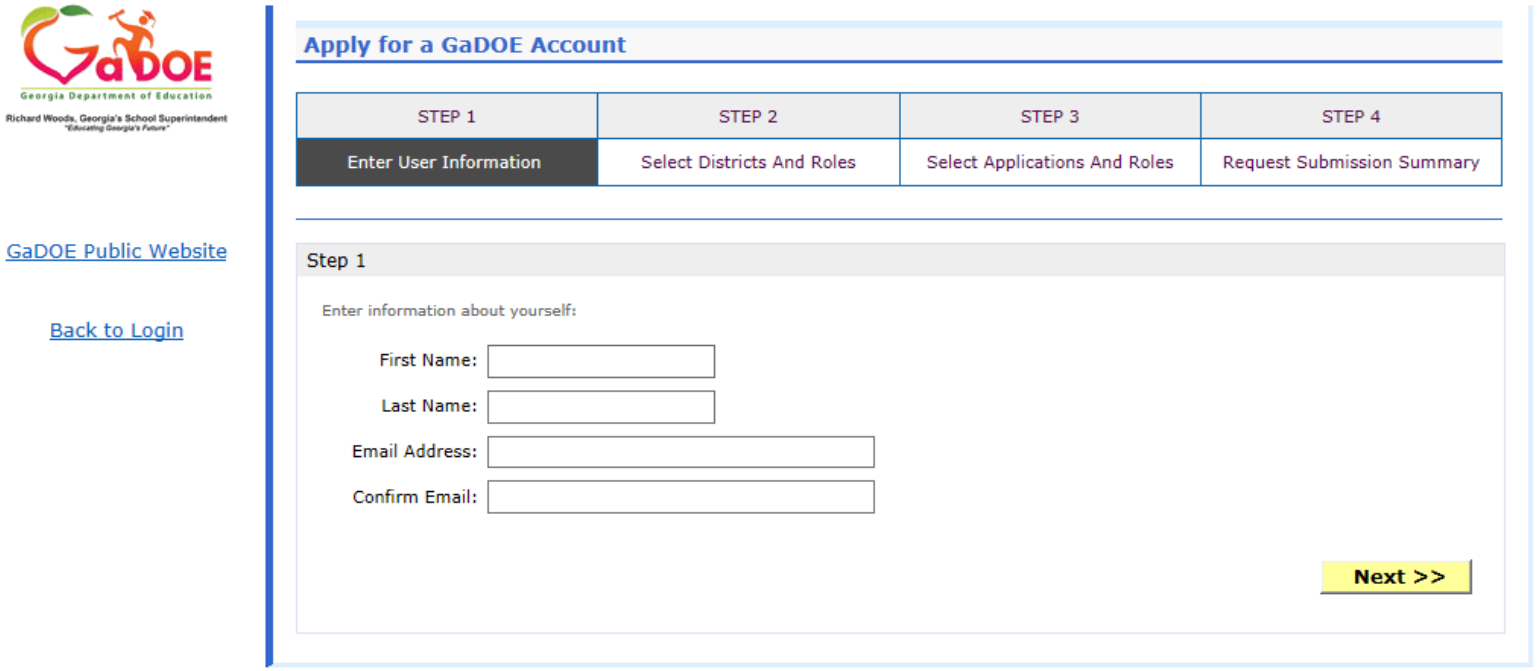
Login

Or sign up for an account

Helpful links

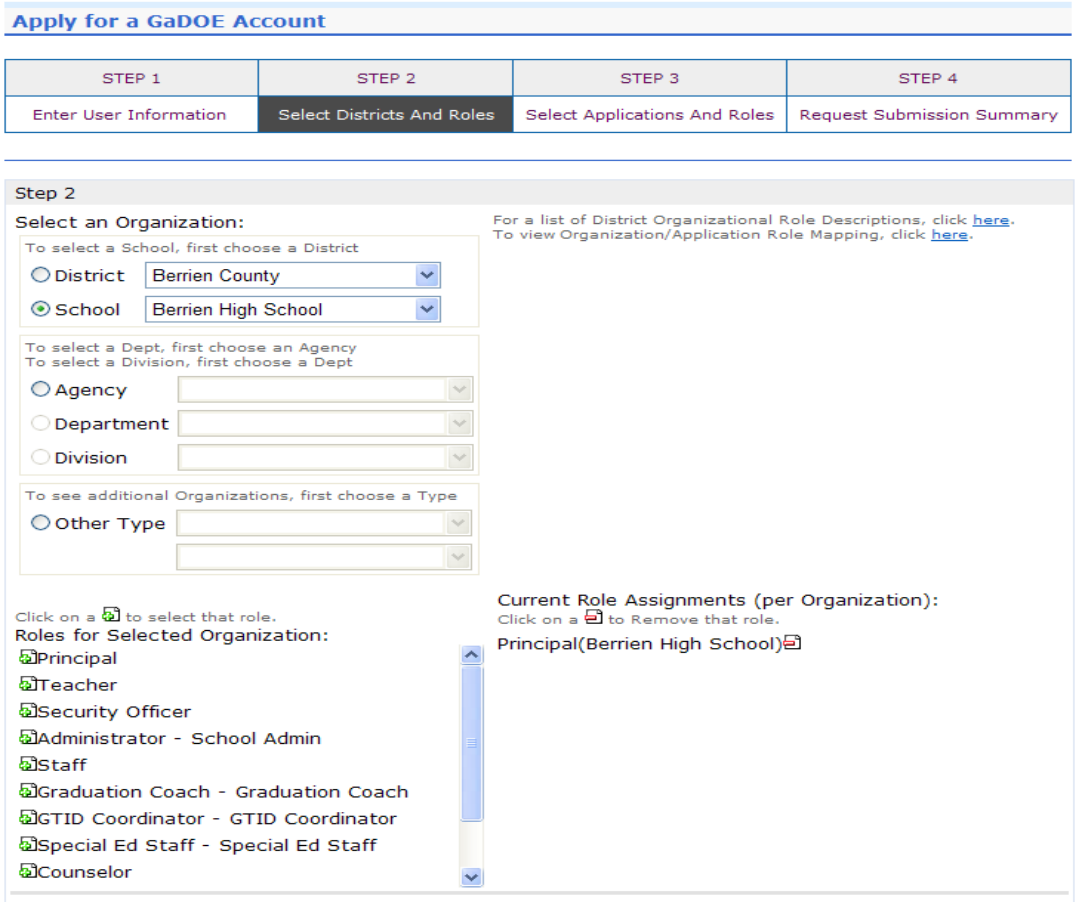
- MyGaDOE Online Guide
- GaDOE Public Website
- Information Systems
- AYP & NCLB
- Georgia Standards
- Data Collections
- Financial Reports
- Report Card

This website requires Cookies be enabled in your browser.



Enter Name and e-mail Address.

E-mail address is also Portal Login ID.

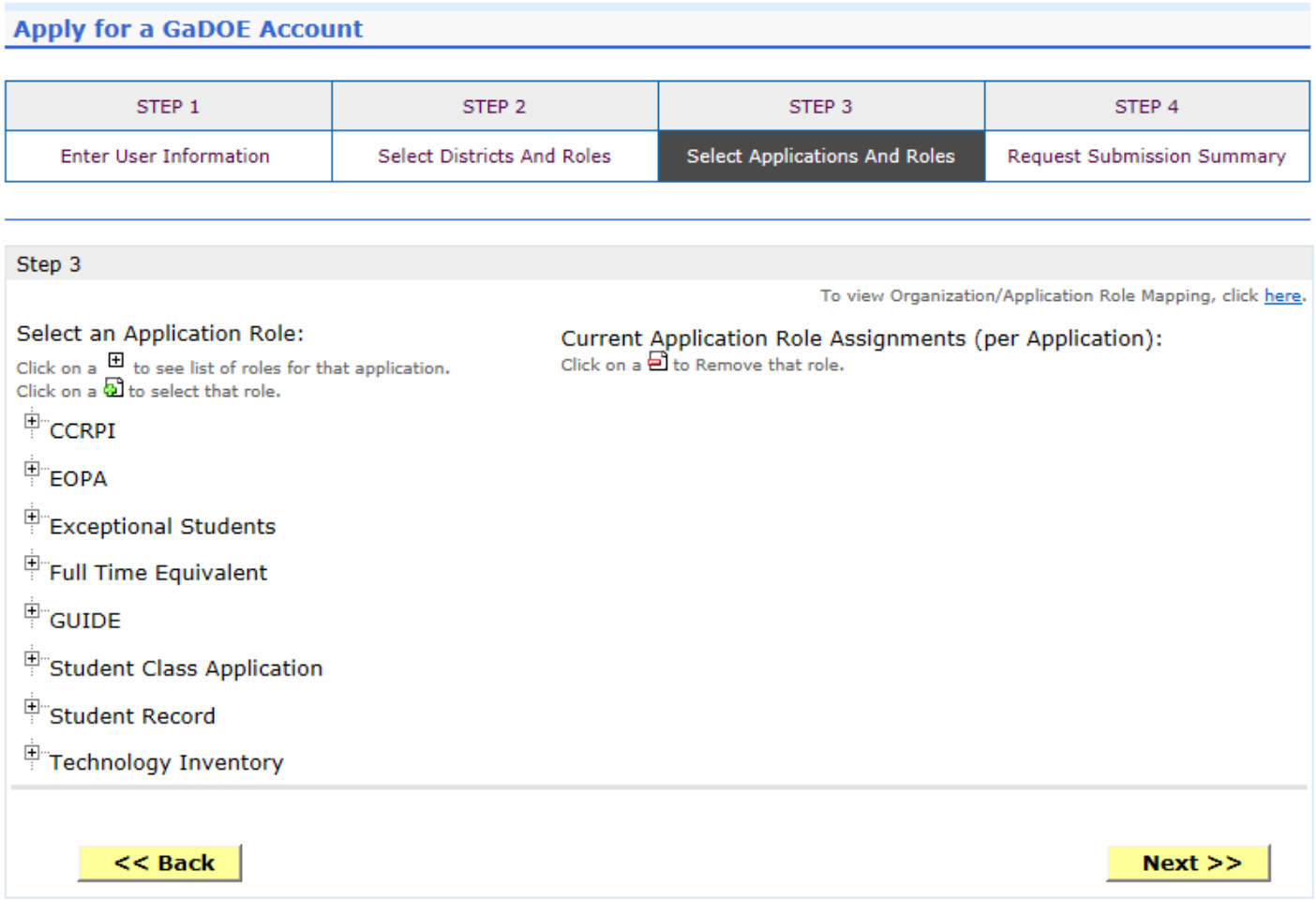


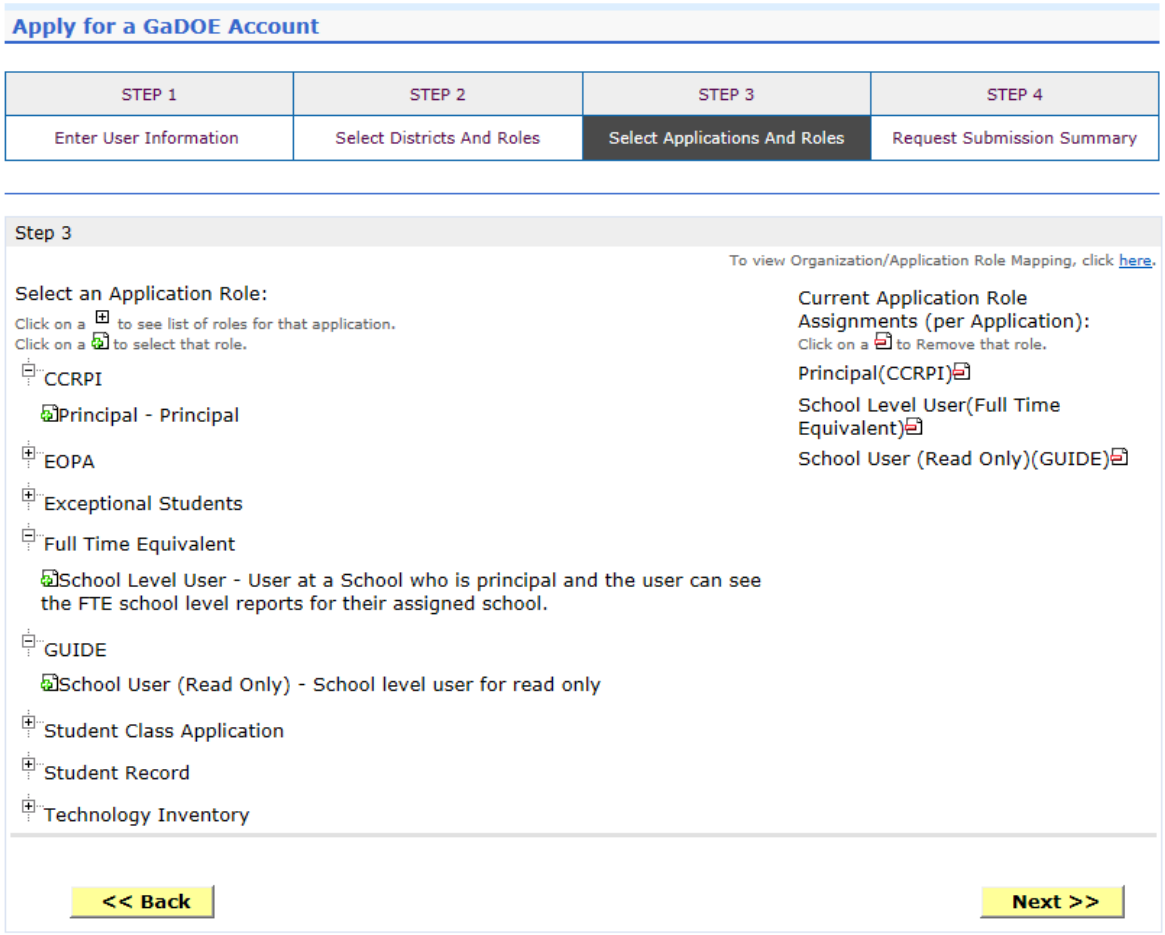
Select appropriate Organization: District, DOE Agency, or Other. Available Organizations appear in appropriate drop-down boxes.

Next select appropriate Organization Role from provided list. List is dependent on Organization selected.

To add a role assignment click on green "+" sign to the left of role.

Based on Organizational role selected, a default set of application roles will automatically be added to profile.



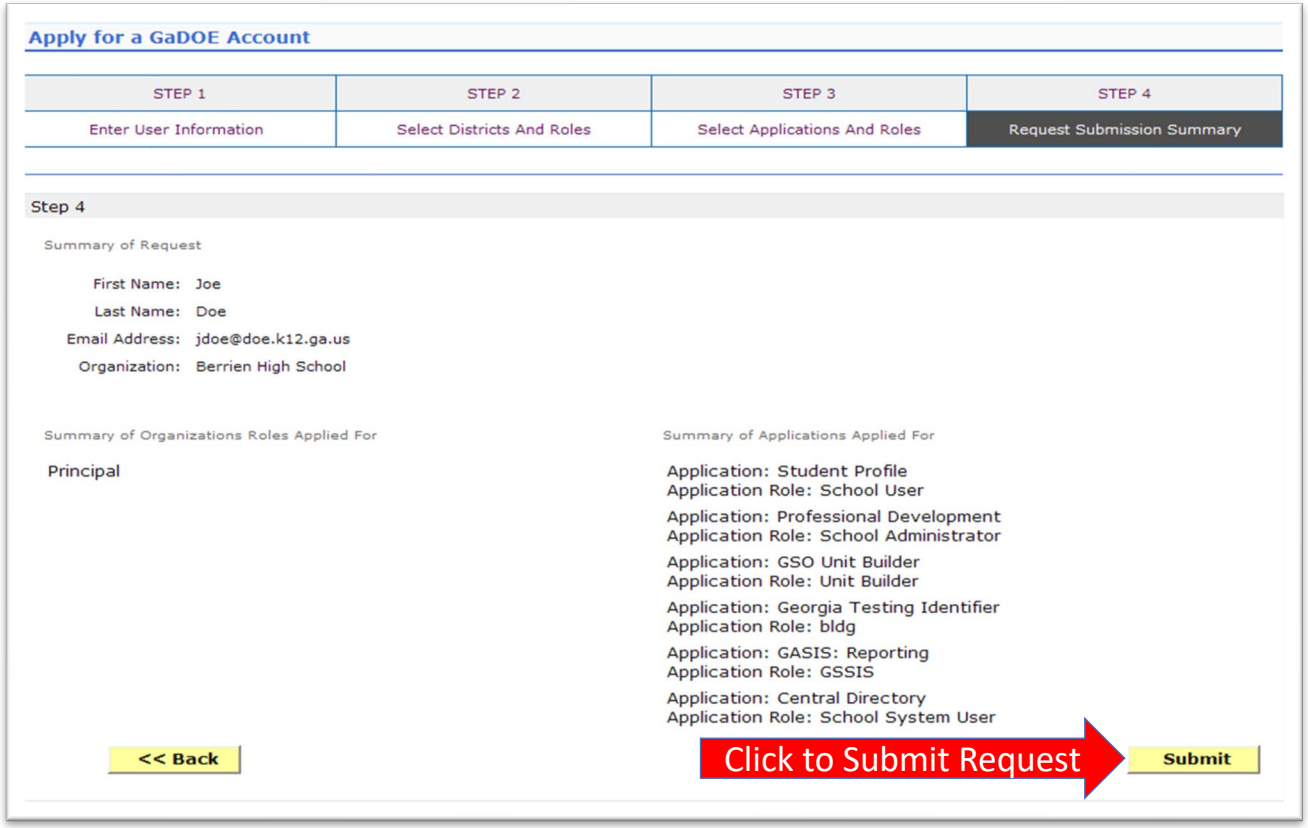


To add additional Application roles, click on "+" sign next to application and then the green "+" sign beside the appropriate role.

To remove Application roles from list of those assigned, click on red "-" sign beside the application role.

Review all the information entered into account setup wizard.

If all is as required, click on the "Submit" button to submit request for approval.



Request Submittal Confirmation

Request Submittal

Your request has been submitted. You will soon receive an email that will give you instructions on how to certify your request so that it may be processed.

User Certification E-mail

From: PortalSupport@doe.k12.ga.us [mailto:PortalSupport@doe.k12.ga.us]
Sent: Monday, May 15, 2017 9:50 AM
To: [redacted]
Subject: New User Request Certification

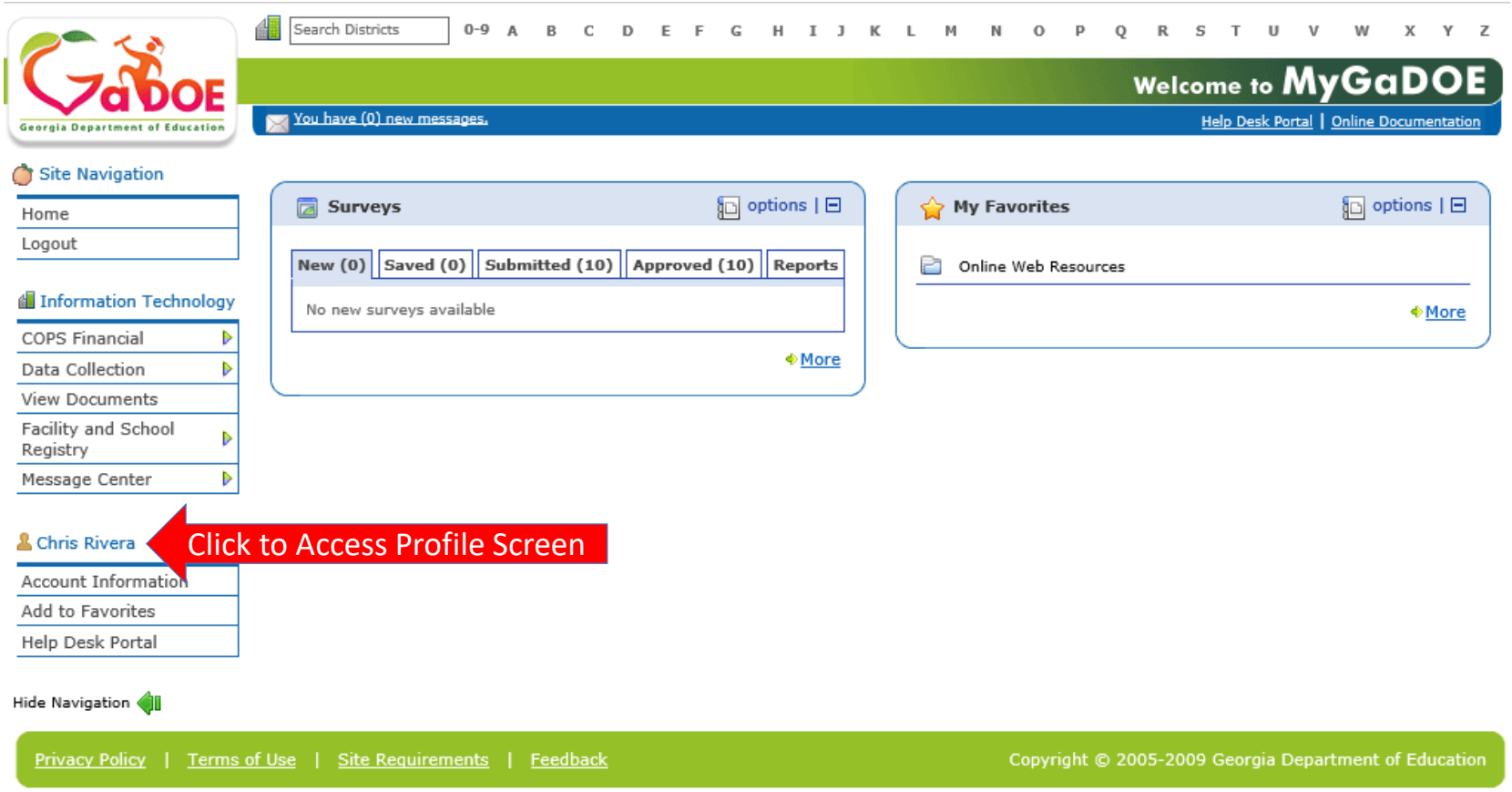
This email is to certify a request that was submitted for access to the MyGaDOE Portal for this email address. The complete details of this request are as follows:

Requested Organization: Lovinggood Middle School
Add Requested Org Role: Teacher
Requested Application Roles:
.
Please click to the following link to certify the request. Processing will begin immediately after clicking the link:
Certify this request

Modifying Existing Portal Account

- Add or Remove Organizational Roles and/or Application Roles
- Change/Update Account Information
- Change Passphrase

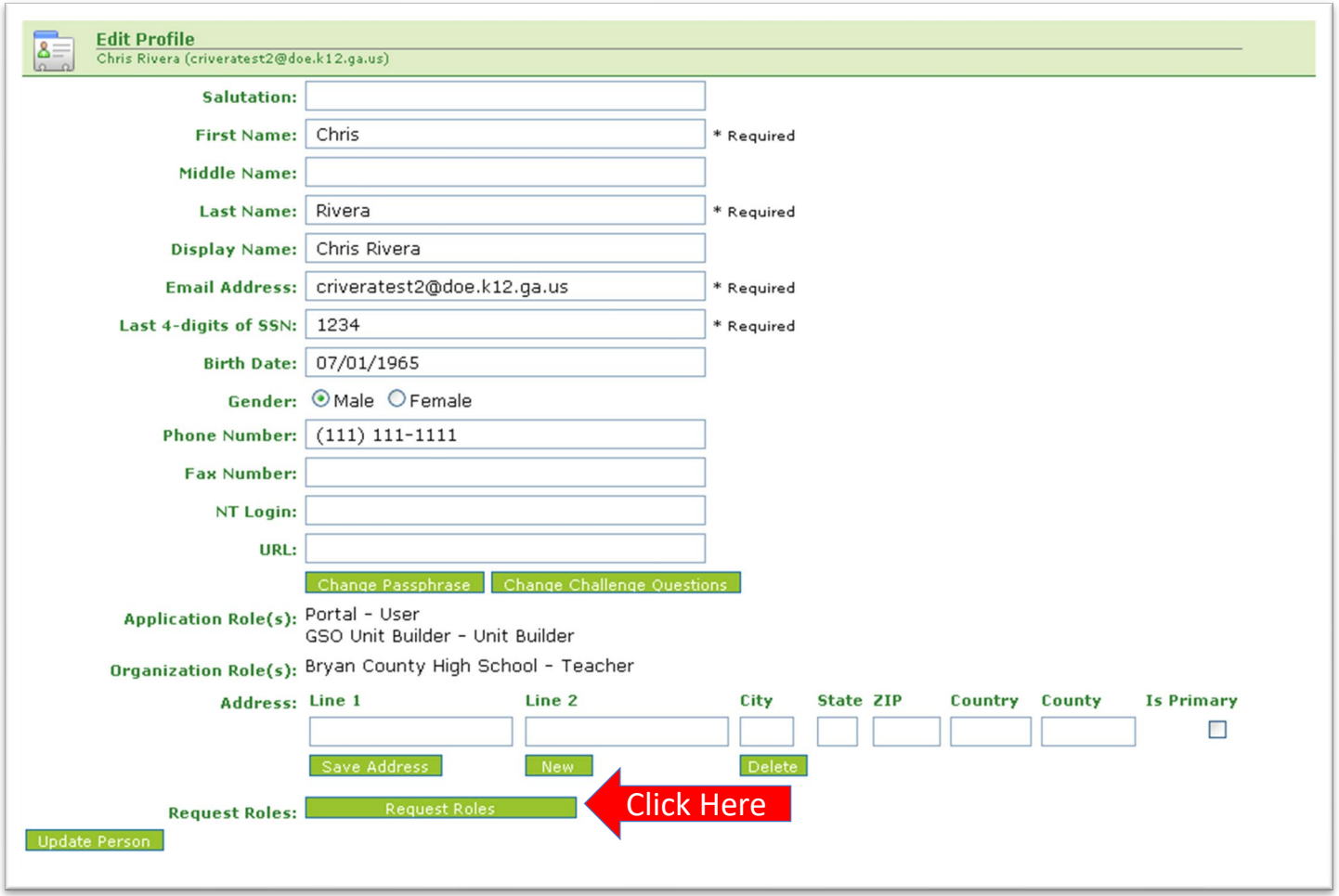
Log into MyGaDOE Portal – Portal Home Page



