

# Communicating securely with Data Collections using Portal Imai (email)



# How can I send a secure email to DOE, a District, a school, or a charter school?

## ***Sending Personally Identifiable Information (PII) information***


The MyGaDOE iMail System (Portal Mail) is a very useful and **secure** way to pass sensitive and personally identifiable (PII) data and information from districts across the internet. This should be used in lieu of sending sensitive information via regular e-mail.

To access the MyGaDOE (mail) system, log into the MyGaDOE Portal.

# Logging into the Portal

To log into the Portal use your browser to navigate to the following website:  
<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](#)

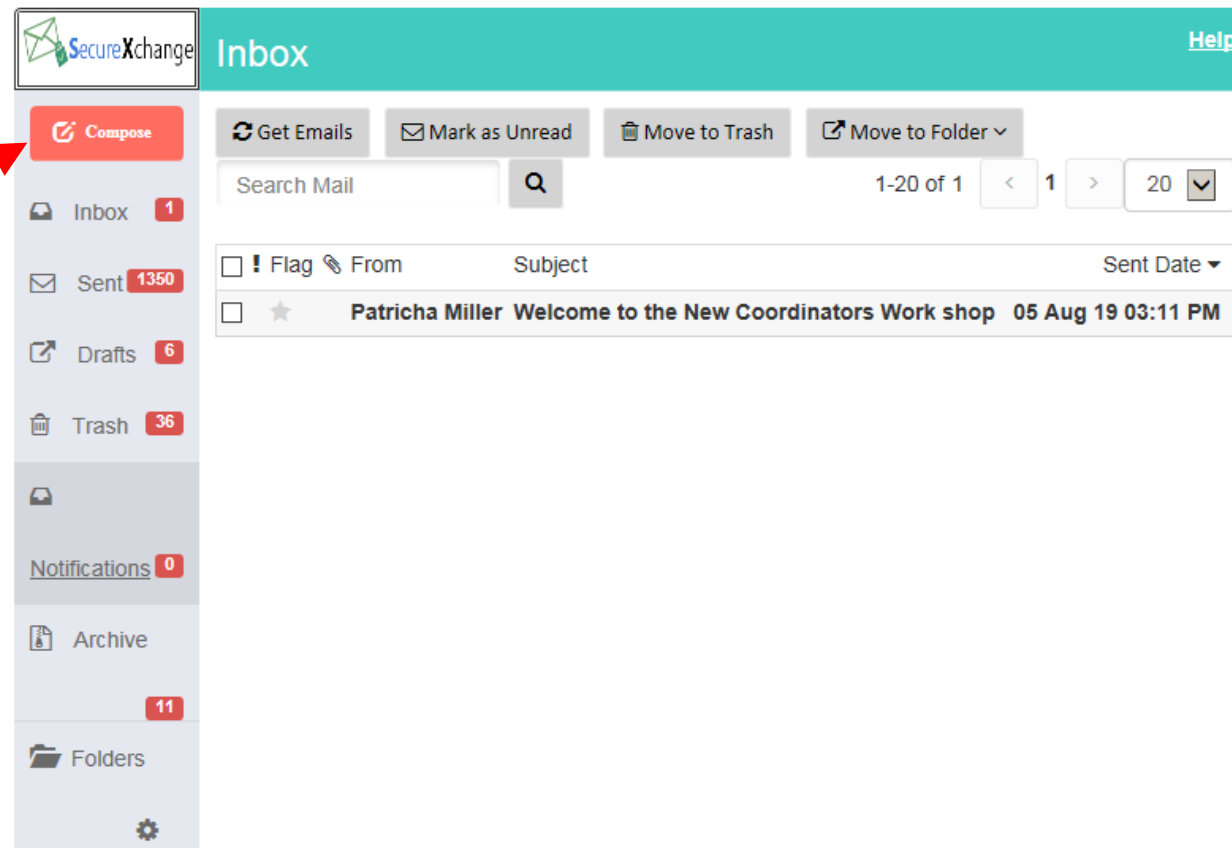
This website requires Cookies be enabled in your browser.

Once logged into the Portal, you will be at your Portal Home Page, click on the link in the blue bar at the top of the Portal window, “You have (#) new messages.”

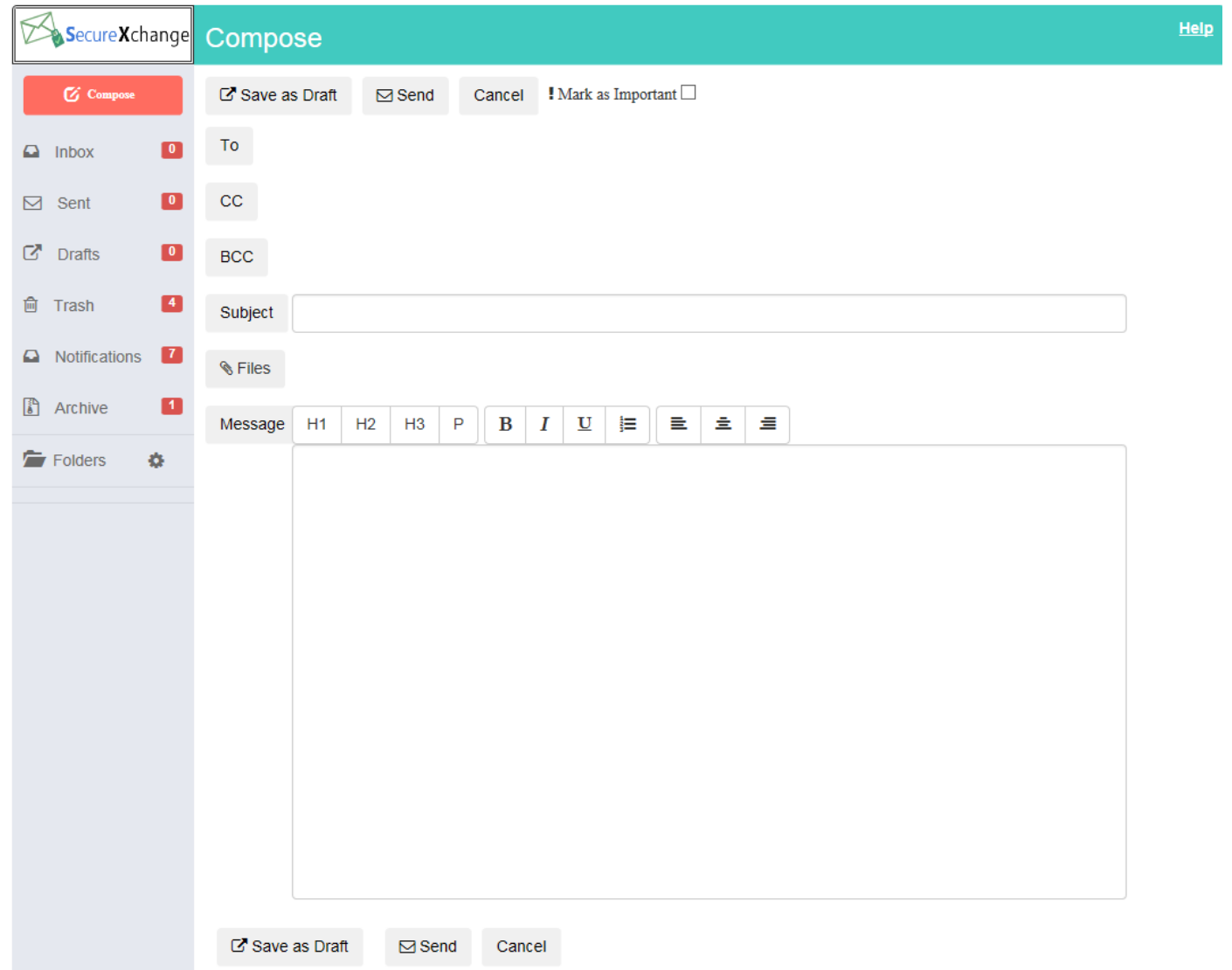
The screenshot shows the MyGaDOE portal interface. At the top left is the Georgia Department of Education logo. To its right is a search bar labeled 'Search Districts' with a dropdown menu showing letters A through Z. Below the search bar is a green banner with the text 'Welcome to MyGaDOE'. Underneath the banner is a blue bar containing the message 'You have (0) new messages.' with a red arrow pointing to it. To the right of this message are links for 'Help - Dticket' and 'Online Documentation'. On the left side, there is a 'Site Navigation' menu with links for 'Home' and 'Logout'. Below that is a 'Polk County' section with a list of links: 'COPS Financial', 'Data Collection', 'View Documents', 'Facility and School Registry', 'Message Center', and 'COPS Planning'. In the center, there is a 'Surveys' box with tabs for 'New (0)', 'Saved (0)', 'Submitted (0)', and 'Approved (0)'. The text inside the box says 'No new surveys available' and there is a 'More' link. To the right is a 'My Favorites' box with a link for 'Online Web Resources' and a 'More' link.

Any Messages you have received will be located in your Inbox. Portal iMail functions just like a basic e-mail application.

To Compose a new message just click on the Compose button and create a new message.



- To add a recipient for your message click on the appropriate box (To, CC, or BCC) and a search box will appear.
- Fill out the appropriate Subject and Message blocks just as you would a normal e-mail message.
- To add a file attachment to your message click on the “Files” button and browse to the location of your file on your computer and select the file to add. Multiple files may be added by selecting multiple files or repeating the process.