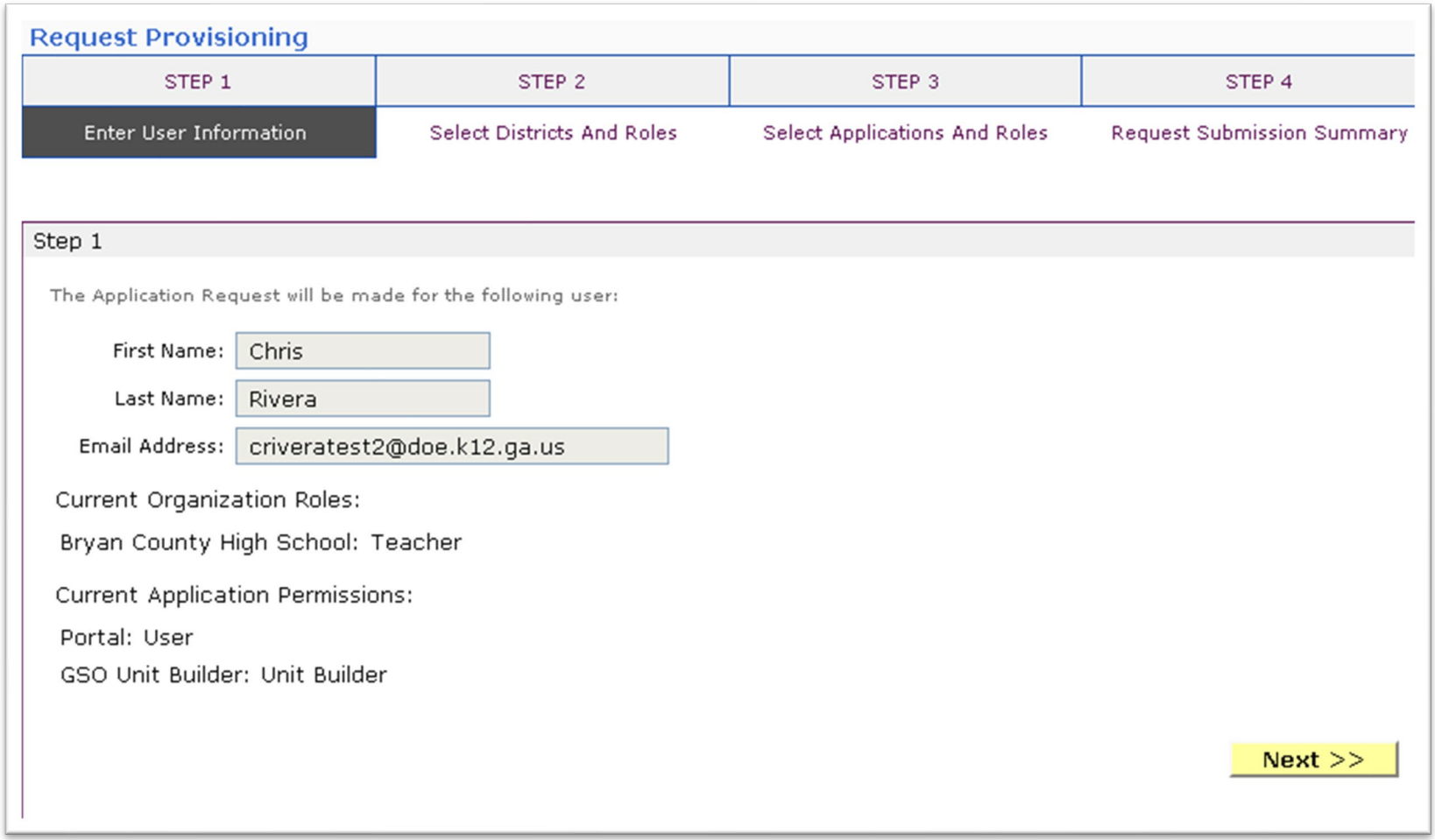
Add or Remove Organizational Roles and/or Application Roles

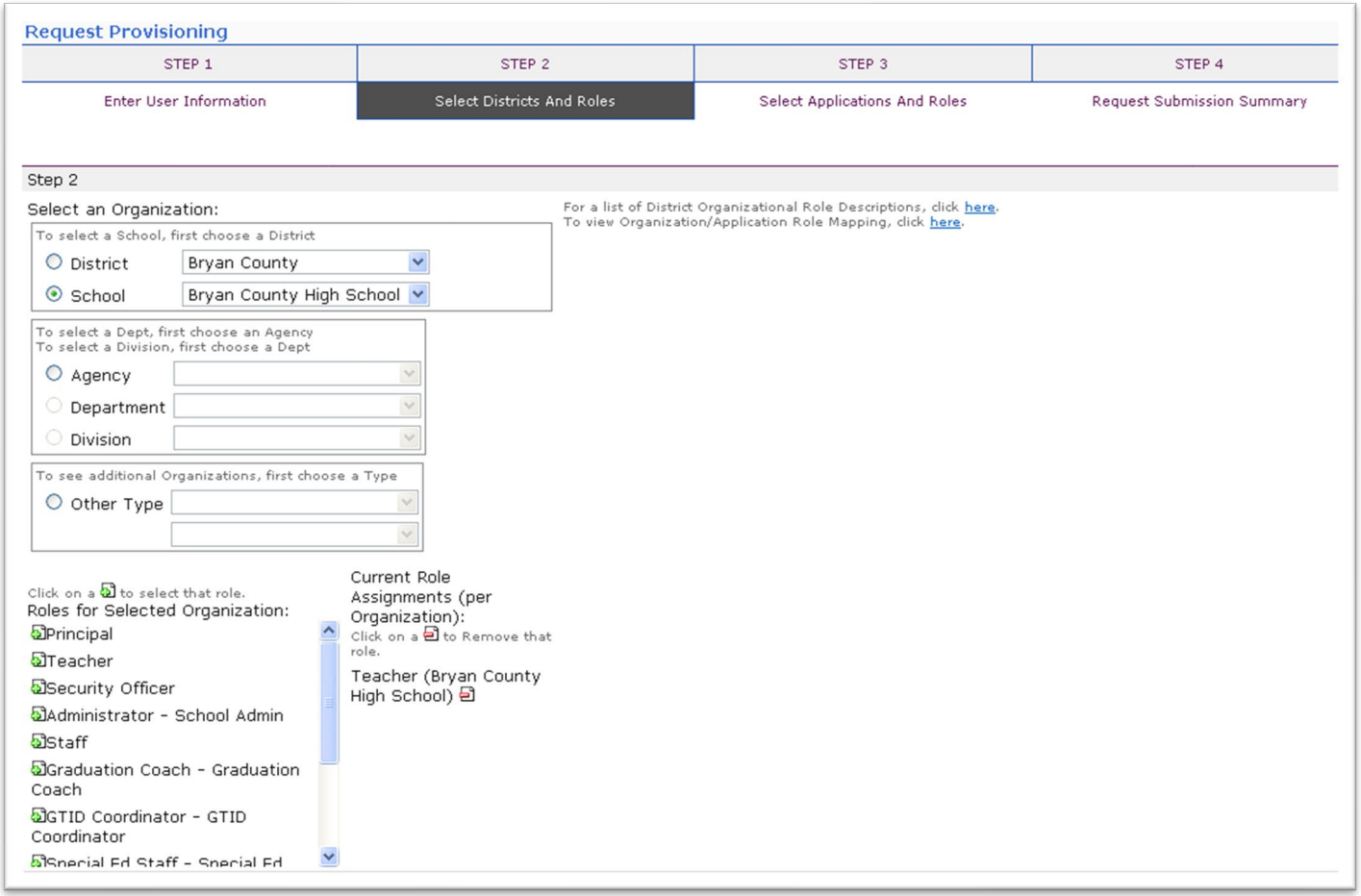
- **Step 1 – User Information**
- **Step 2 – Select District and Roles**
- **Step 3 – Select Applications and Roles**
- **Step 4 – Request Submission Summary**

Profile Screen – Request Roles



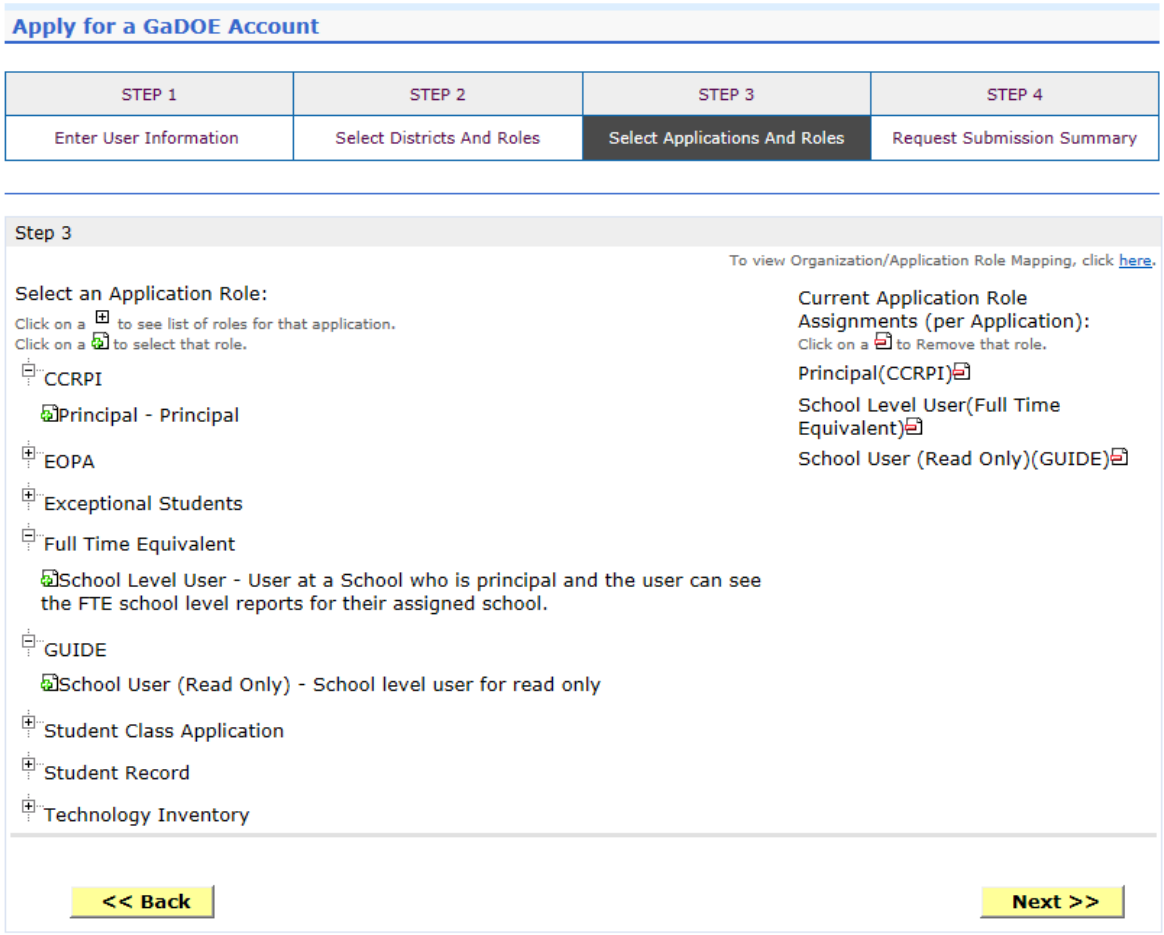
Review account information and current Org and Application role provisioning in first step of Request Provisioning Wizard.





To add Organizational roles, select the proper organization from drop down lists and then the green "+" sign beside the appropriate organizational role.

To remove Organizational roles from list of those assigned, click on red "-" beside the organizational role you would like to remove.

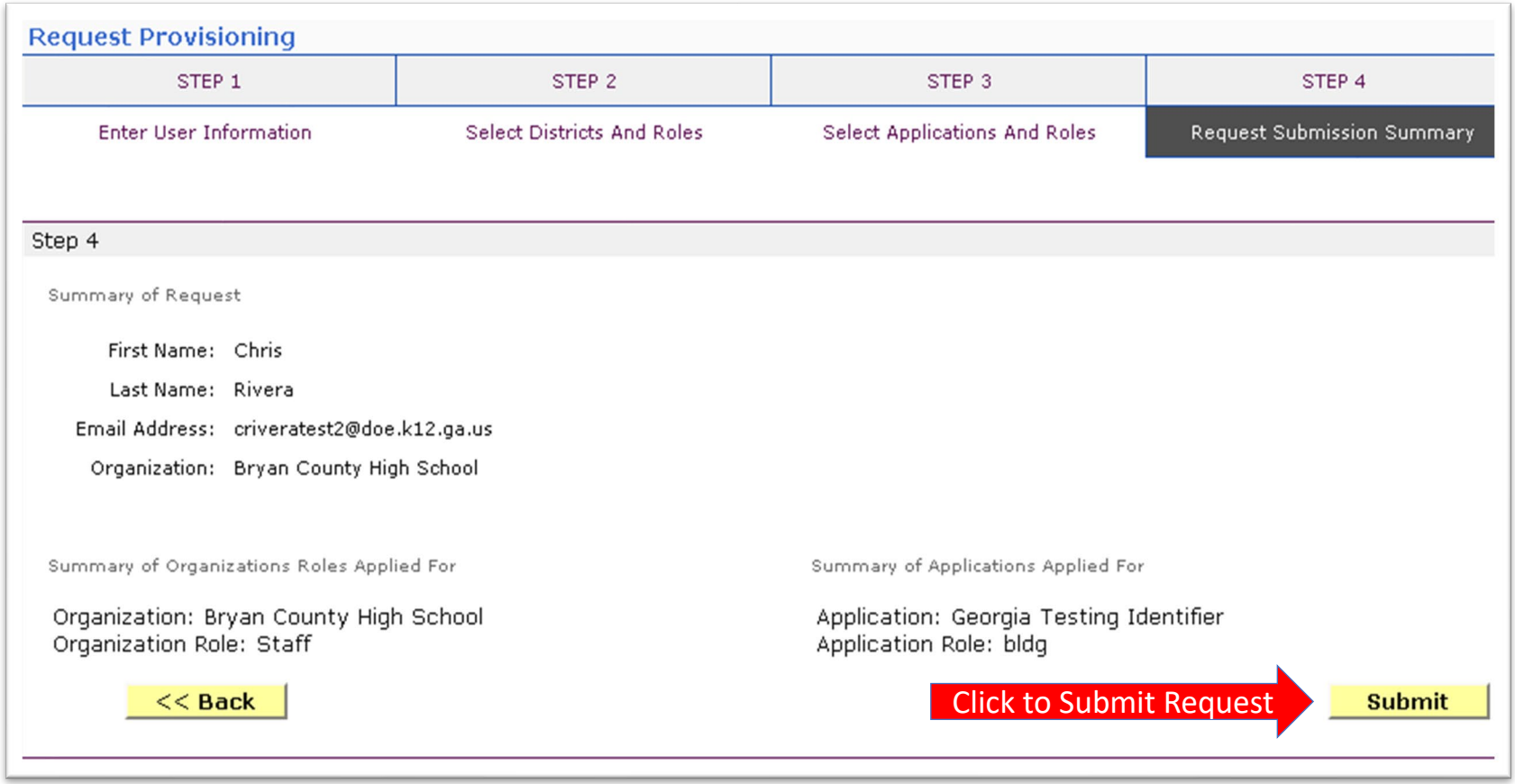


To add additional Application roles, click on "+" sign next to application and then the green "+" sign beside the appropriate application role.

To remove Application roles from list of those assigned, click on red "-" beside the application role you would like to remove.

Review all the information entered into account setup wizard.

If all is as required, click on the "Submit" button to submit request for approval.



Request Submittal Confirmation

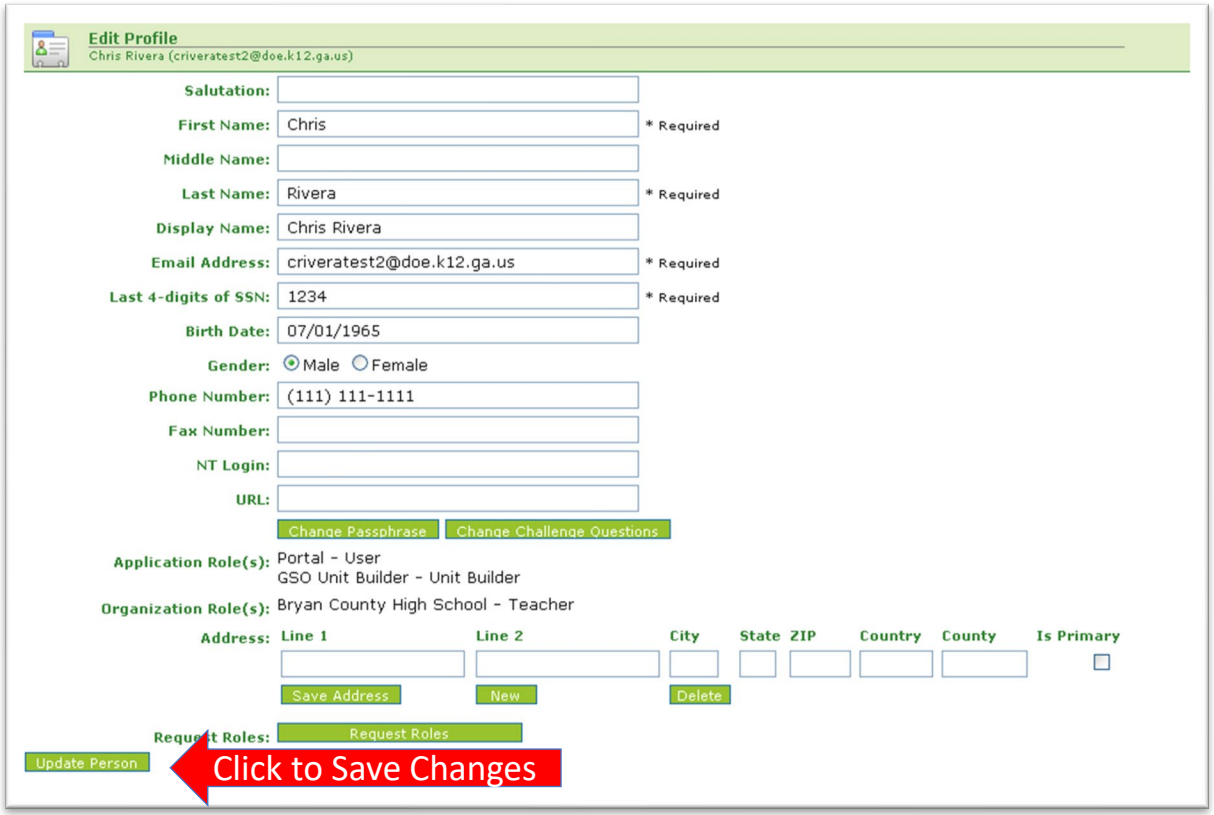
Request Submittal

Your request has been submitted and processing has begun. You will be updated on the status of your request in the next 3 days.

Change/Update Account Information

- Name information
- Login/e-mail information
- Phone Number
- Address Information
- Challenge Questions and Answers

Correct/Update Profile Information

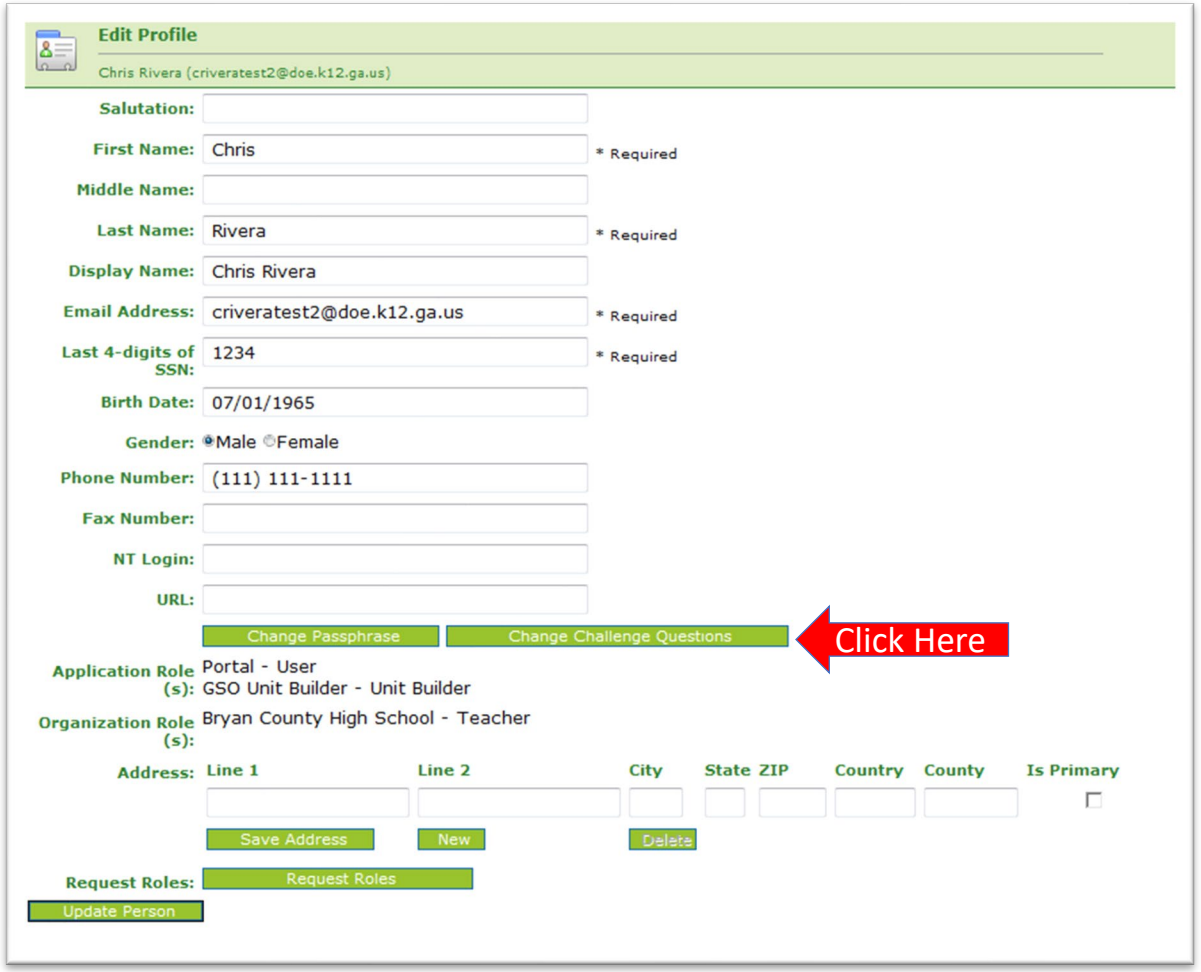


On the User Profile screen, information can be added or modified as desired.

E-mail address (login) can be modified.

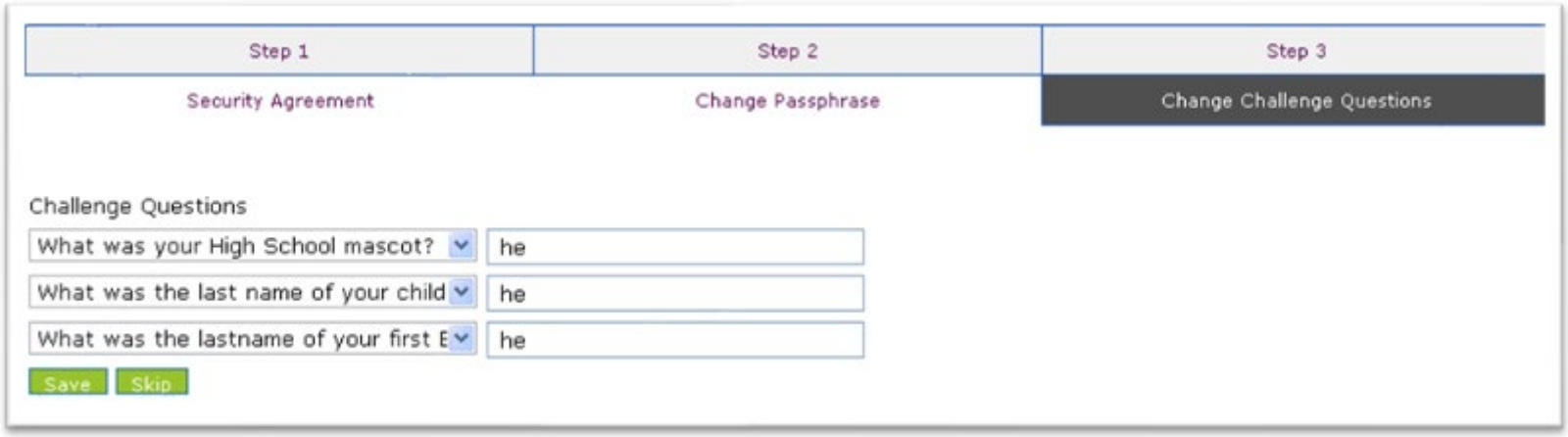
Once appropriate changes have been made to profile, click on "Update Person" to save changes.

Change Challenge Questions and/or Answers

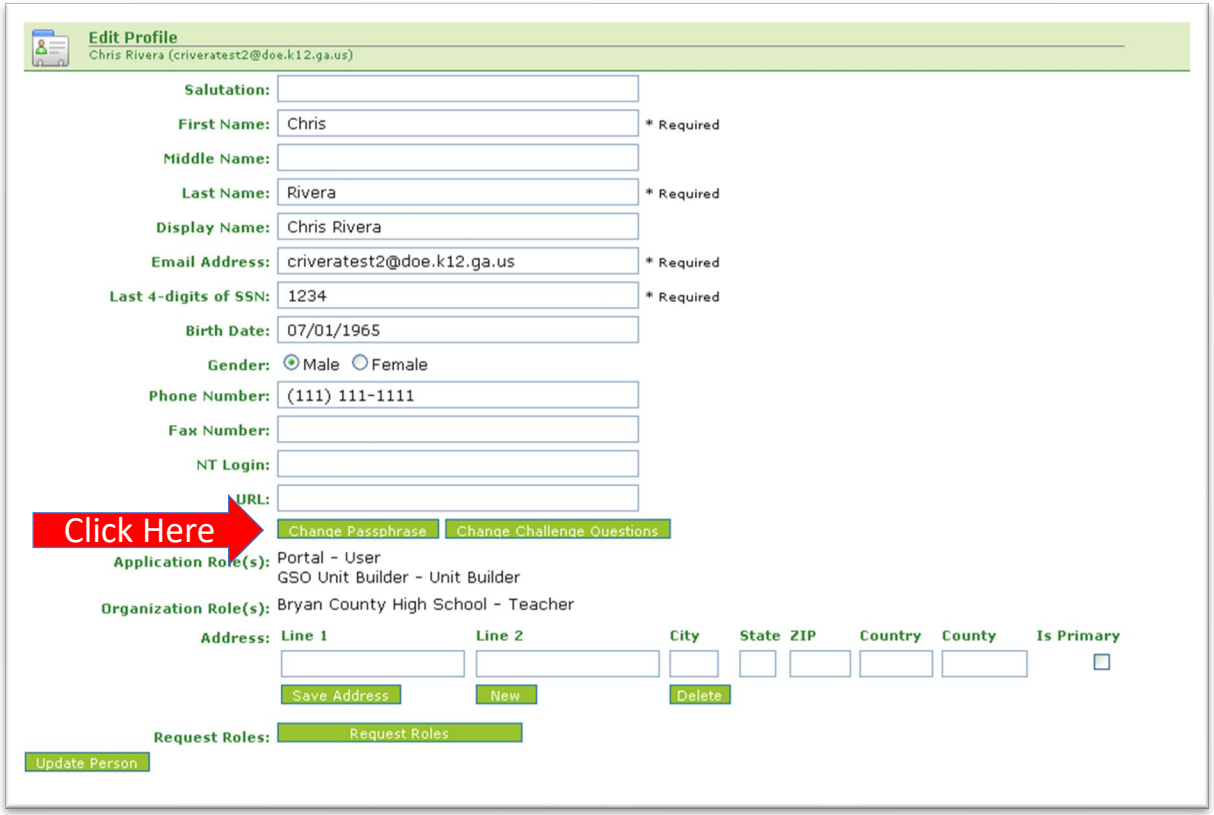


To review and/or modify challenge questions and answers, a user can click on "Change Challenge Questions" button

Correct/Update Challenge Questions and Answers

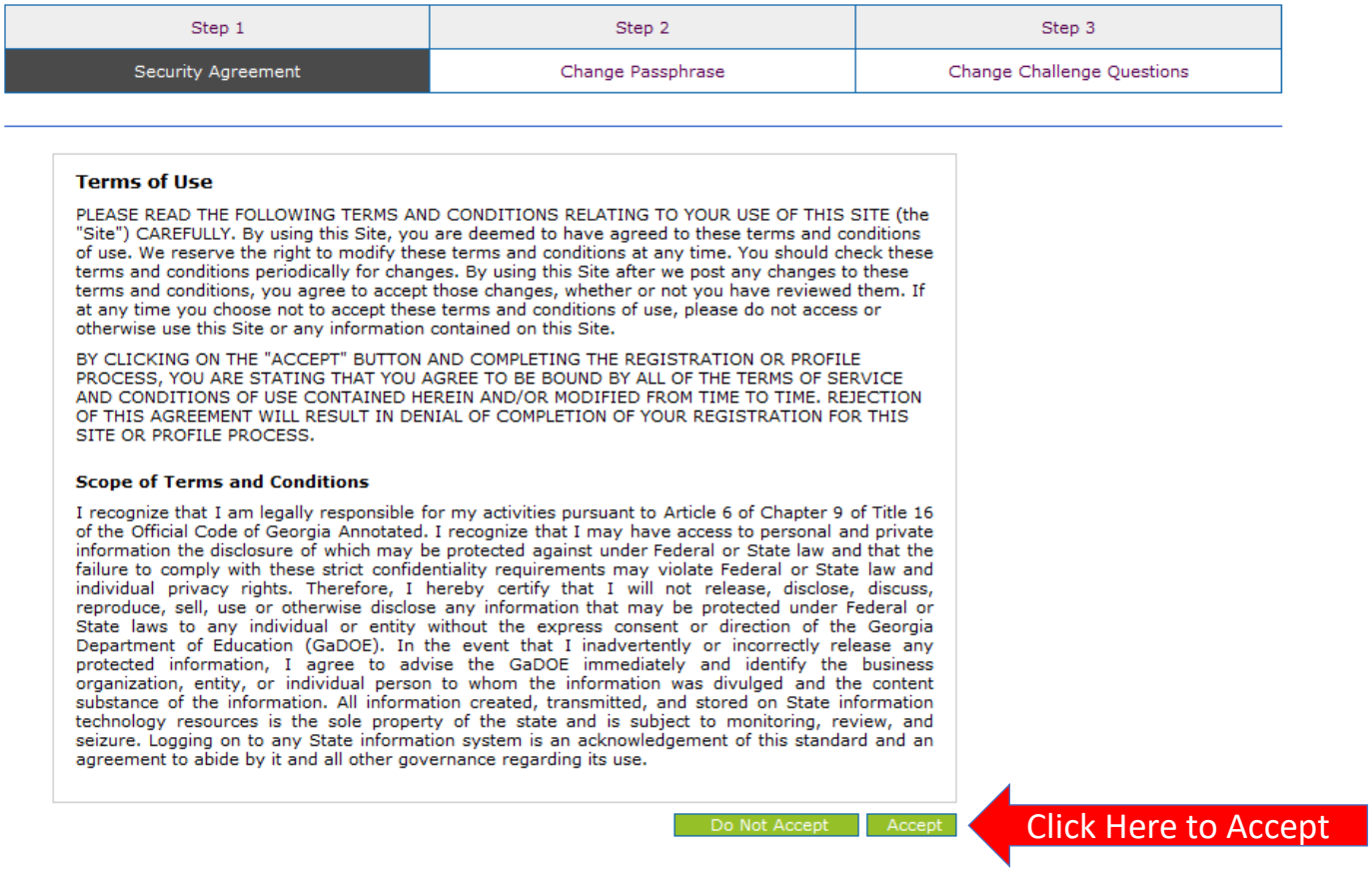


Profile Screen – Change Passphrase

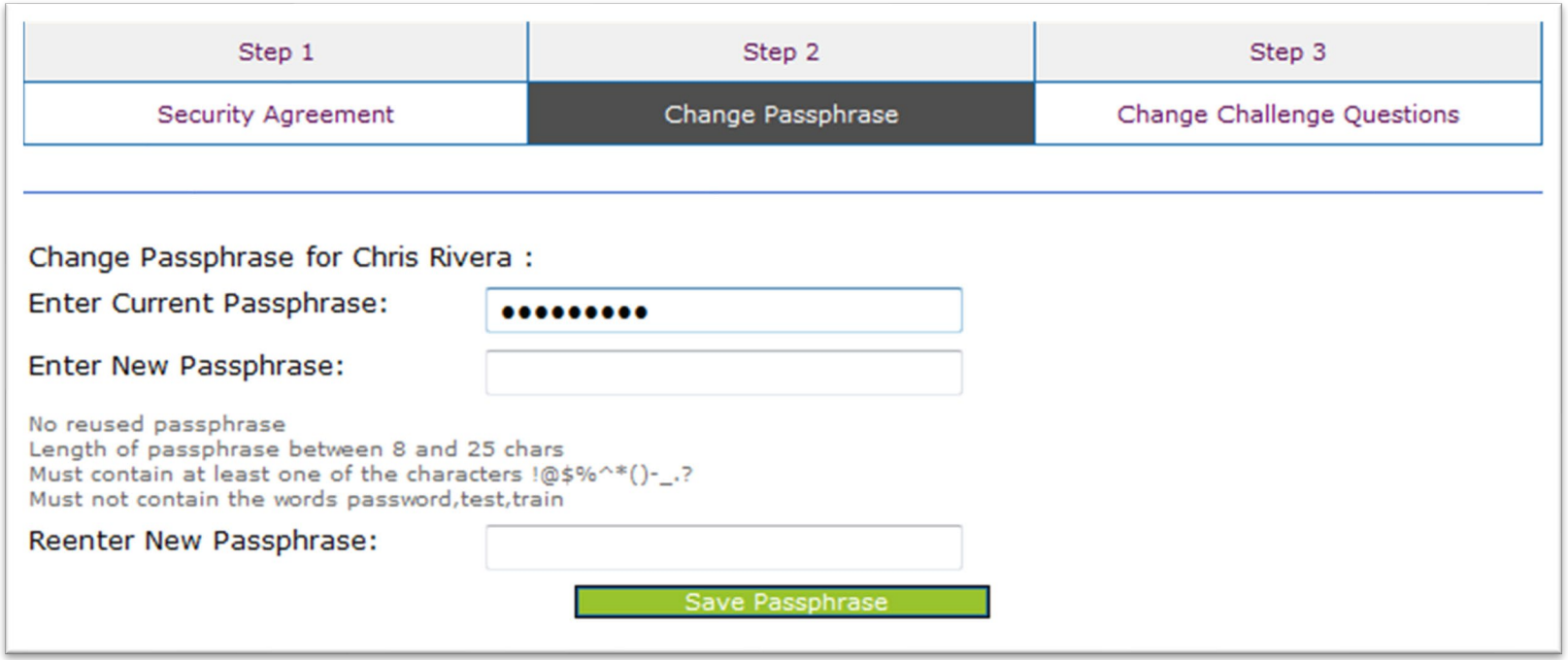


A user may reset their passphrase by clicking on the "Change Passphrase" button.

Terms of Use Agreement – User Must Accept



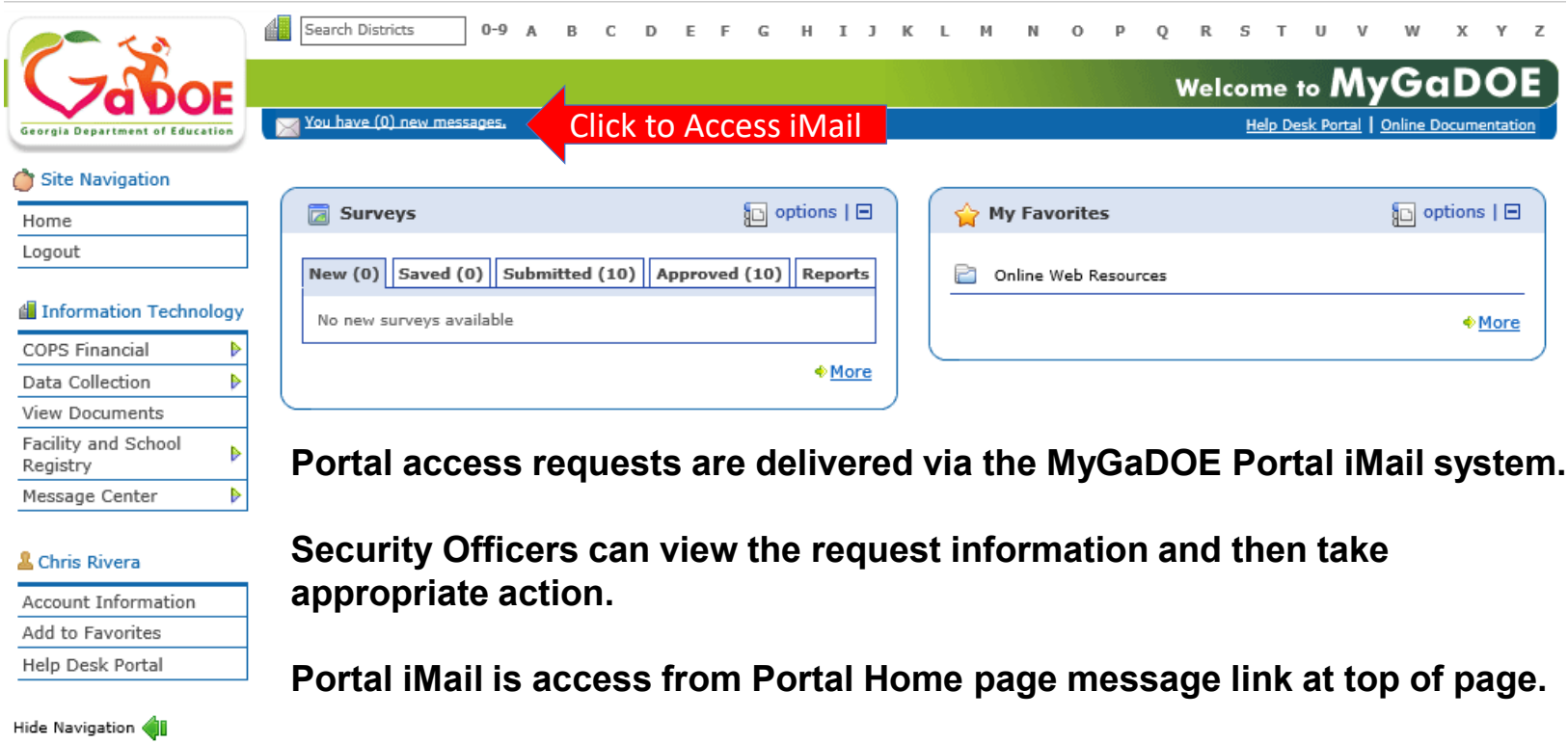
1. **Enter Current Passphrase**
2. **Enter New Passphrase**
3. **Re-enter New Passphrase**
4. **Select Save Passphrase**



Security Officer Responsibilities

- Review/Approve requests for user access under assigned organization.
- Add new users under assigned organization.
- Modify account status (Suspend, Un-Suspend, Terminate) under assigned organization.
- Reset passphrases for users under assigned organization.

Review Access Requests – Approve/Deny



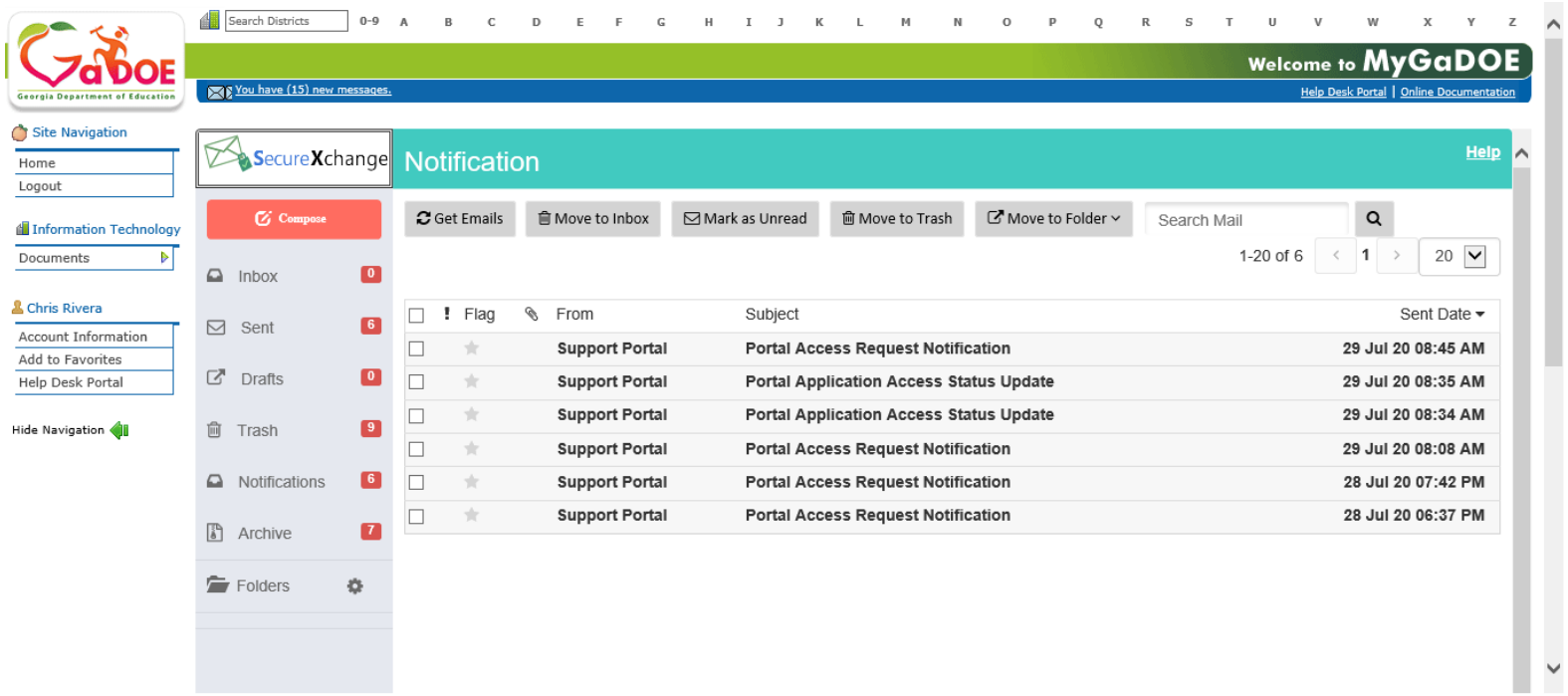
Portal access requests are delivered via the MyGaDOE Portal iMail system.

Security Officers can view the request information and then take appropriate action.

Portal iMail is access from Portal Home page message link at top of page.

iMail Message Inbox

New and existing iMail messages are shown in Inbox. New messages appear in "Bold". Portal access request notifications will appear in Notifications Box. To view a message Double-Click on message and message will open.

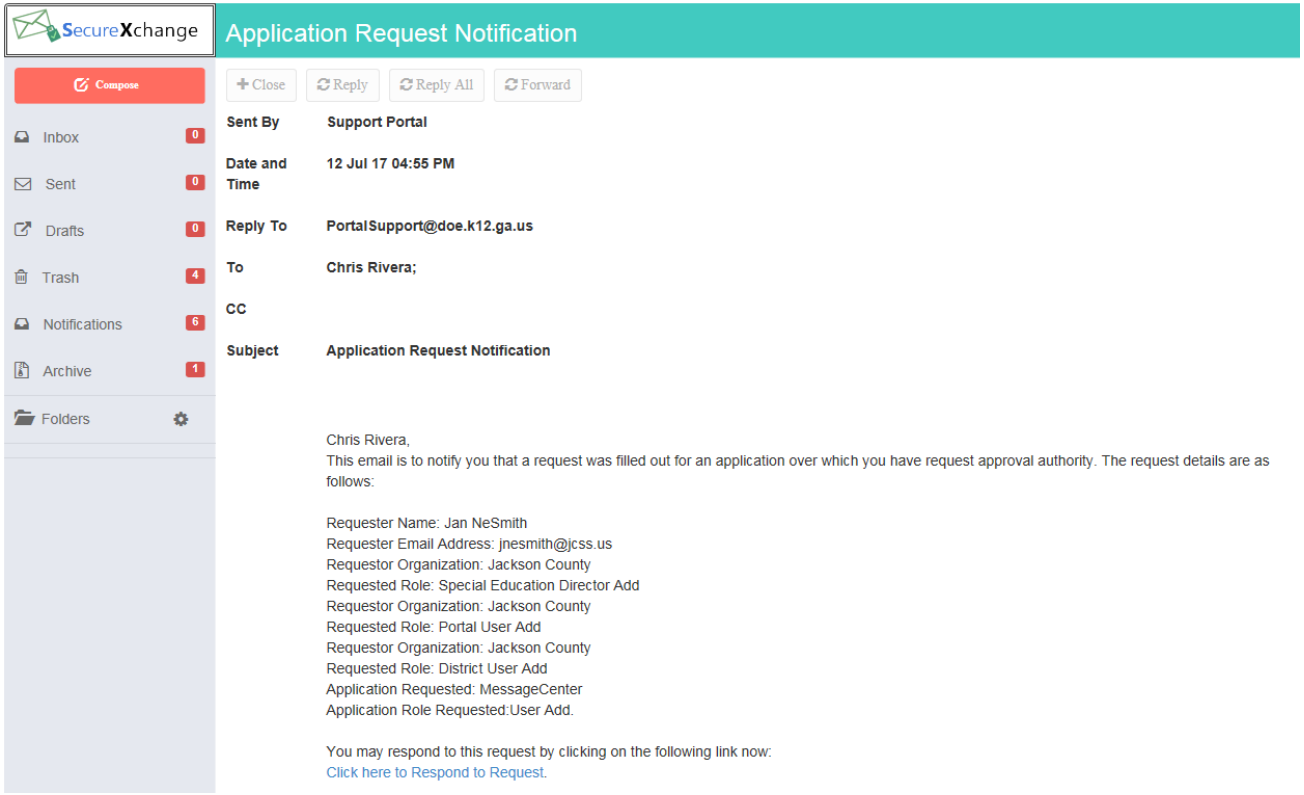


iMail Message Preview

Information from request can be viewed.

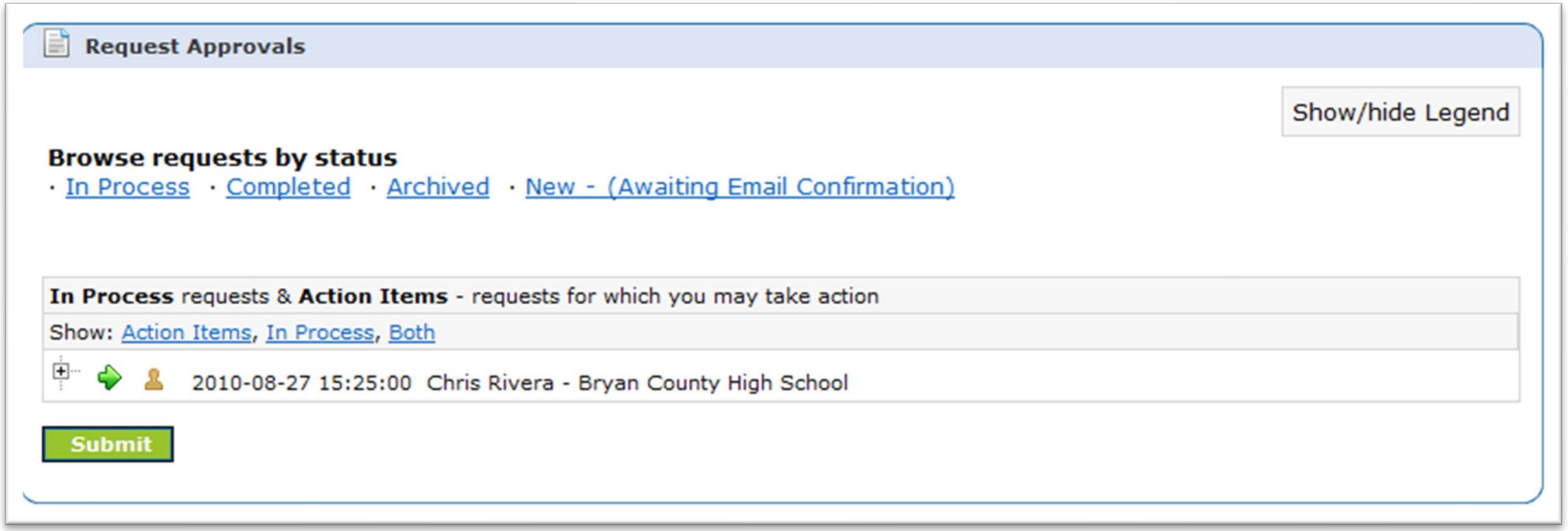
Request will show who requested, e-mail address of user, requested Organization roles and any requested Application Roles.

To take action, click on the link at bottom of message.