- Select 'To', search by first name, last name or email. When person is found click the box to the left of the name, then click "Select" to add the person to the To: line. If sending to more than one person repeat the process.

### Search People ×

First Name:  Last Name:

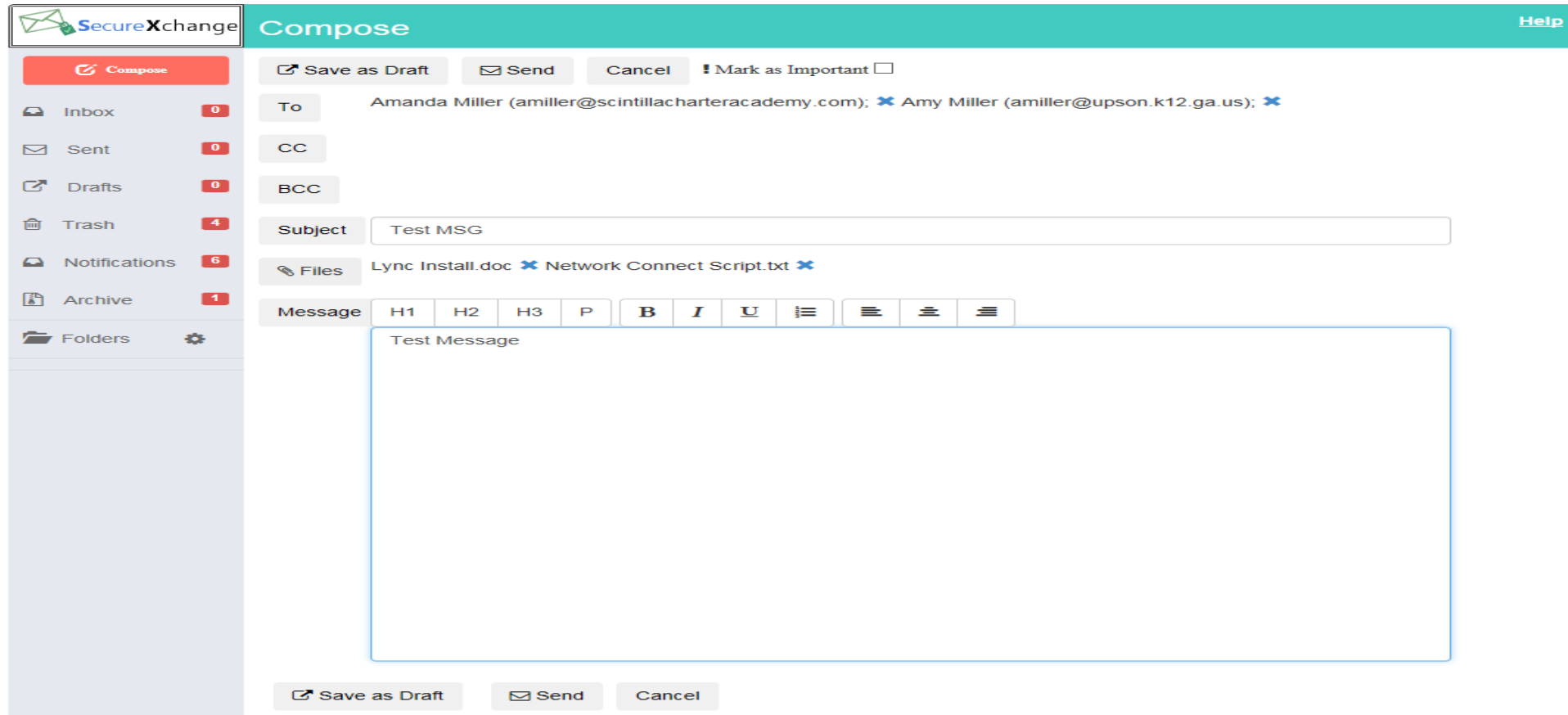
Email Address:  Organization:

Go To Page:

#	First Name	Last Name	Email Address	Organization
<input type="checkbox"/>	Patricha	Miller	pmiller@doe.k12.ga.us	Information Technology
<input type="checkbox"/>	Patricha	Miller	patricha.miller@doe.k12.ga.us	Appling County



Once you have drafted your message, added recipients, and any attachments, just click on the Send button at the bottom to send the message.