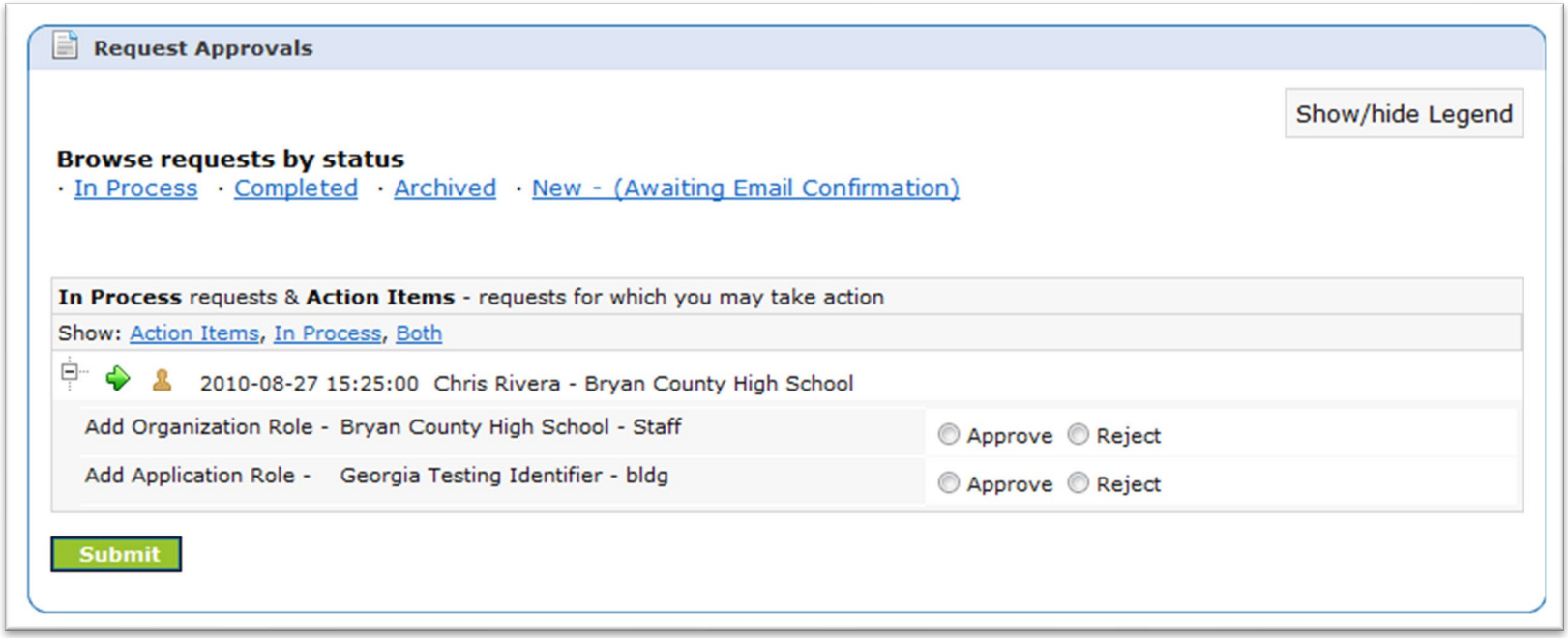
Request Approvals Screen

New and Pending requests can be viewed on this screen. Requests requiring action have a green arrow beside them. To view entire request click on "+" sign beside the request.

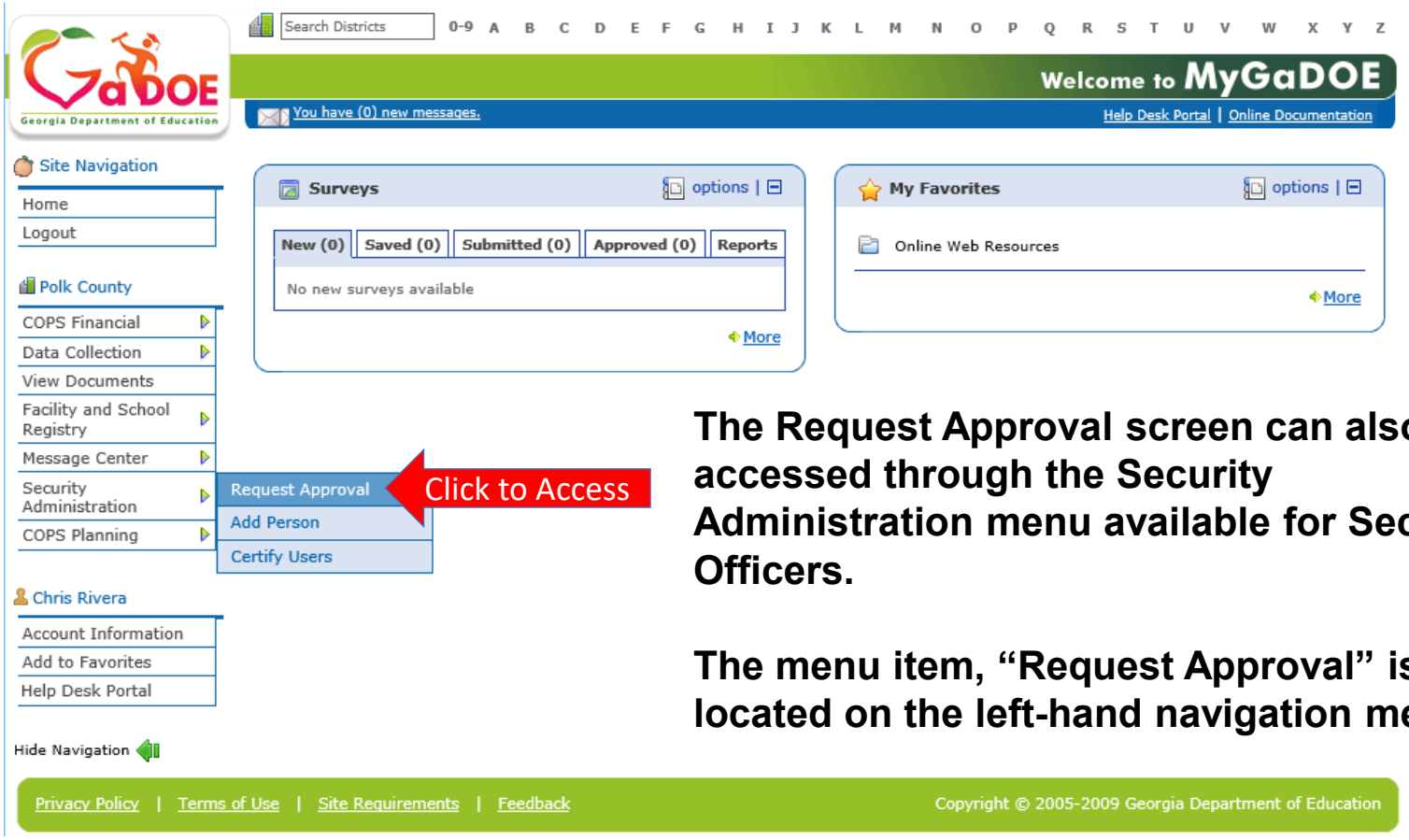


Request Approvals Screen

Security Officer will approve or reject each line item and then submit. Once complete, account will be created (New Account) and/or additional roles will be added to user account.



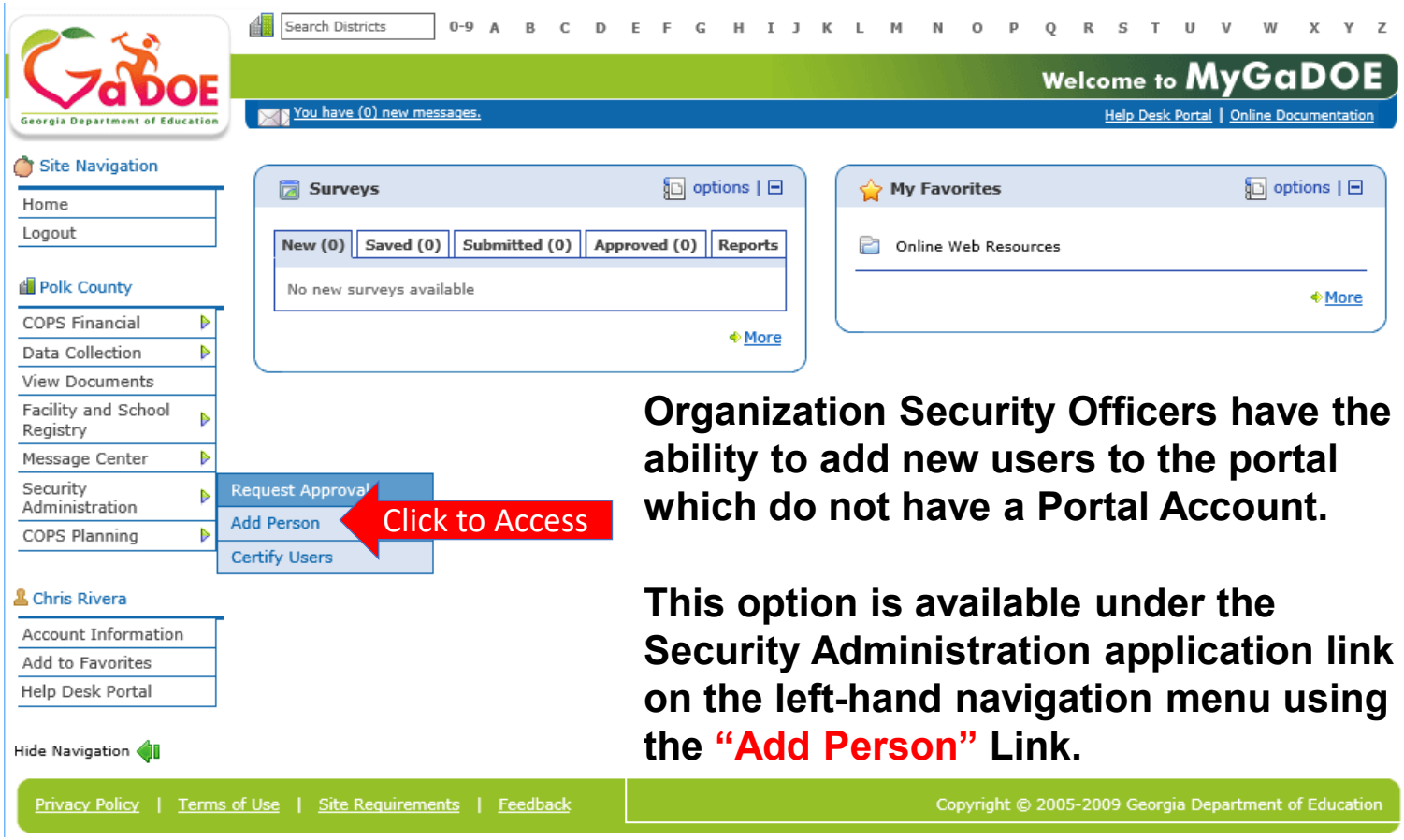
Request Approvals Screen



The Request Approval screen can also be accessed through the Security Administration menu available for Security Officers.

The menu item, "Request Approval" is located on the left-hand navigation menu.

Adding New Users



Organization Security Officers have the ability to add new users to the portal which do not have a Portal Account.

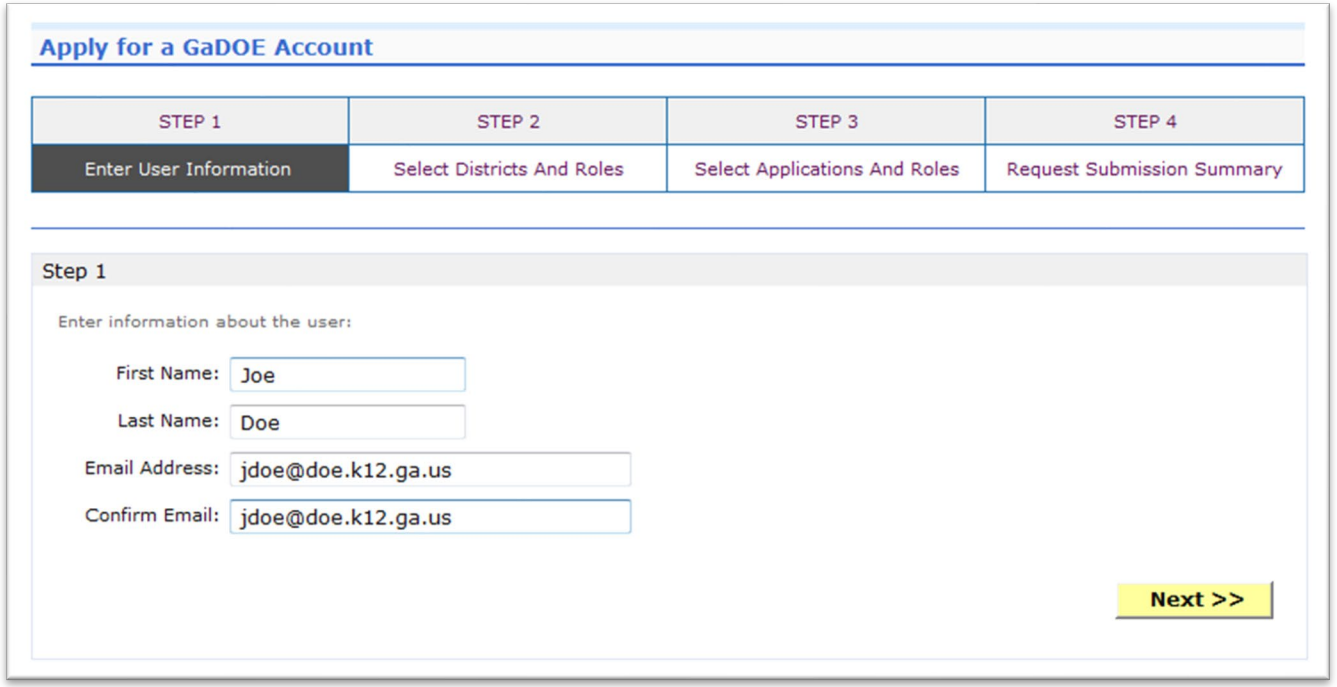
This option is available under the Security Administration application link on the left-hand navigation menu using the "Add Person" Link.

Security Officer - Adding New User

Add User Registration Wizard

- Step 1 – Enter User Information
- Step 2 – Select Districts And Roles
- Step 3 – Select Applications And Roles
- Step 4 – Request Submission Summary

Add Person – Step 1, User Information



Enter name and e-mail address.

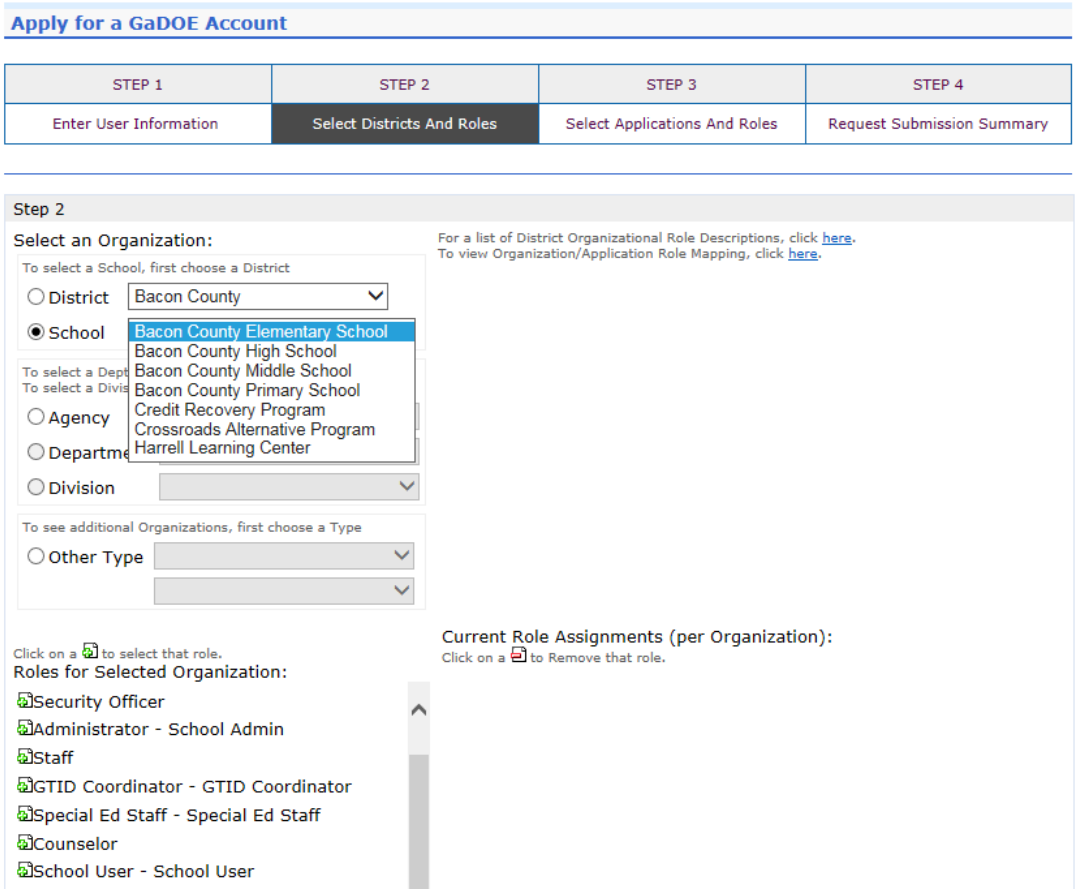
E-mail address is also Portal Login ID.

Add Person – Step 2, Districts And Roles

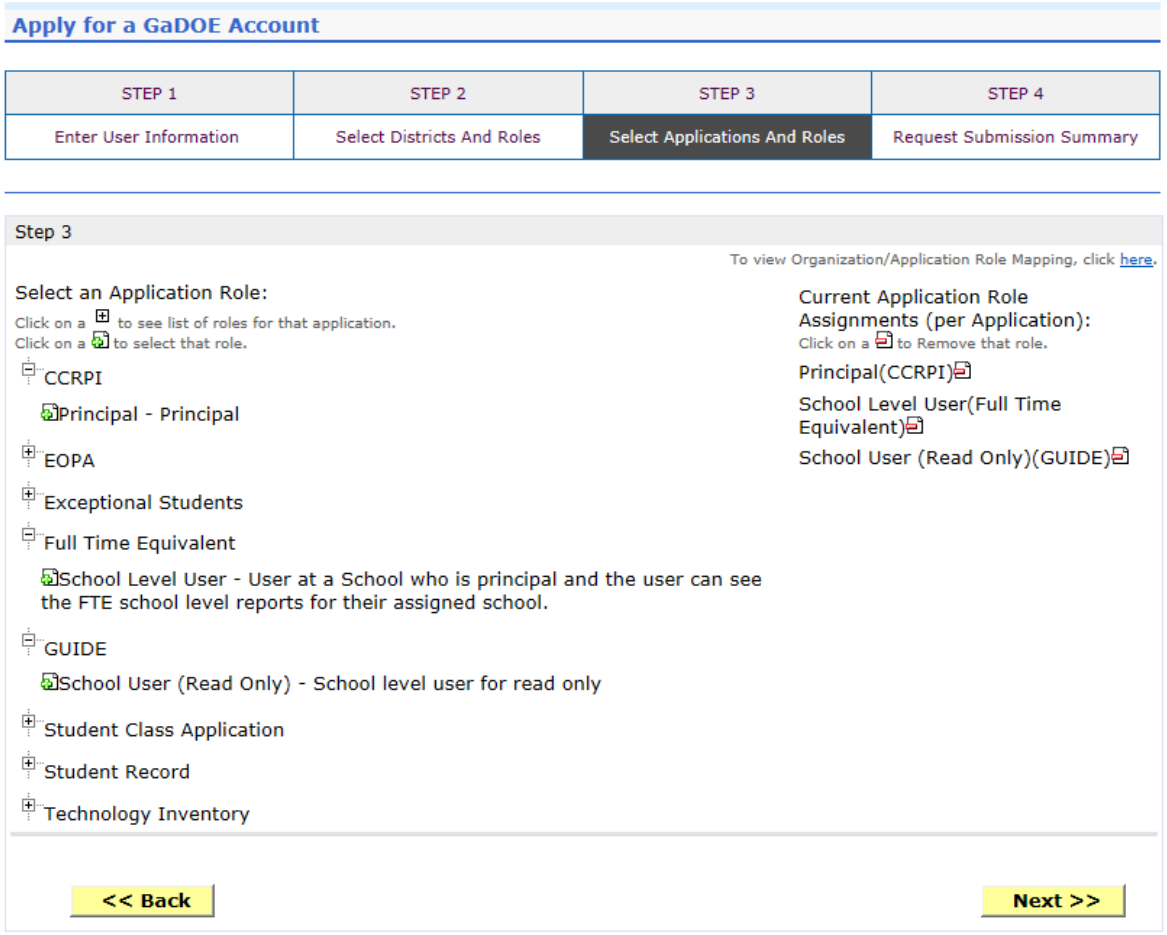
Select appropriate Organization: District, DOE Agency, or Other. Available Organizations appear in appropriate drop-down boxes.

Next select appropriate Organization Role from provided list. List is dependent on Organization selected.

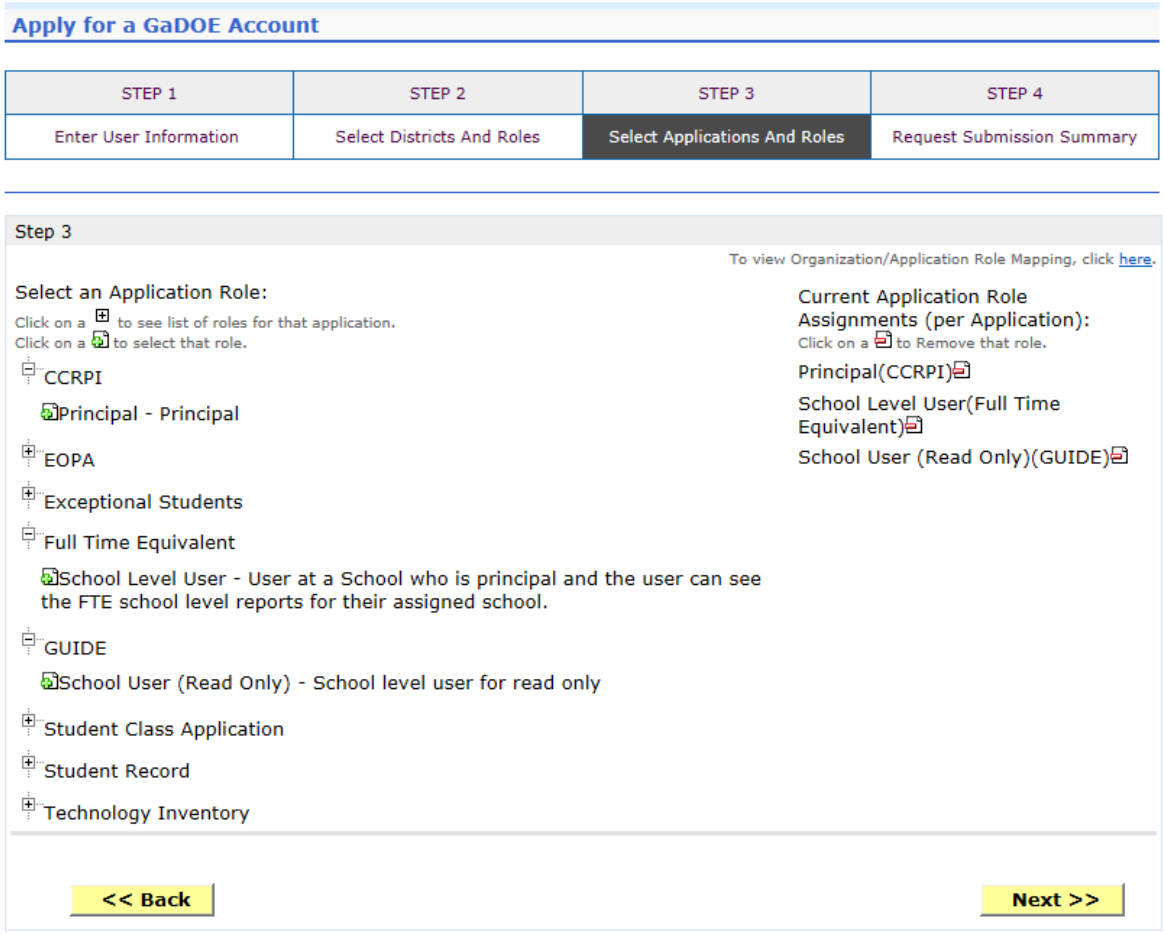
To add a role assignment click on green "+" sign to the left of role.



Add Person – Step 3, Applications And Roles



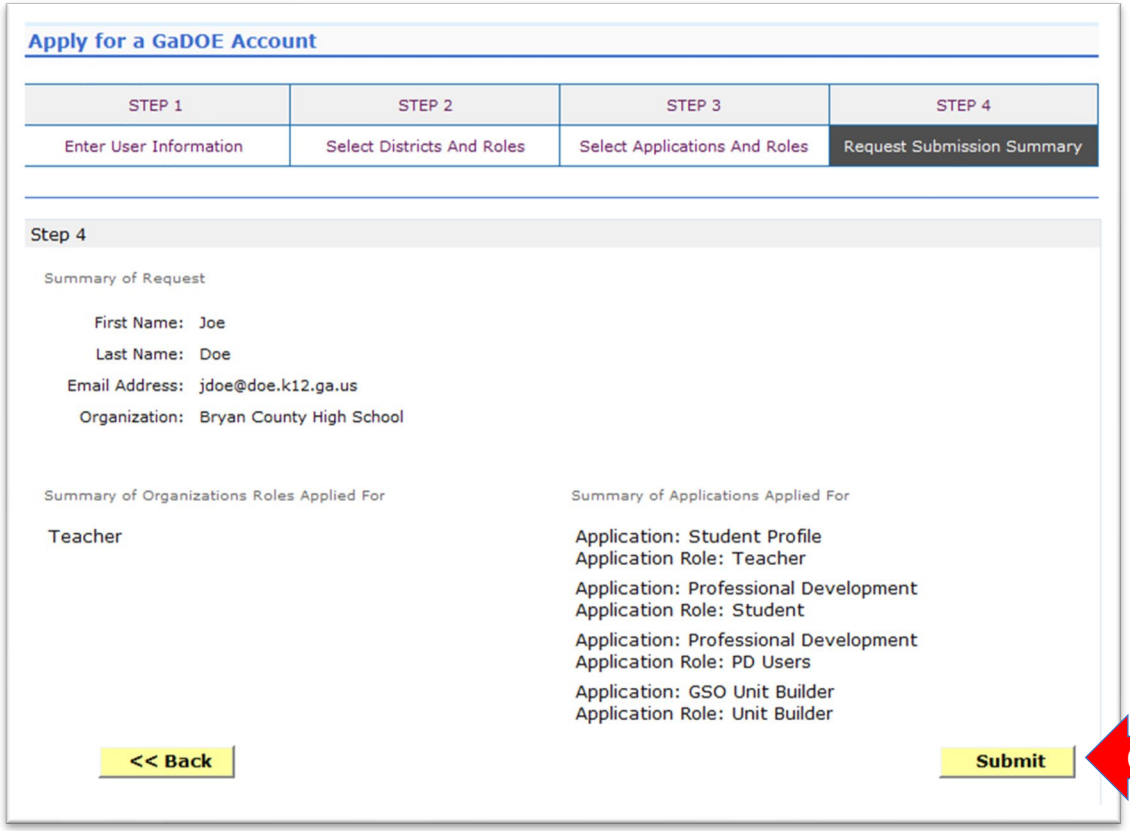
Based on Organizational role selected, a default set of application roles will automatically be added to profile.



To add additional Application roles, click on "+" sign next to application and then the green "+" sign beside the appropriate application role.

To remove Application roles from list of those assigned, click on red "-" sign beside the application role.

Add Person – Step 4, Submission Summary

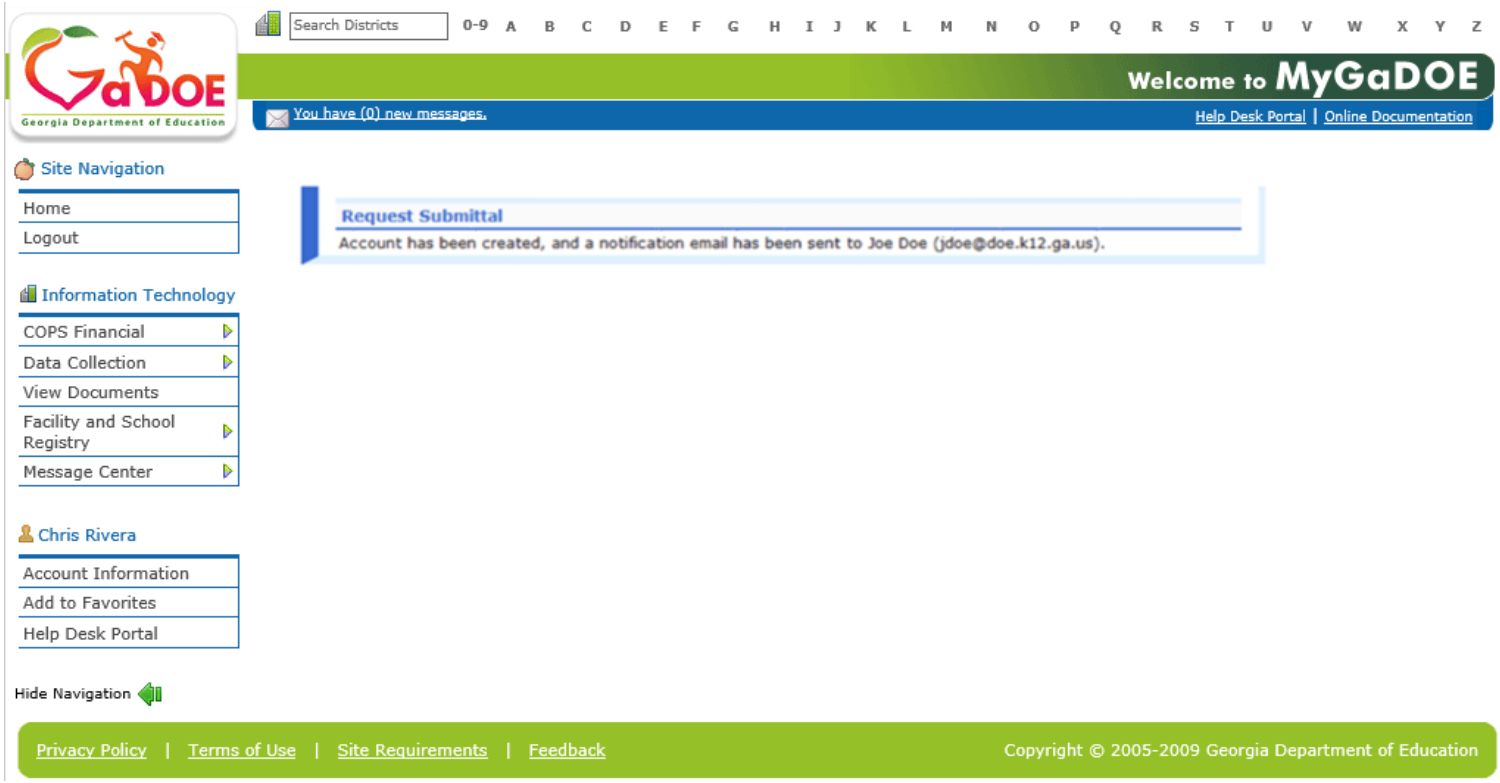


Review all the information entered into account setup wizard.

If all is as required, click on the "Submit" button to submit request for approval.

Add Person – Request Submitted

Account has been created and user has been sent an e-mail with temporary login information.



Notification e-Mail to User

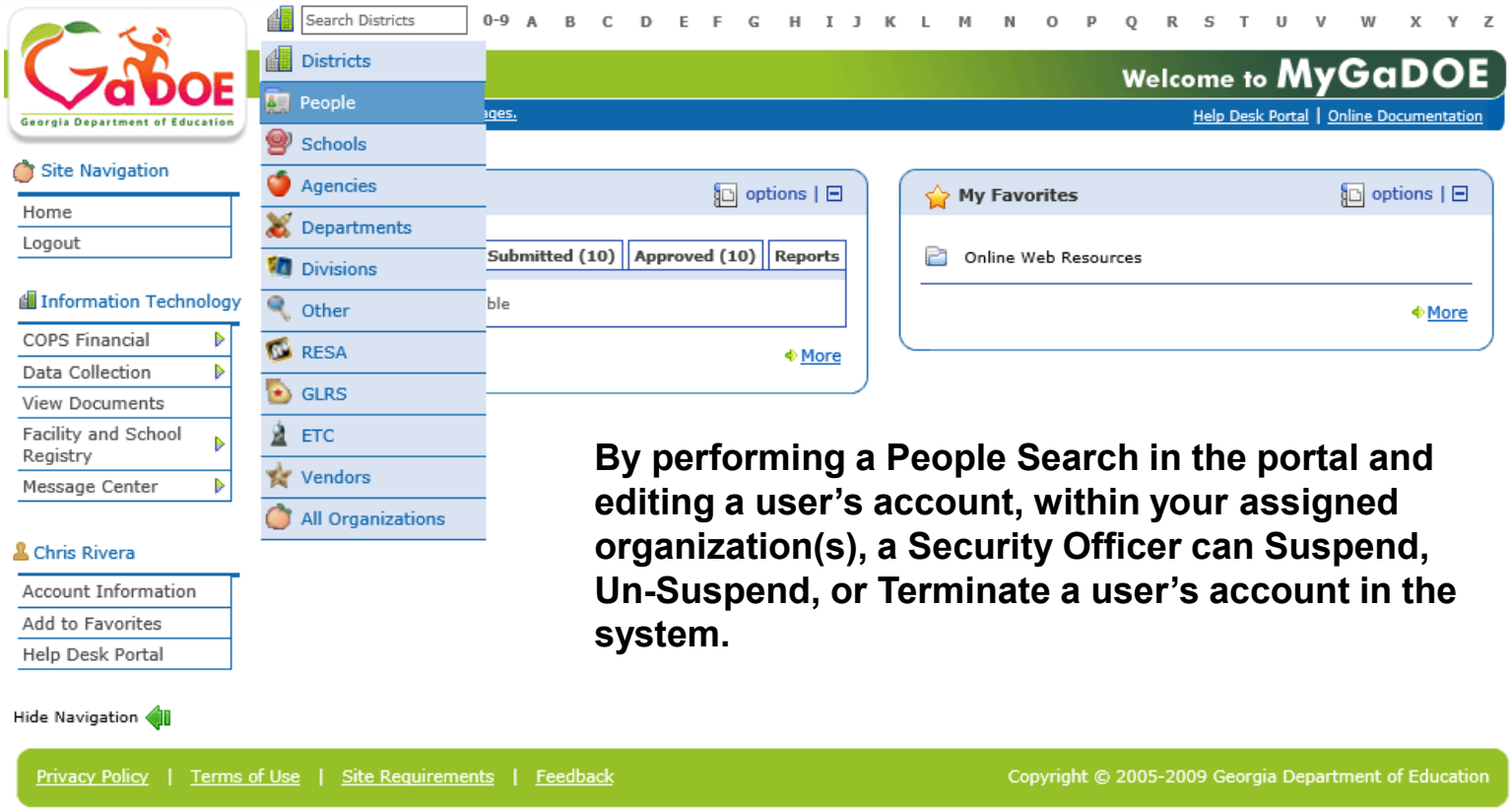
User receives an e-mail notifying them their account has been created with temporary login information.

Joe Doe,
This message has been sent to inform you of the status of your request. Please see the details below to review the status of each request item. If you have questions about the contents of this message, please contact your Security Officer.
Request Details:
Requester Name: Joe Doe
Organization: Bryan County High School
Org Role: Teacher Add Status=Approved

Application: GSO Unit Builder Role: Unit Builder Add Status=Approved
Application: Student Profile Role: Teacher Add Status=Approved
Application: Professional Development Role: Student Add Status=Approved
Application: Professional Development Role: PD Users Add Status=Approved

To login, use your email address and your password:
Username: **jdoe@doe.k12.ga.us**
Temporary Password: **0$WordRedressDone**
After you have logged in for the first time, you will be prompted to fill out your user profile and to change your password.
If you do not see an Approved or Denied status for a requested App Role, you will be receiving another message when the status is updated by the Application Owner.
You may click the following link to access the portal login screen: GADOE Login
Sincerely,
DOE Portal Support

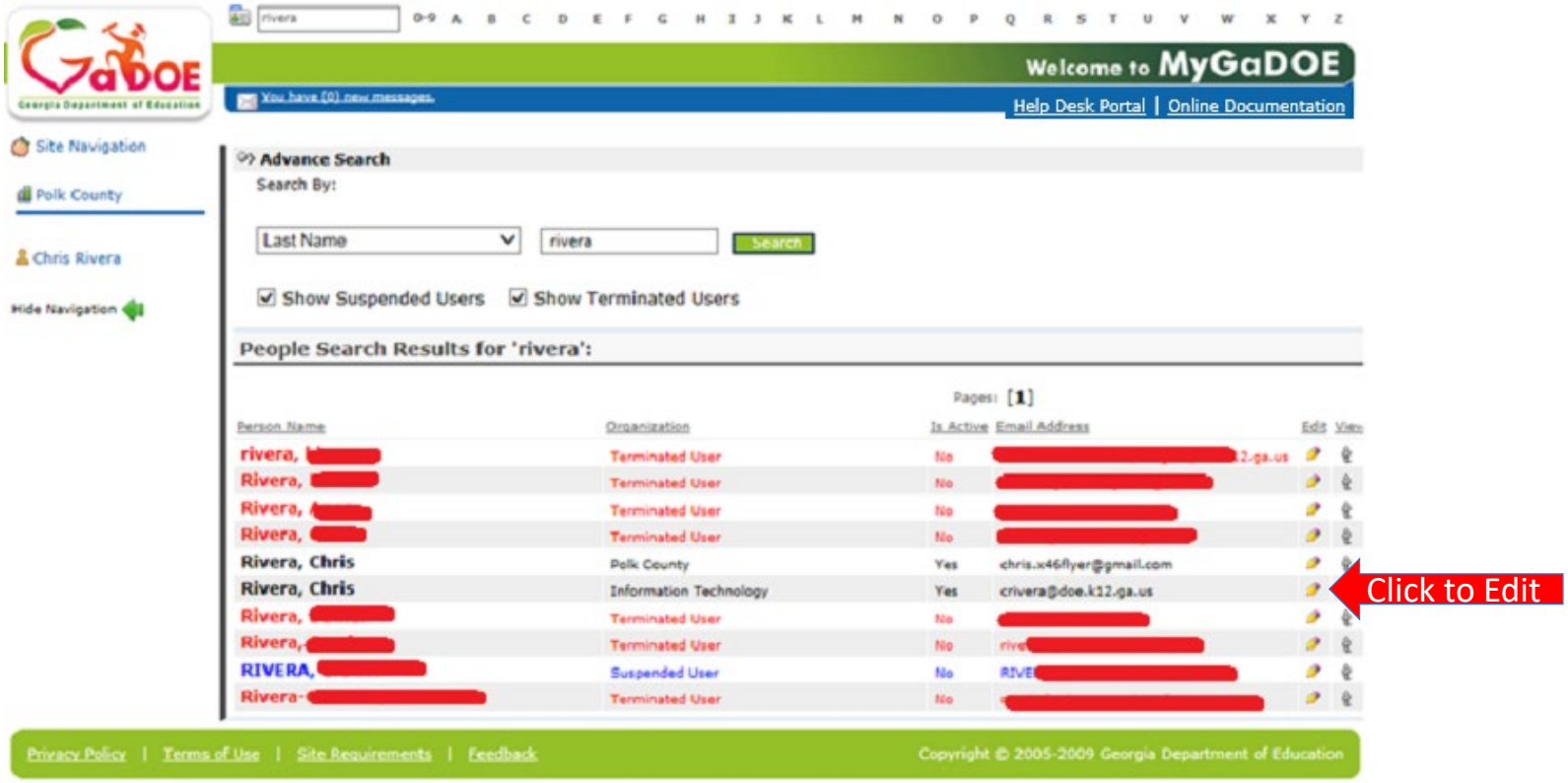
Modify Account Status (Suspend, Un-Suspend, Terminate)



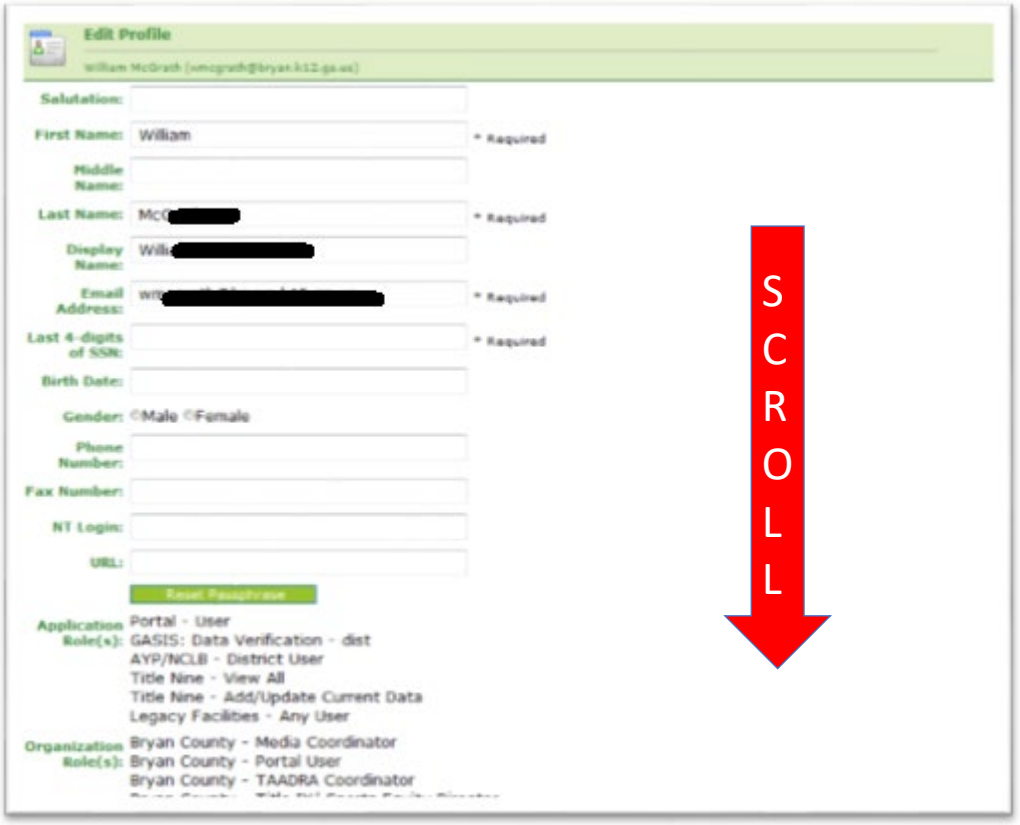
By performing a People Search in the portal and editing a user's account, within your assigned organization(s), a Security Officer can Suspend, Un-Suspend, or Terminate a user's account in the system.

People Search Results

By selecting Show Suspended or Show Terminated users, Security Officers can see all users in system matching criteria.

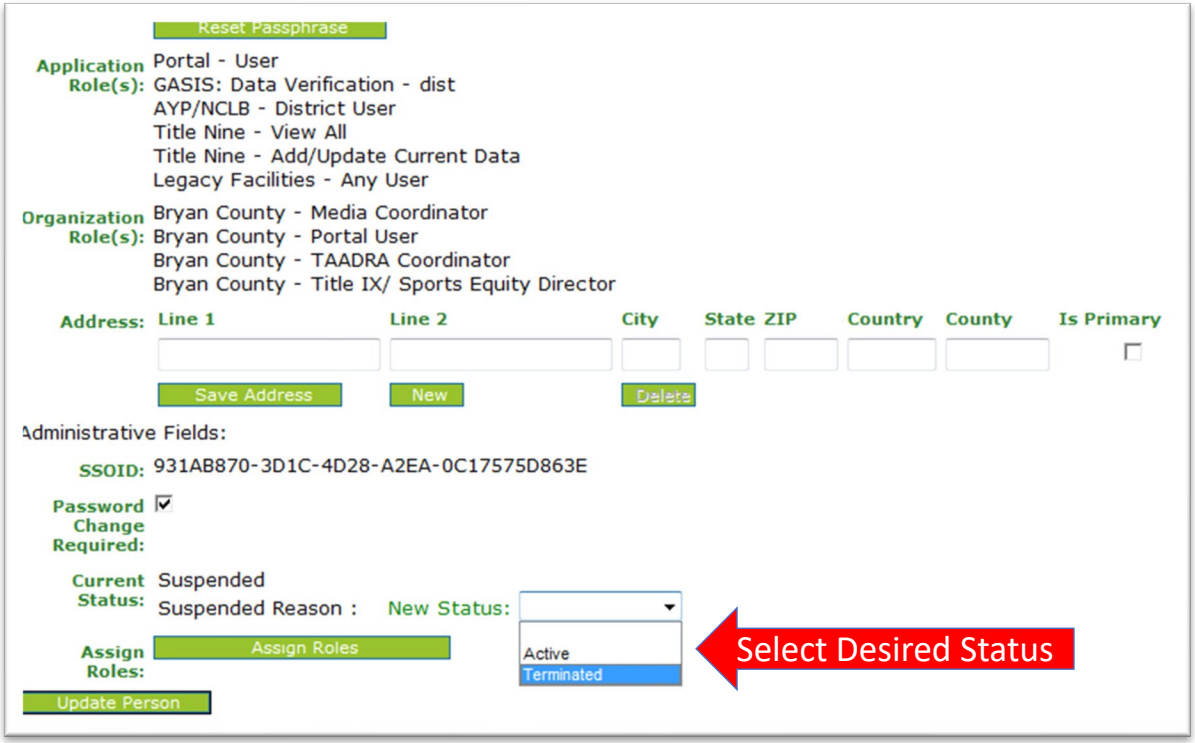


Profile Edit Screen



To modify the Account Status for a user, scroll down to bottom of the Profile Edit screen for selected user.

Modify Status – Select Desired Status

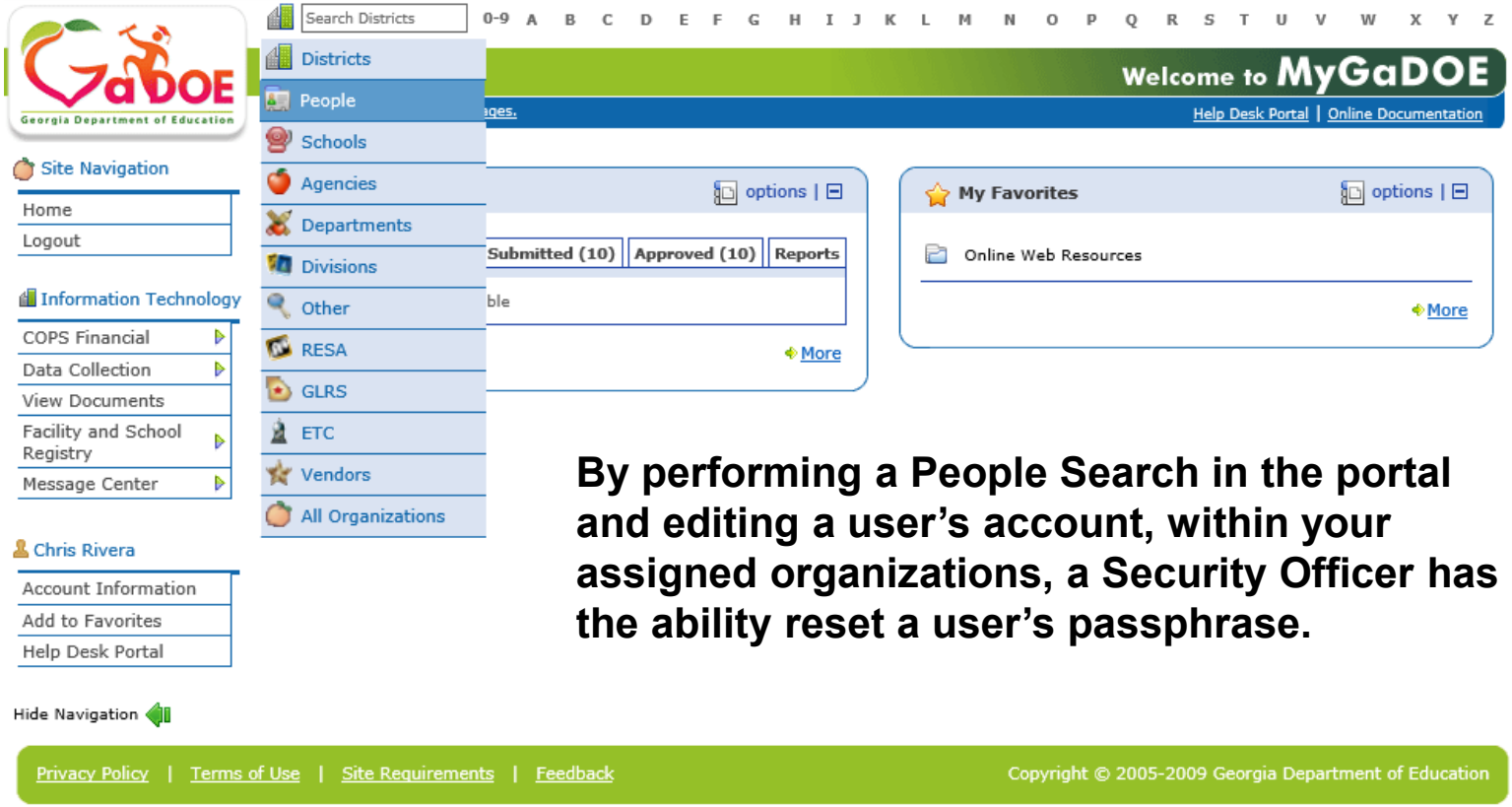


Once the desired user status is selected, click on the "Update Person" to effect changes to user's account.

Important:

Terminated users cannot be re-activated by Security Officers, call Helpdesk for Assistance in re-activating terminated accounts.

Reset User Passphrase



By performing a People Search in the portal and editing a user's account, within your assigned organizations, a Security Officer has the ability reset a user's passphrase.

People Search Results

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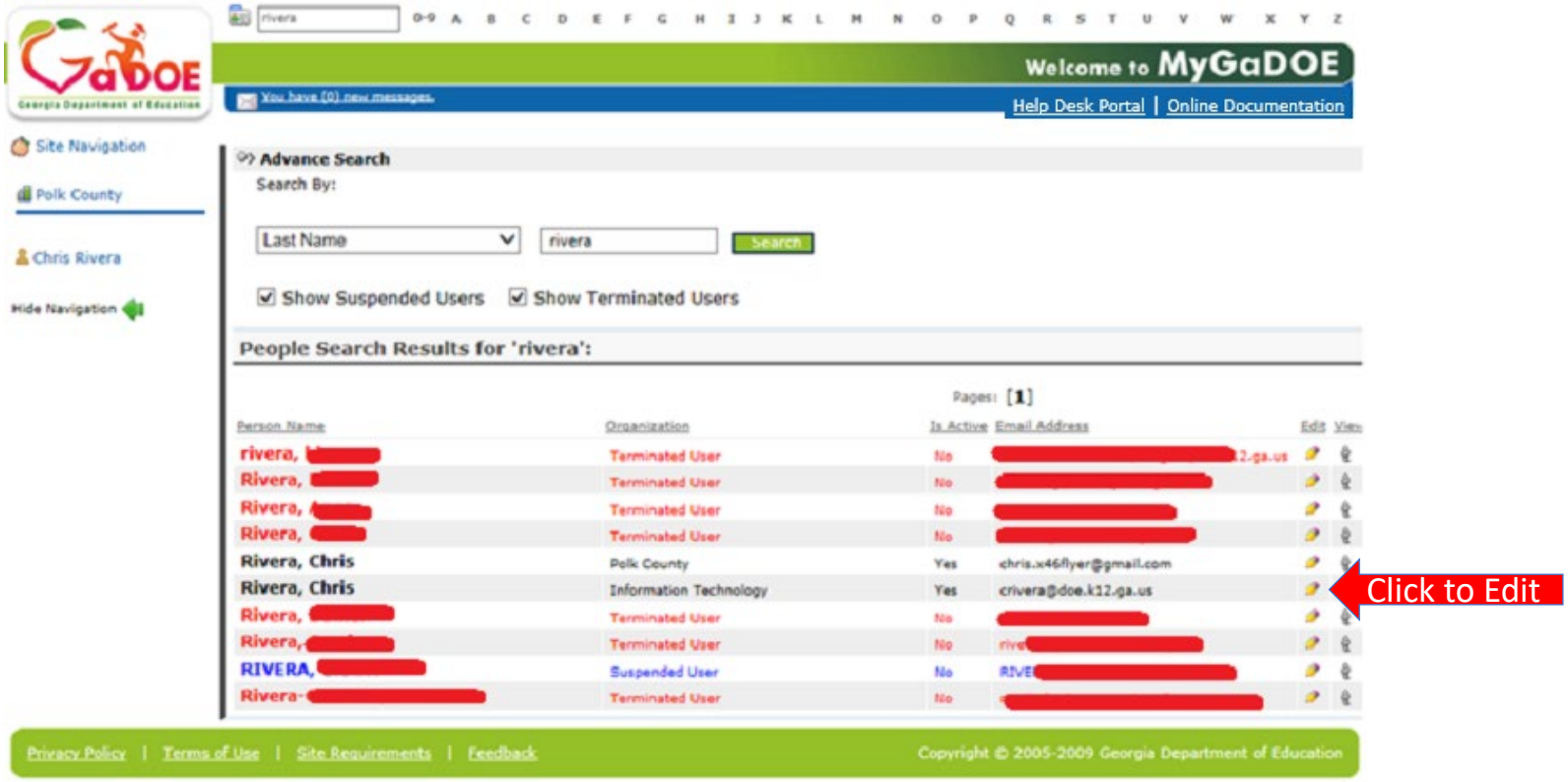
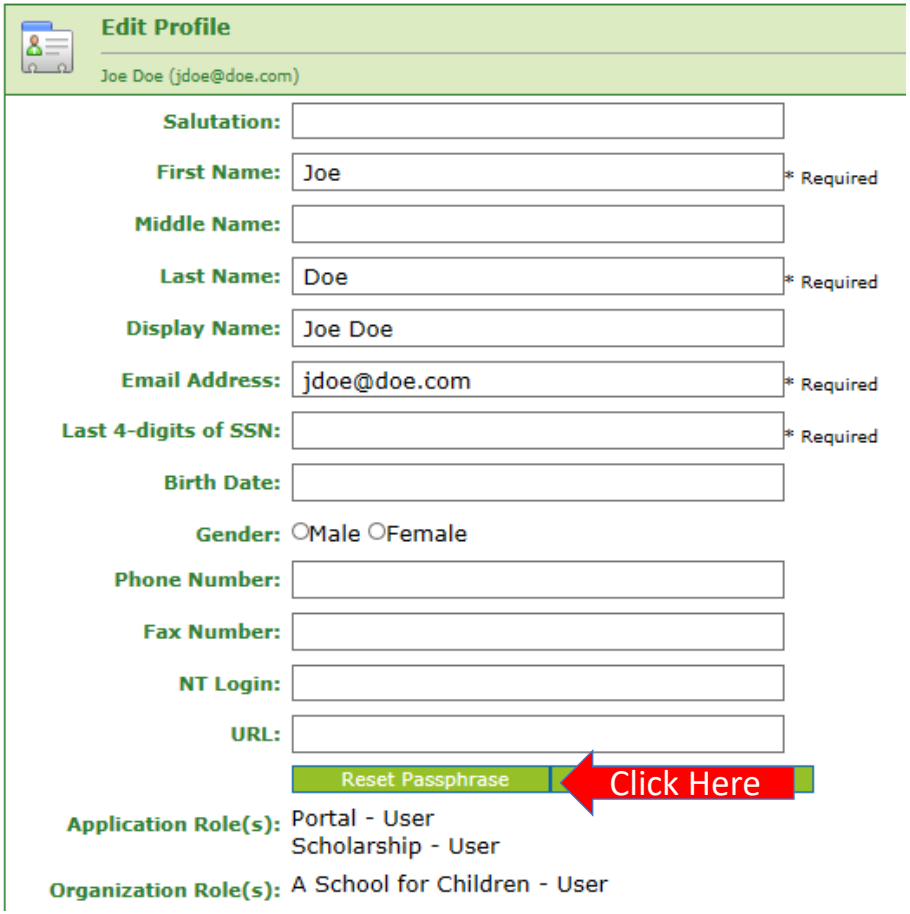


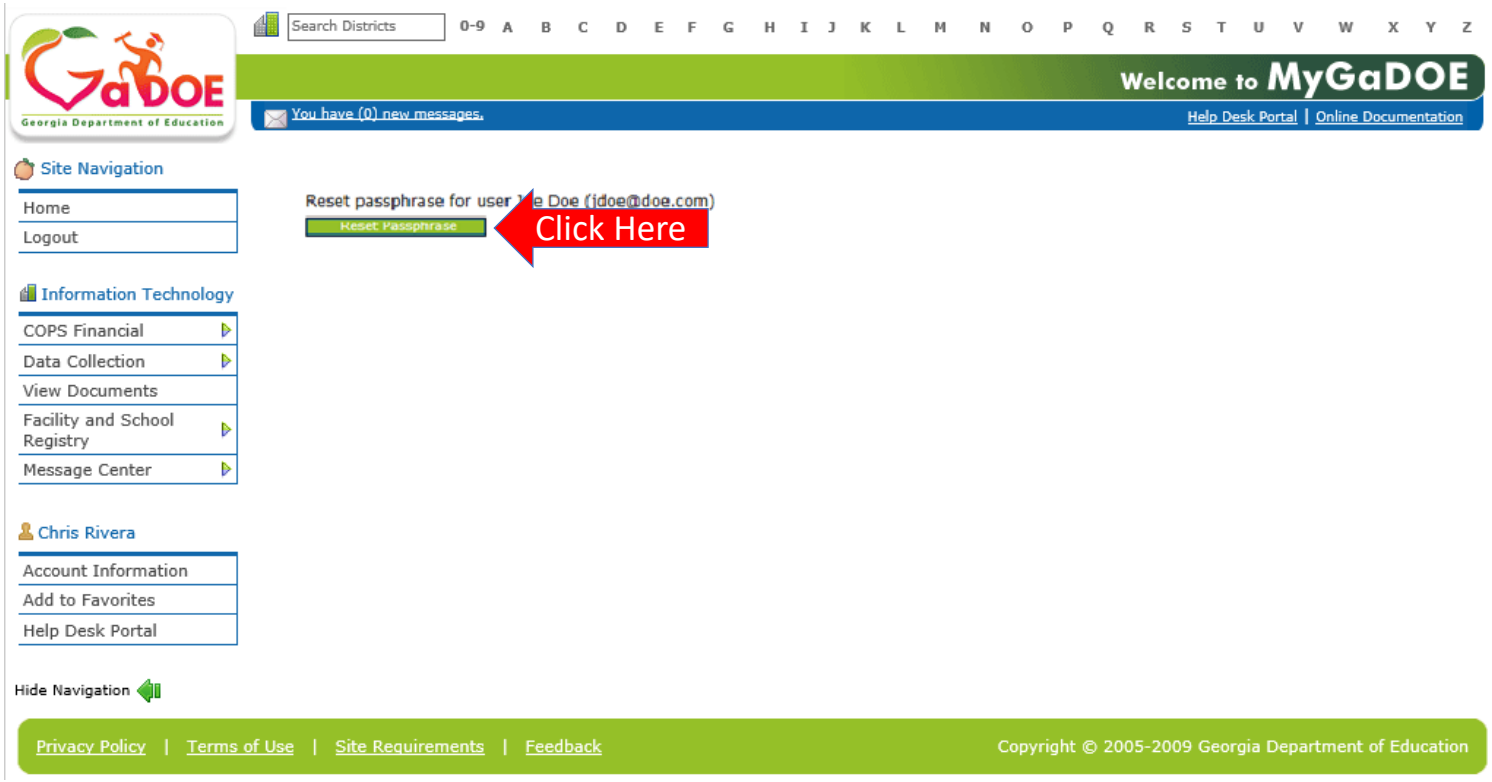
Profile Edit Screen



To reset Passphrase for selected user, click on the Reset Passphrase button on the Profile Edit Screen for selected user.

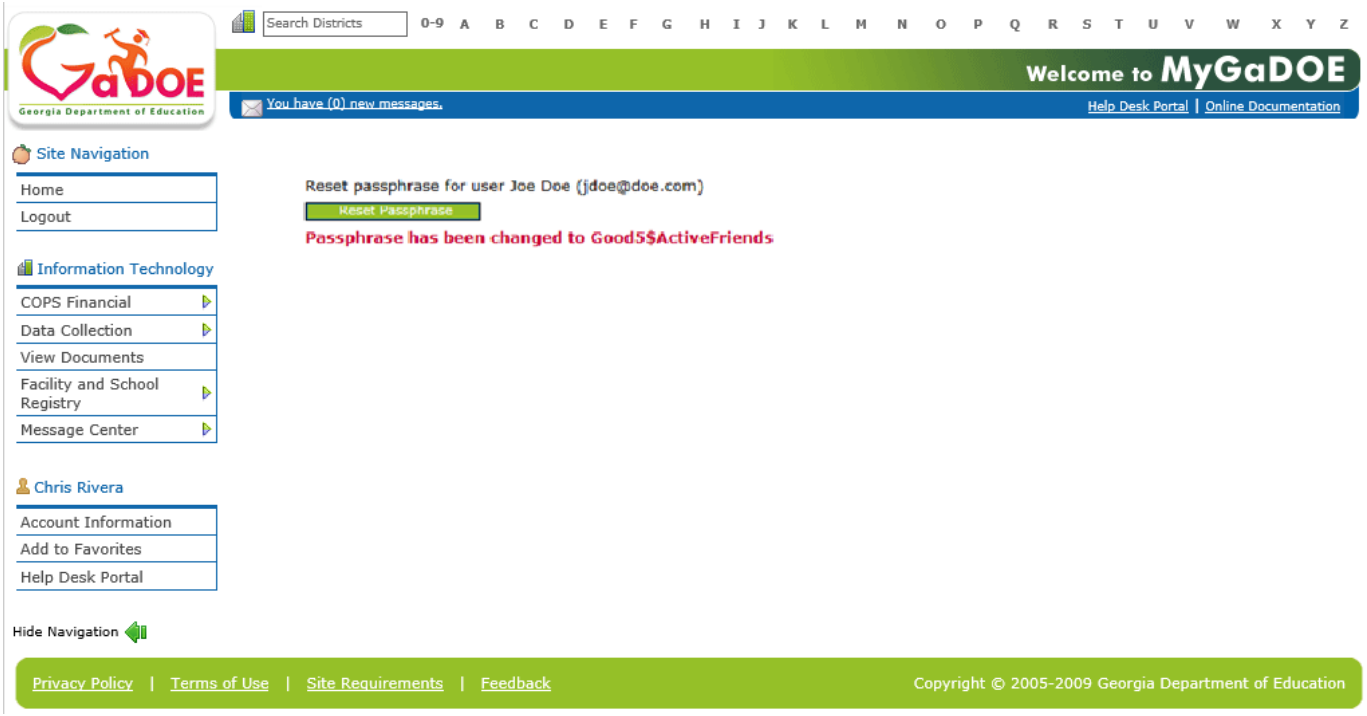
Reset Passphrase

Verify user information and click on the "Reset Passphrase" button again.



Reset Passphrase

A new Passphrase is generated and displayed on the screen. Provide new passphrase to user, they will not receive via e-mail.

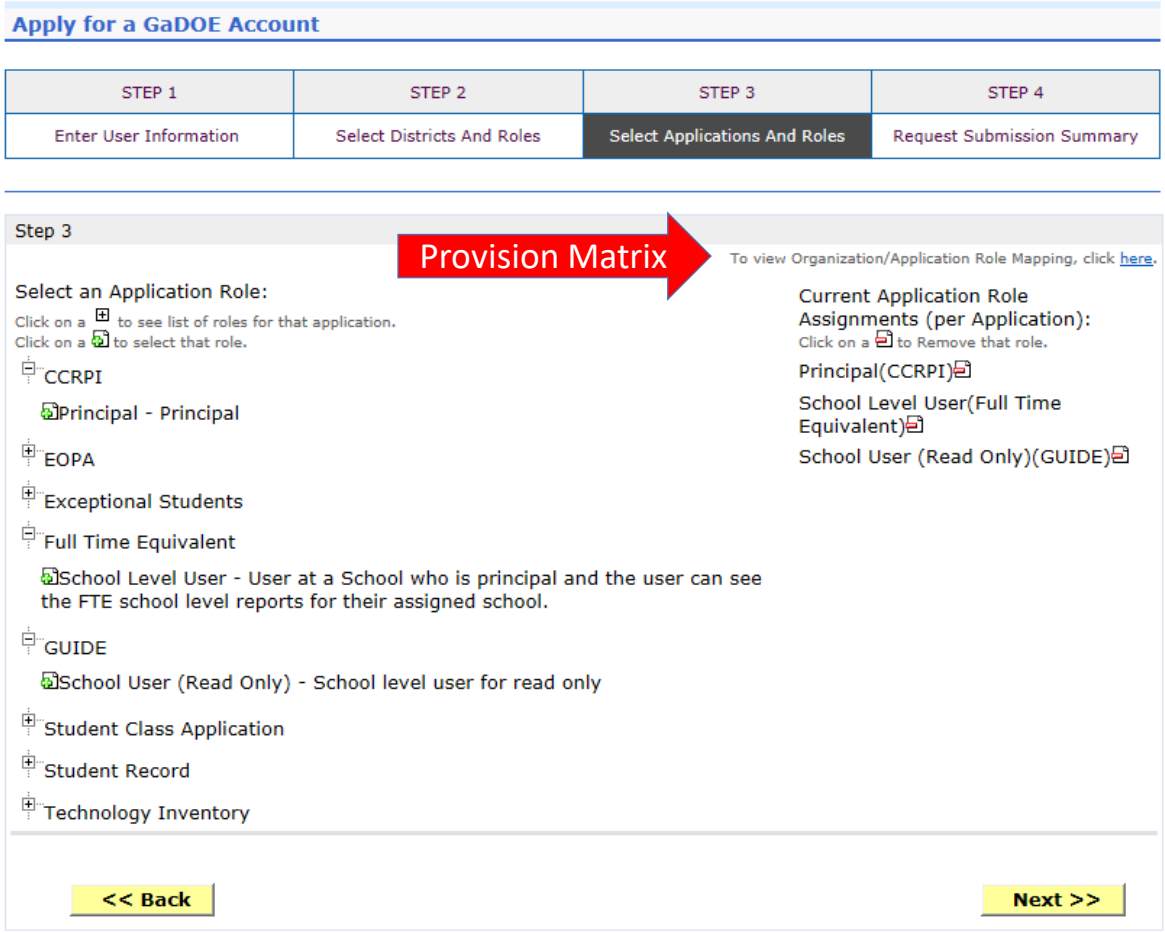


Provision Matrix – Security Officer Guide to User Provisioning

- **Provides listing of available application roles for each application within the MyGaDOE Portal.**

- **Provides listing of default application roles provided for each organization role within the MyGaDOE Portal.**

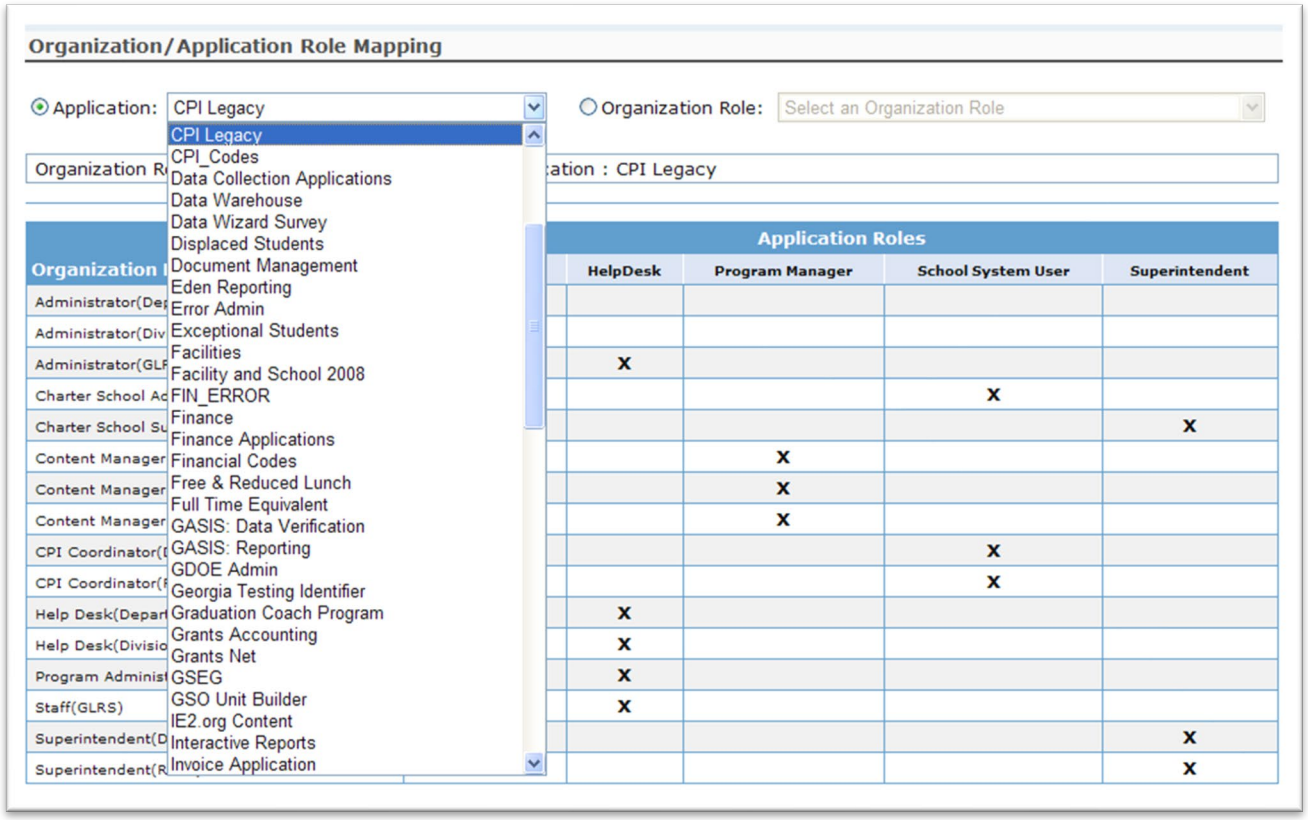
Provision Matrix – Role Mapping Access



The Provision Matrix can be access through a link on the Request Provisioning wizard, steps 2 & 3.

The link is located near the top, shown here.

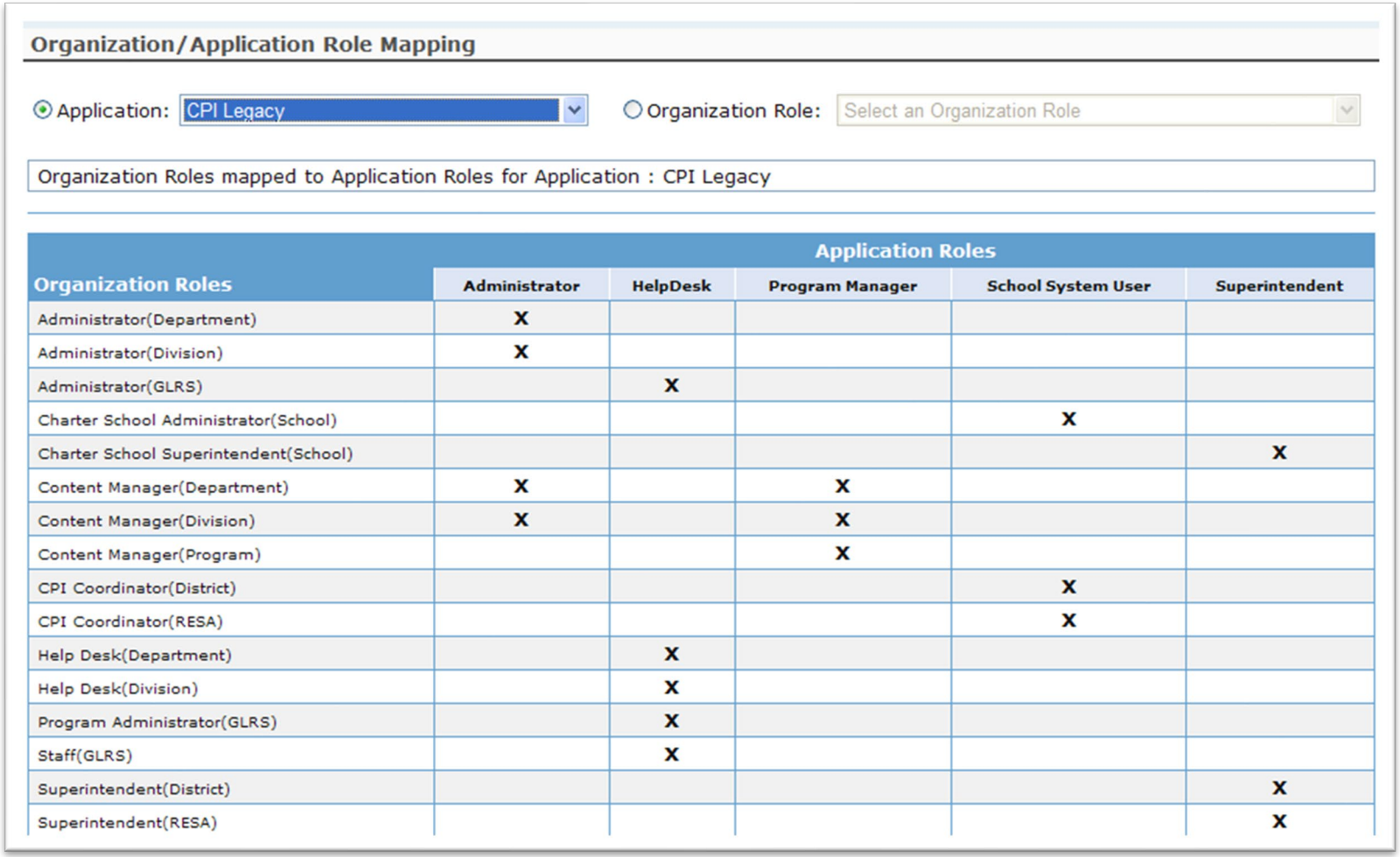
Provision Matrix – Application Mapping



Select the Application from the drop-down list on the Provision Matrix for the desired application.

Appropriate Application Roles will be shown for selected application.

CPI – Role Mapping



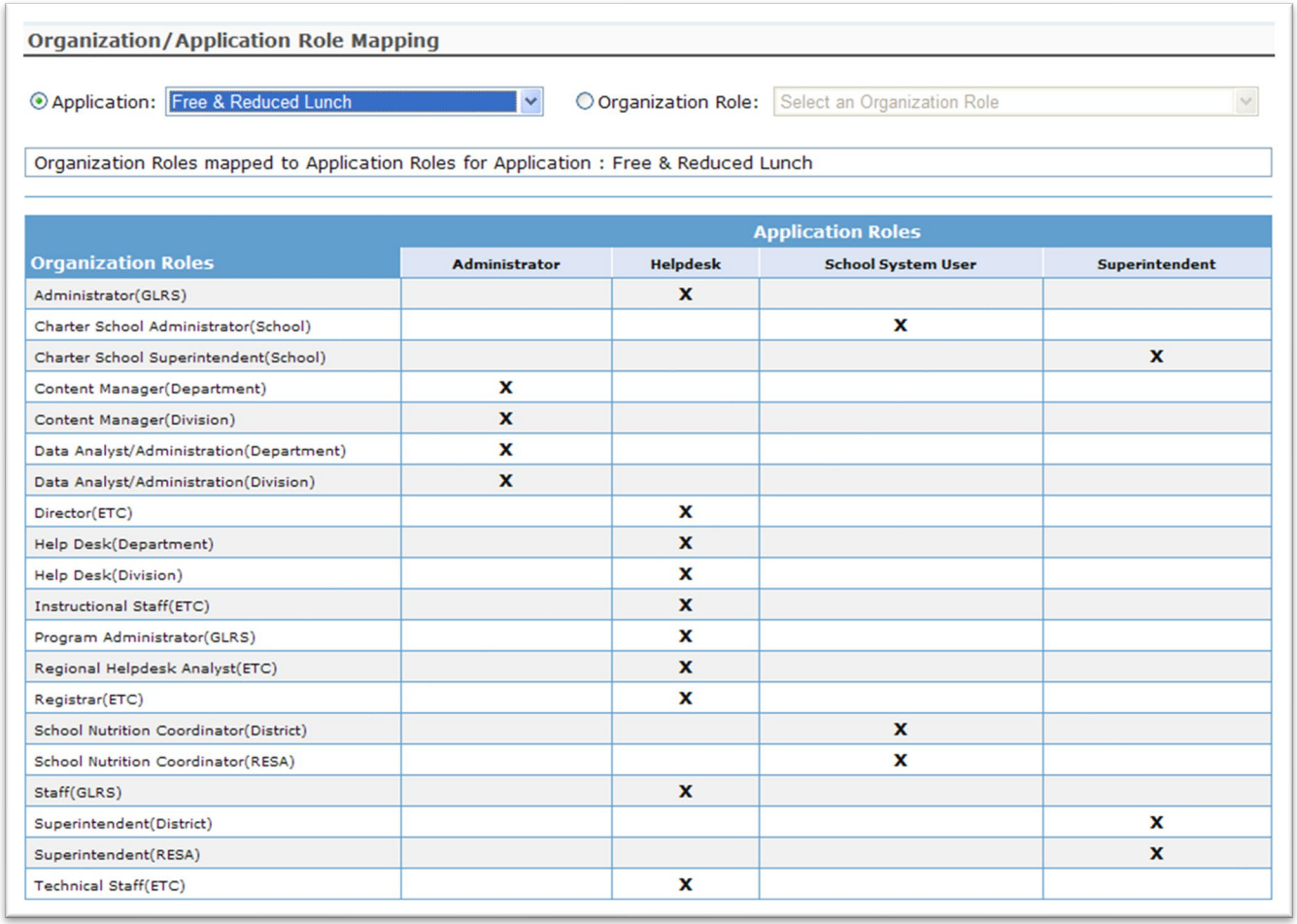
Organization/Application Role Mapping

Application: CPI Legacy Organization Role: Select an Organization Role

Organization Roles mapped to Application Roles for Application : CPI Legacy

Organization Roles	Application Roles				
	Administrator	HelpDesk	Program Manager	School System User	Superintendent
Administrator(Department)	X				
Administrator(Division)	X				
Administrator(GLRS)		X			
Charter School Administrator(School)				X	
Charter School Superintendent(School)					X
Content Manager(Department)	X		X		
Content Manager(Division)	X		X		
Content Manager(Program)			X		
CPI Coordinator(District)				X	
CPI Coordinator(RESA)				X	
Help Desk(Department)		X			
Help Desk(Division)		X			
Program Administrator(GLRS)		X			
Staff(GLRS)		X			
Superintendent(District)					X
Superintendent(RESA)					X

Free & Reduced Lunch – Role Mapping



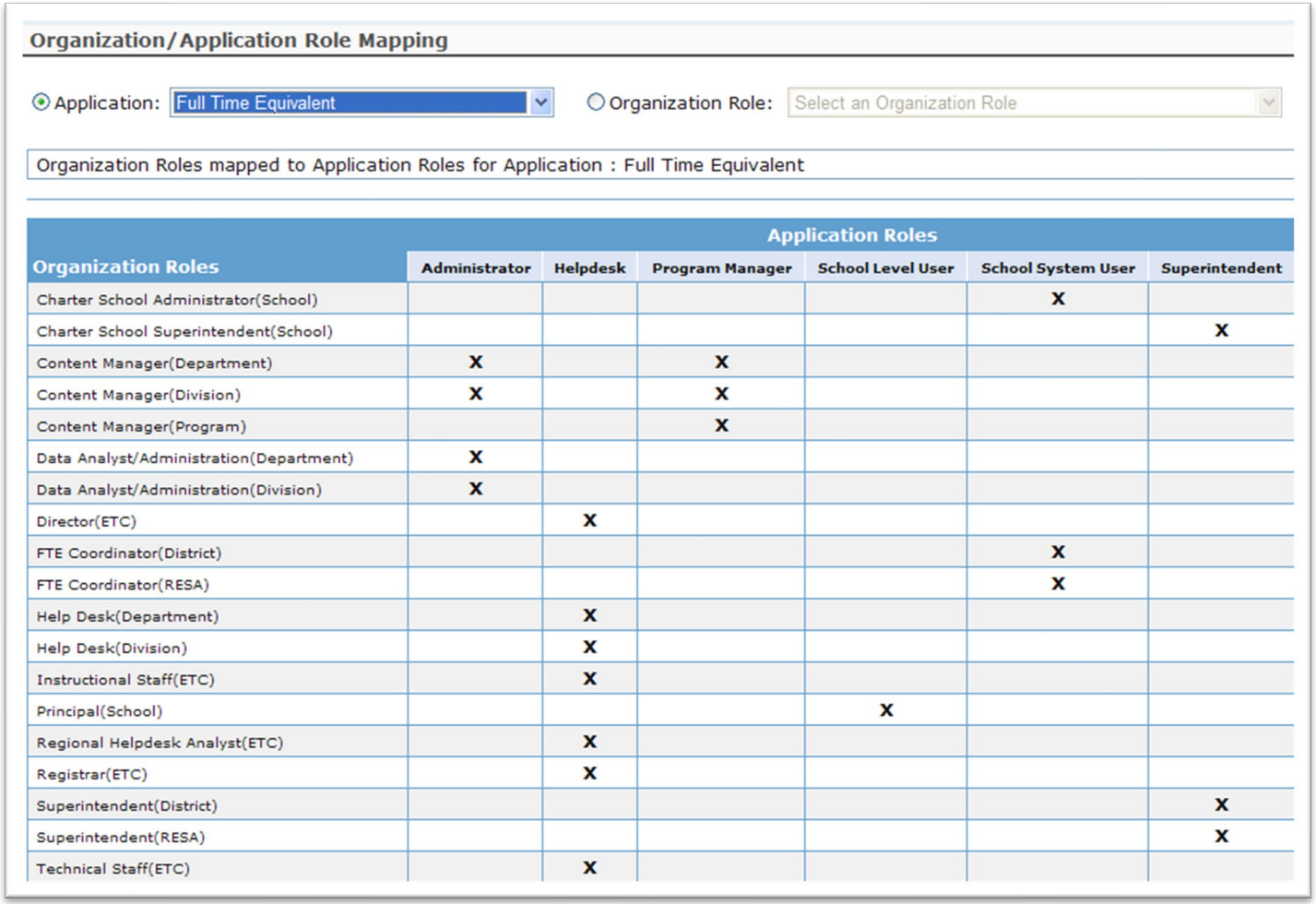
Organization/Application Role Mapping

◉ Application: Free & Reduced Lunch ○ Organization Role: Select an Organization Role

Organization Roles mapped to Application Roles for Application : Free & Reduced Lunch

Organization Roles	Application Roles			
	Administrator	Helpdesk	School System User	Superintendent
Administrator(GLRS)		X		
Charter School Administrator(School)			X	
Charter School Superintendent(School)				X
Content Manager(Department)	X			
Content Manager(Division)	X			
Data Analyst/Administration(Department)	X			
Data Analyst/Administration(Division)	X			
Director(ETC)		X		
Help Desk(Department)		X		
Help Desk(Division)		X		
Instructional Staff(ETC)		X		
Program Administrator(GLRS)		X		
Regional Helpdesk Analyst(ETC)		X		
Registrar(ETC)		X		
School Nutrition Coordinator(District)			X	
School Nutrition Coordinator(RESA)			X	
Staff(GLRS)		X		
Superintendent(District)				X
Superintendent(RESA)				X
Technical Staff(ETC)		X		

FTE – Role Mapping



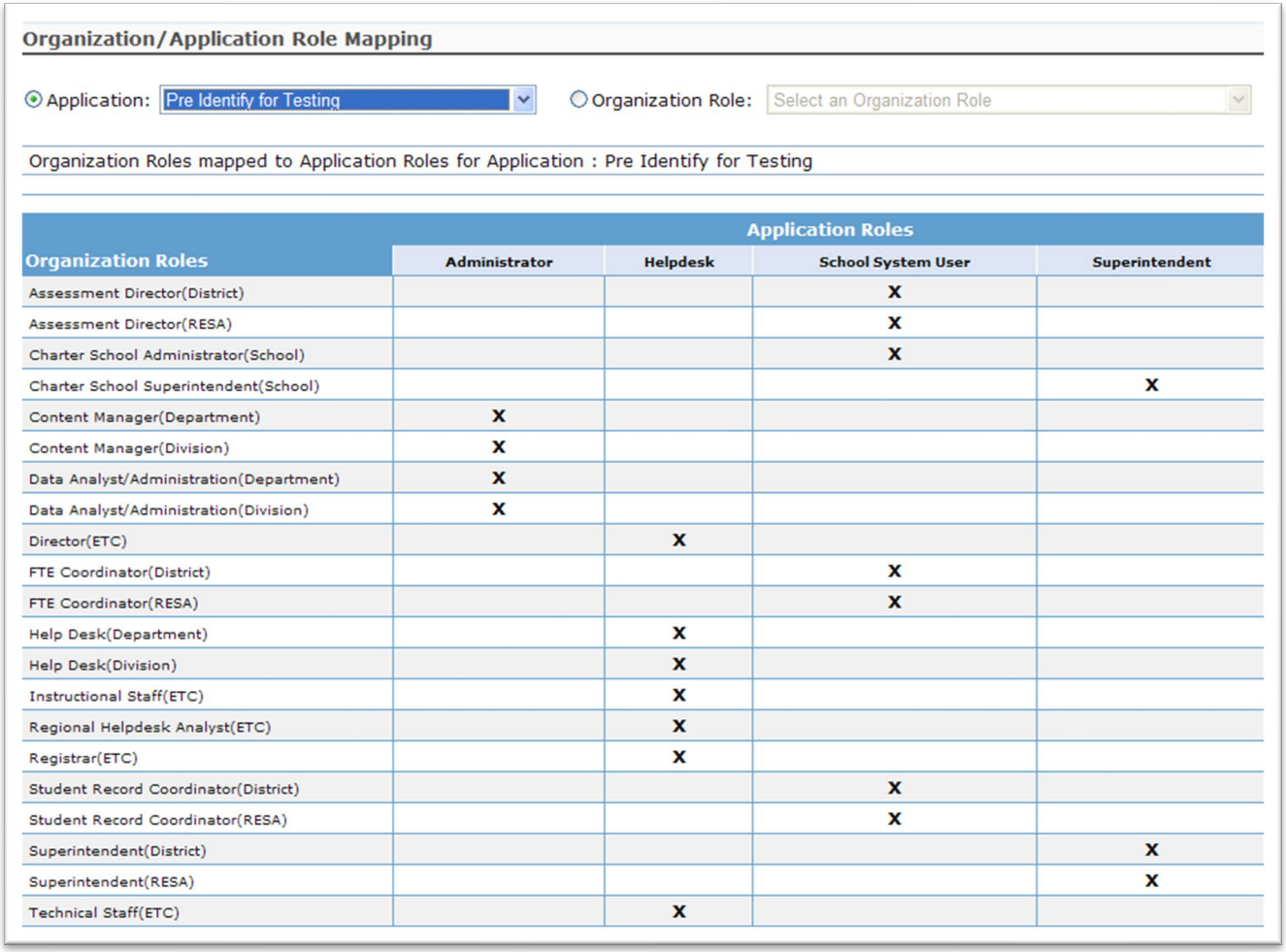
Organization/Application Role Mapping

Application: Full Time Equivalent Organization Role: Select an Organization Role

Organization Roles mapped to Application Roles for Application : Full Time Equivalent

Organization Roles	Application Roles					
	Administrator	Helpdesk	Program Manager	School Level User	School System User	Superintendent
Charter School Administrator(School)					X	
Charter School Superintendent(School)						X
Content Manager(Department)	X		X			
Content Manager(Division)	X		X			
Content Manager(Program)			X			
Data Analyst/Administration(Department)	X					
Data Analyst/Administration(Division)	X					
Director(ETC)		X				
FTE Coordinator(District)					X	
FTE Coordinator(RESA)					X	
Help Desk(Department)		X				
Help Desk(Division)		X				
Instructional Staff(ETC)		X				
Principal(School)				X		
Regional Helpdesk Analyst(ETC)		X				
Registrar(ETC)		X				
Superintendent(District)						X
Superintendent(RESA)						X
Technical Staff(ETC)		X				

Pre Identify for Testing – Role Mapping



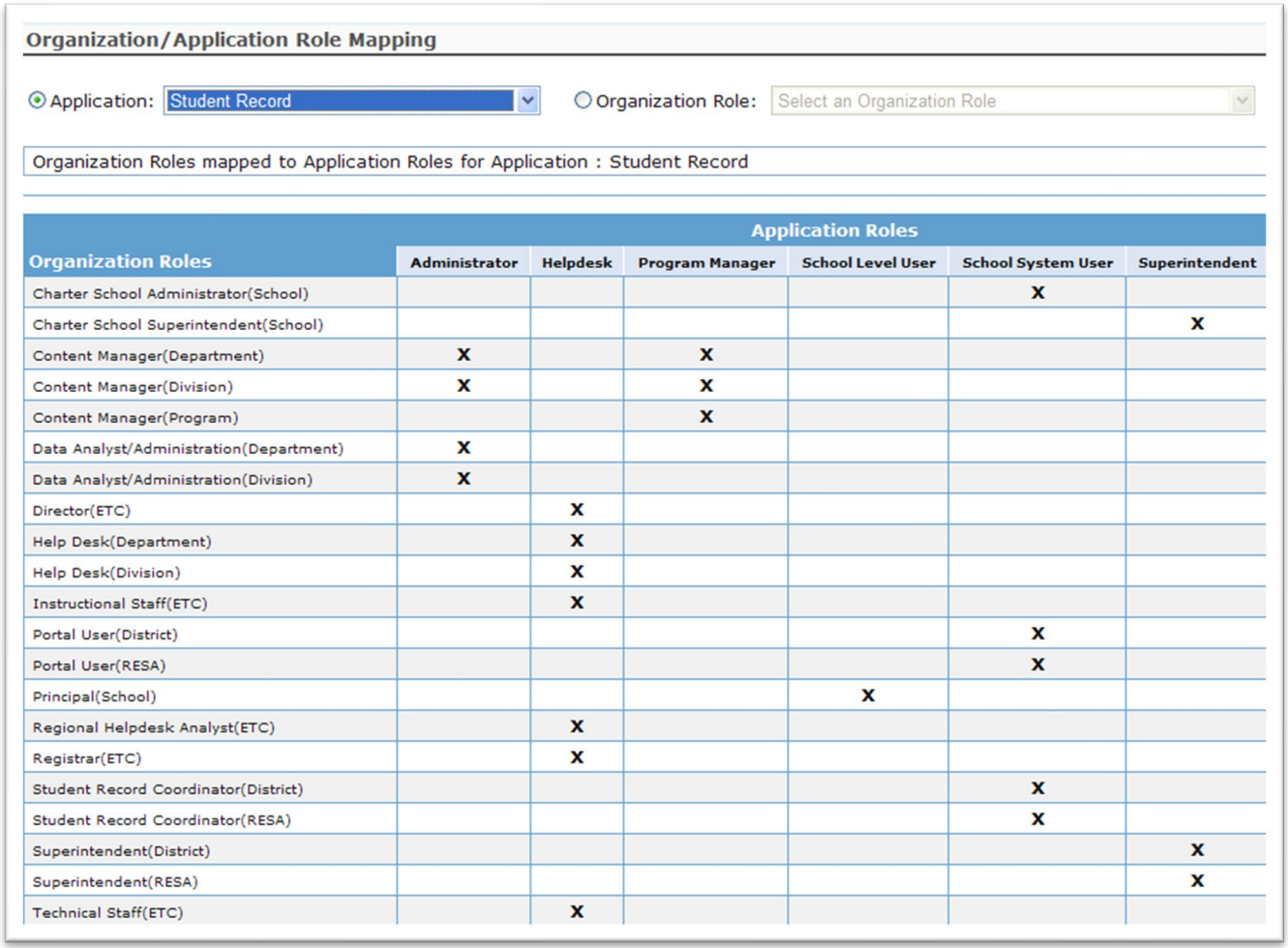
Organization/Application Role Mapping

Application: Pre Identify for Testing Organization Role: Select an Organization Role

Organization Roles mapped to Application Roles for Application : Pre Identify for Testing

Organization Roles	Application Roles			
	Administrator	Helpdesk	School System User	Superintendent
Assessment Director(District)			X	
Assessment Director(RESA)			X	
Charter School Administrator(School)			X	
Charter School Superintendent(School)				X
Content Manager(Department)	X			
Content Manager(Division)	X			
Data Analyst/Administration(Department)	X			
Data Analyst/Administration(Division)	X			
Director(ETC)		X		
FTE Coordinator(District)			X	
FTE Coordinator(RESA)			X	
Help Desk(Department)		X		
Help Desk(Division)		X		
Instructional Staff(ETC)		X		
Regional Helpdesk Analyst(ETC)		X		
Registrar(ETC)		X		
Student Record Coordinator(District)			X	
Student Record Coordinator(RESA)			X	
Superintendent(District)				X
Superintendent(RESA)				X
Technical Staff(ETC)		X		

Student Record – Role Mapping



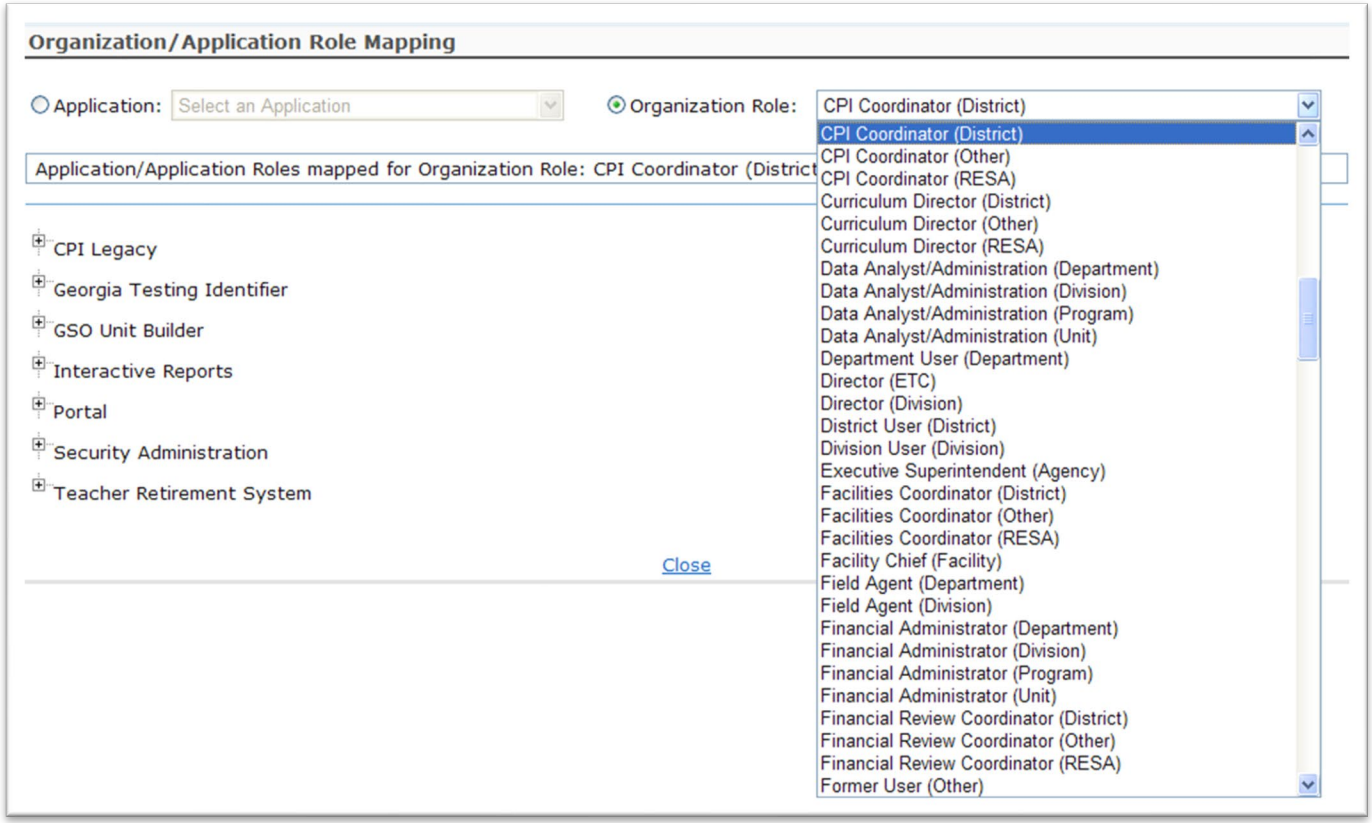
Organization/Application Role Mapping

Application: Student Record Organization Role: Select an Organization Role

Organization Roles mapped to Application Roles for Application : Student Record

Organization Roles	Application Roles					
	Administrator	Helpdesk	Program Manager	School Level User	School System User	Superintendent
Charter School Administrator(School)					X	
Charter School Superintendent(School)						X
Content Manager(Department)	X		X			
Content Manager(Division)	X		X			
Content Manager(Program)			X			
Data Analyst/Administration(Department)	X					
Data Analyst/Administration(Division)	X					
Director(ETC)		X				
Help Desk(Department)		X				
Help Desk(Division)		X				
Instructional Staff(ETC)		X				
Portal User(District)					X	
Portal User(RESA)					X	
Principal(School)				X		
Regional Helpdesk Analyst(ETC)		X				
Registrar(ETC)		X				
Student Record Coordinator(District)					X	
Student Record Coordinator(RESA)					X	
Superintendent(District)						X
Superintendent(RESA)						X
Technical Staff(ETC)		X				

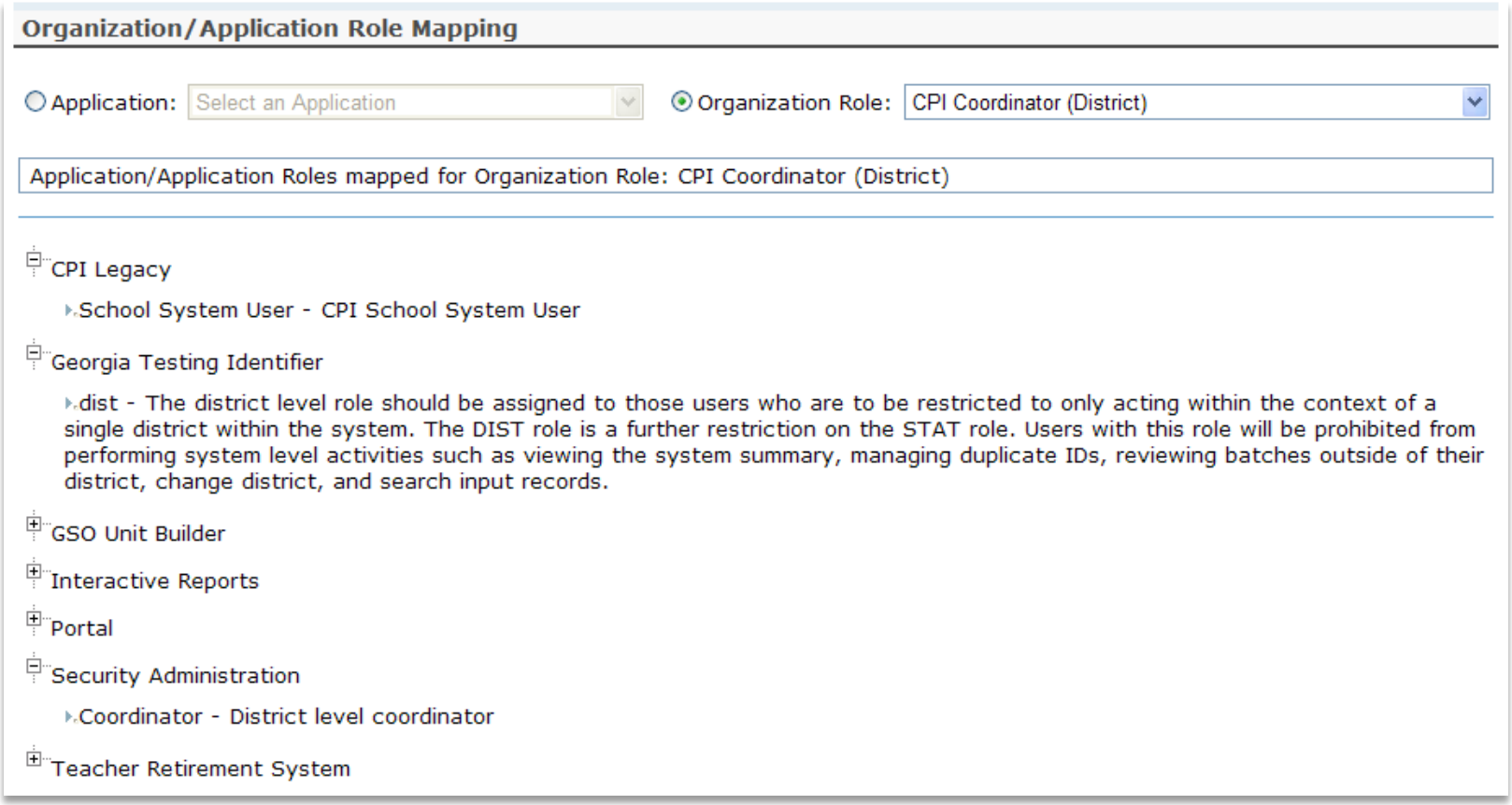
Provision Matrix – Org Role Mapping



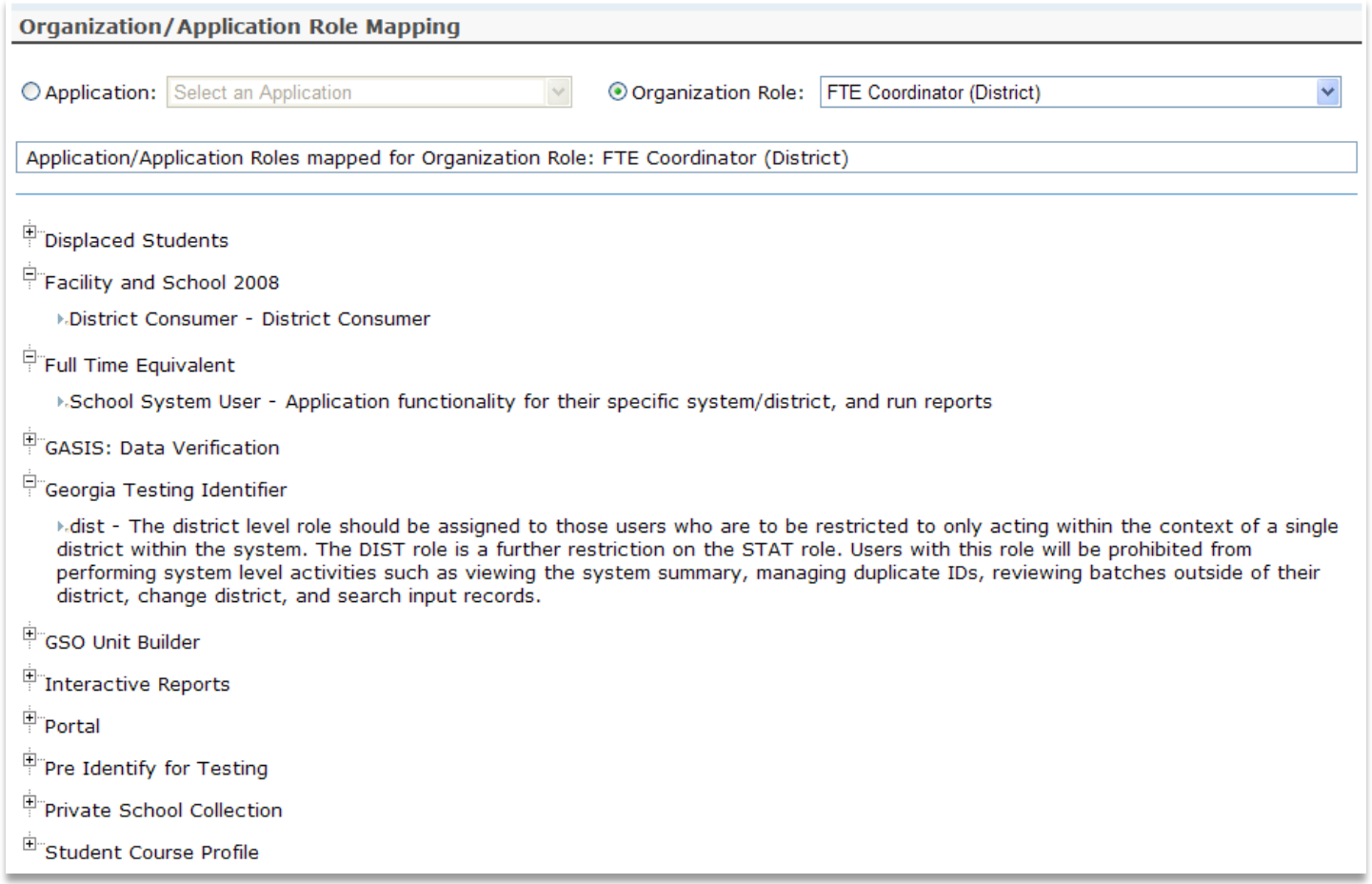
Select the Organizational Role from the drop-down list on the Provision Matrix for the desired Org Role.

Default set of applications and roles will be listed for selected Org Role.

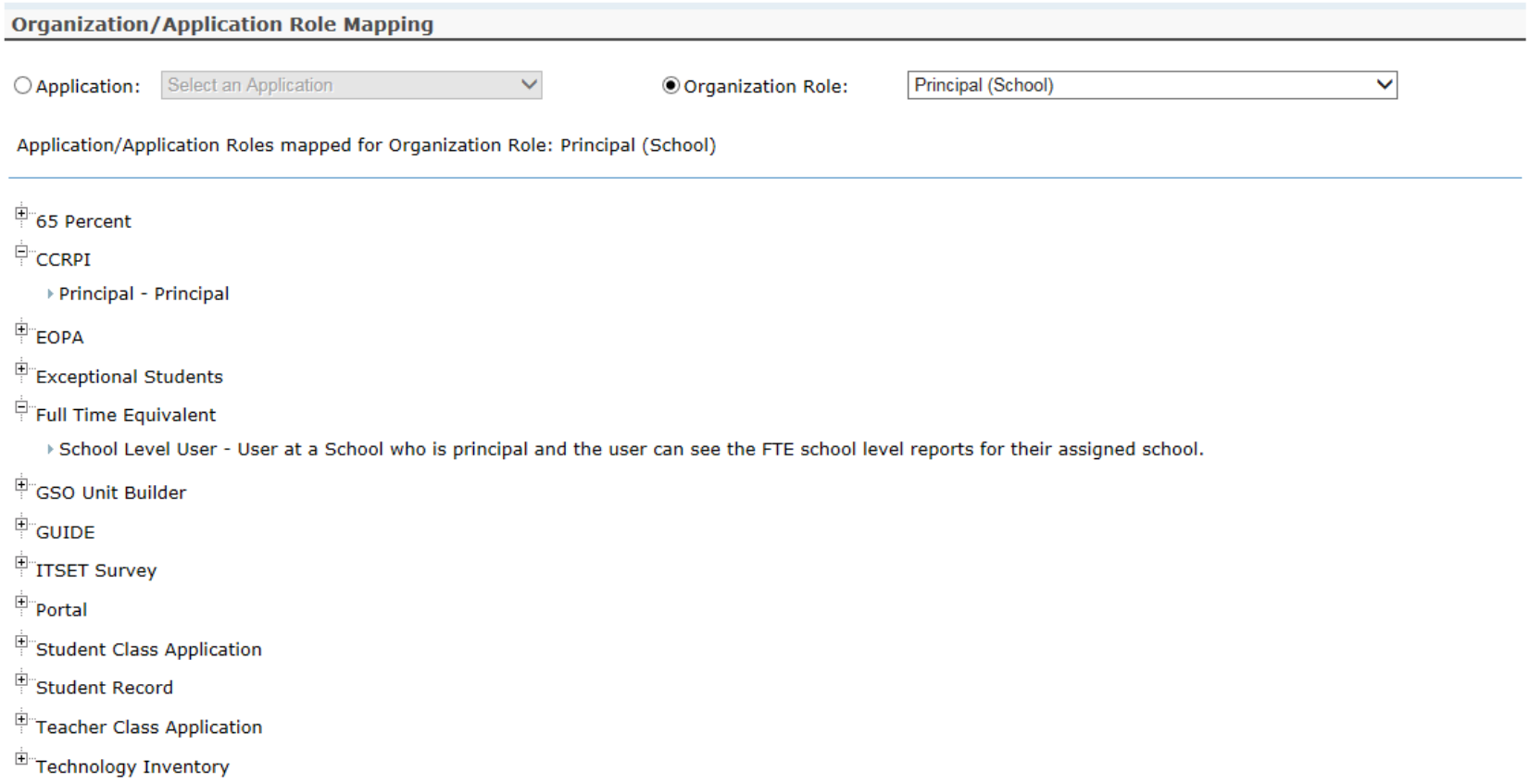
CPI Coordinator District – App Role Mapping



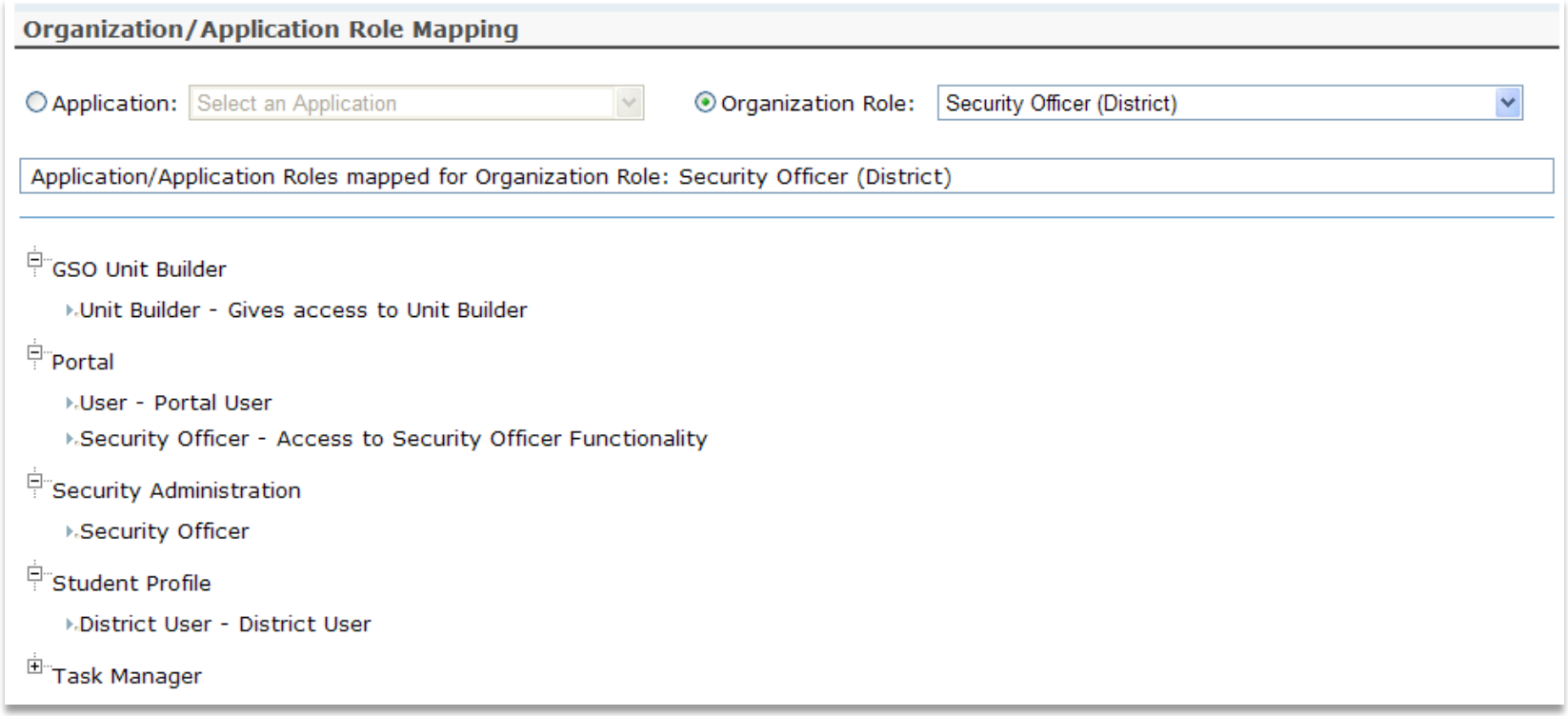
FTE Coordinator (District) – App Role Mapping



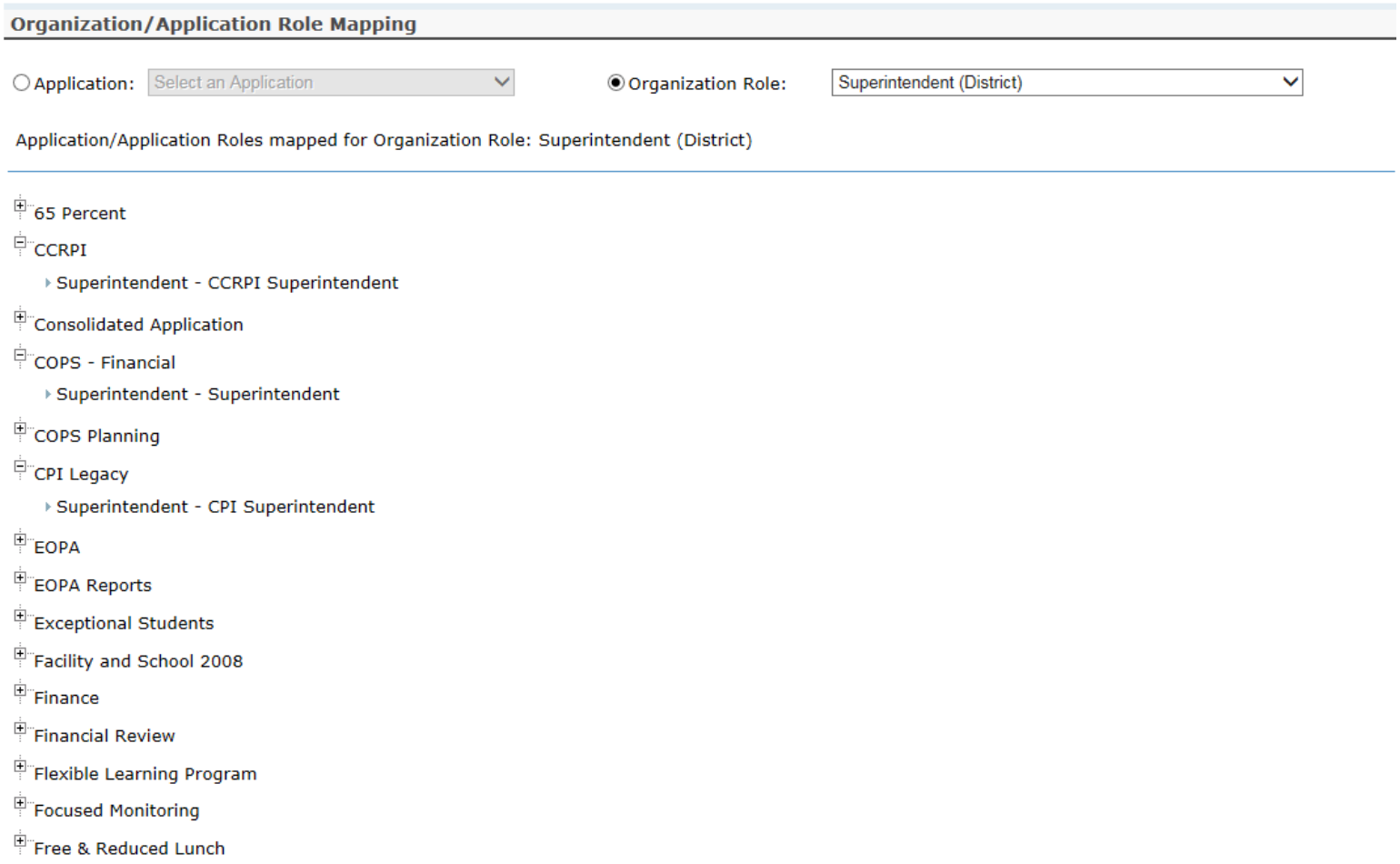
Principal (School) – App Role Mapping



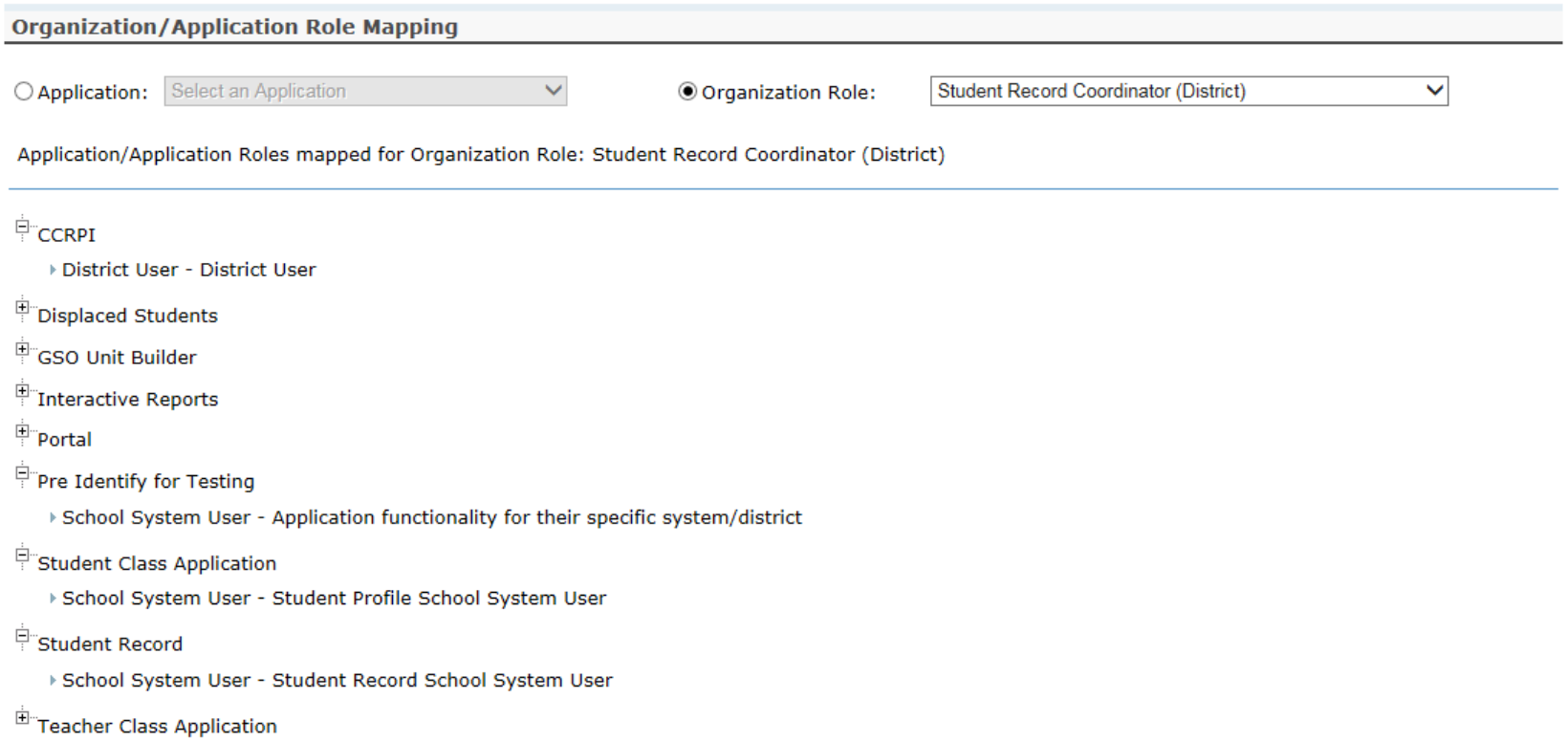
Security Officer (District) – App Role Mapping



Superintendent (District) – App Role Mapping

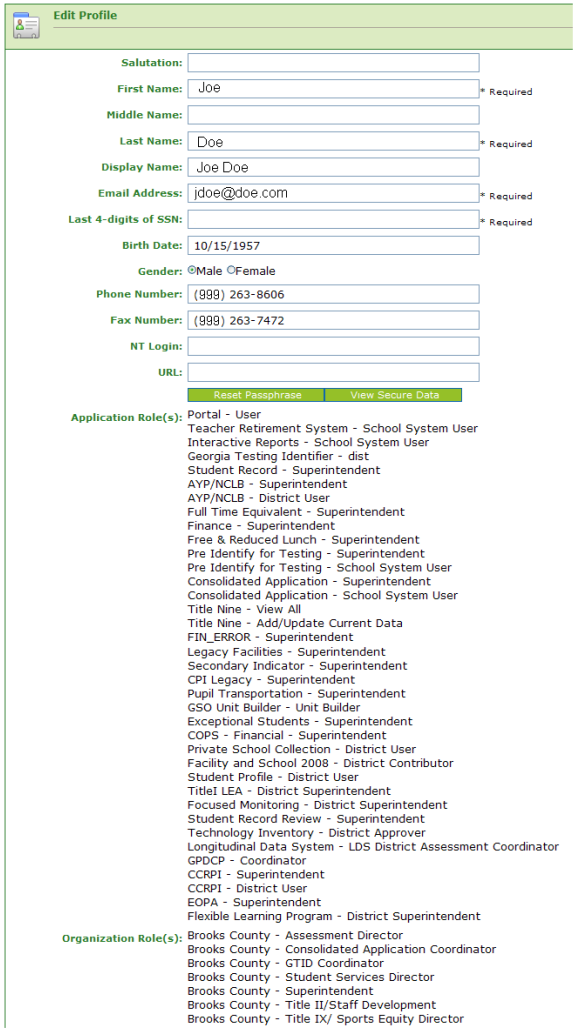


SR Coordinator (District) – App Role Mapping



Common Problem – Over Provisioning

A common issue we see on the Helpdesk is overprovisioning of a user's account, especially for Technology Coordinators and Superintendents!



Edit Profile

Salutation:	
First Name:	Joe * Required
Middle Name:	
Last Name:	Doe * Required
Display Name:	Joe Doe
Email Address:	jdoe@doe.com * Required
Last 4-digits of SSN:	* Required
Birth Date:	10/15/1957
Gender:	◉Male ○Female
Phone Number:	(999) 263-8606
Fax Number:	(999) 263-7472
NT Login:	
URL:	

Reset Passphrase | View Secure Data

Application Role(s):
Portal - User
Teacher Retirement System - School System User
Interactive Reports - School System User
Georgia Testing Identifier - dist
Student Record - Superintendent
AYP/NCLB - Superintendent
AYP/NCLB - District User
Full Time Equivalent - Superintendent
Finance - Superintendent
Free & Reduced Lunch - Superintendent
Pre Identify for Testing - Superintendent
Pre Identify for Testing - School System User
Consolidated Application - Superintendent
Consolidated Application - School System User
Title Nine - View All
Title Nine - Add/Update Current Data
FIN_ERROR - Superintendent
Legacy Facilities - Superintendent
Secondary Indicator - Superintendent
CPI Legacy - Superintendent
Pupil Transportation - Superintendent
GSO Unit Builder - Unit Builder
Exceptional Students - Superintendent
COPS - Financial - Superintendent
Private School Collection - District User
Facility and School 2008 - District Contributor
Student Profile - District User
TitleI LEA - District Superintendent
Focused Monitoring - District Superintendent
Student Record Review - Superintendent
Technology Inventory - District Approver
Longitudinal Data System - LDS District Assessment Coordinator
GPDCP - Coordinator
CCRPI - Superintendent
CCRPI - District User
EOPA - Superintendent
Flexible Learning Program - District Superintendent

Organization Role(s):
Brooks County - Assessment Director
Brooks County - Consolidated Application Coordinator
Brooks County - GTID Coordinator
Brooks County - Student Services Director
Brooks County - Superintendent
Brooks County - Title II/Staff Development
Brooks County - Title IX/ Sports Equity Director

Over Provisioning - Cause for a Multitude of Issues

- Application Errors
- Unable to Sign-Off on Collections
- District Role Identification Issues
- District Notification Issues

Organization Role(s):
Brooks County - Assessment Director
Brooks County - Consolidated Application Coordinator
Brooks County - GTID Coordinator
Brooks County - Student Services Director
Brooks County - Superintendent
Brooks County - Title II/Staff Development
Brooks County - Title IX/ Sports Equity Director

Application Role(s):
Portal - User
Teacher Retirement System - School System User
Interactive Reports - School System User
Georgia Testing Identifier - dist
Student Record - Superintendent
AYP/NCLB - Superintendent
AYP/NCLB - District User
Full Time Equivalent - Superintendent
Finance - Superintendent
Free & Reduced Lunch - Superintendent
Pre Identify for Testing - Superintendent
Pre Identify for Testing - School System User
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Secondary Indicator - Superintendent
CPI Legacy - Superintendent
Pupil Transportation - Superintendent
GSO Unit Builder - Unit Builder
Exceptional Students - Superintendent
COPS - Financial - Superintendent
Private School Collection - District User
Facility and School 2008 - District Contributor
Student Profile - District User
TitleI LEA - District Superintendent
Focused Monitoring - District Superintendent
Student Record Review - Superintendent
Technology Inventory - District Approver
Longitudinal Data System - LDS District Assessment Coordinator
GPDCP - Coordinator
CCRPI - Superintendent
CCRPI - District User
EOPA - Superintendent
Flexible Learning Program - District Superintendent

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

Support Team Staff: Charles Lang, Randy Jackson, Westly Roberson & Vidrine Jones

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GaDOE
Georgia Department of Education

EDUCATING
GEORGIA'S FUTURE