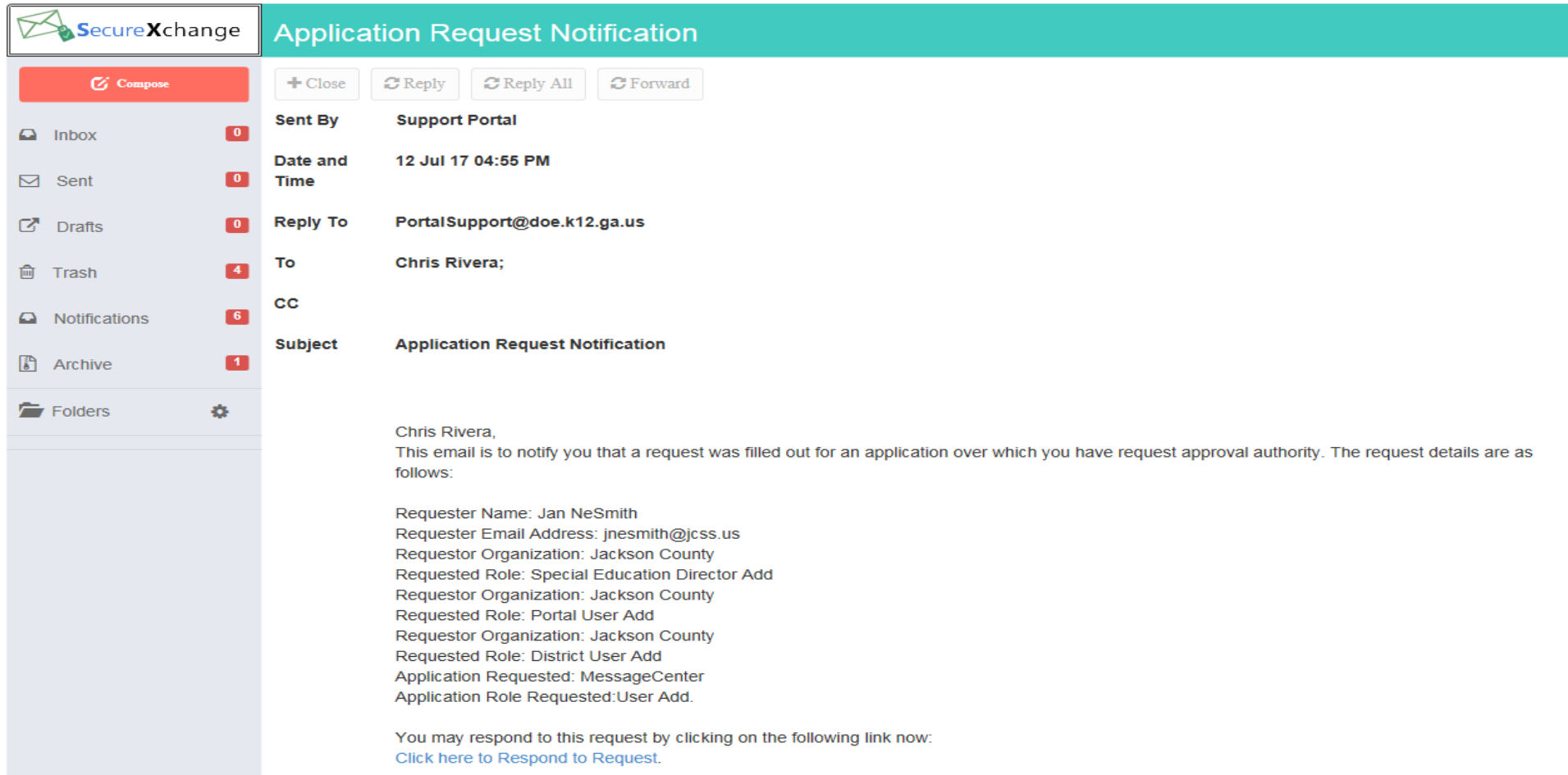


# To open a message that has been sent to you, just double click on the message.

The screenshot displays the MyGaDOE email interface. At the top, there is a search bar for districts and a navigation menu with letters A-Z. A green banner reads "Welcome to MyGaDOE" with links for "Help - Dticket" and "Online Documentation". A blue notification bar states "You have (10) new messages." The left sidebar includes "Site Navigation" (Home, Logout), "Information Technology" (Documents), and user information for "Chris Rivera" (Account Information, Add to Favorites, Help - Dticket). The main area is titled "Notification" and features a "Compose" button and action buttons: "Get Emails", "Move to Inbox", "Mark as Unread", "Move to Trash", and "Move to Folder". A search bar and pagination controls (1-20 of 6) are also present. The email list table is as follows:

<input type="checkbox"/>	! Flag	📧 From	Subject	Sent Date
<input type="checkbox"/>	★	Support Portal	Application Request Notification	12 Jul 17 04:55 PM
<input type="checkbox"/>	★	Support Portal	Application Request Notification	12 Jul 17 03:57 PM
<input type="checkbox"/>	★	Support Portal	Portal Access Request Notification	12 Jul 17 03:57 PM
<input type="checkbox"/>	★	Support Portal	Application Request Notification	12 Jul 17 02:20 PM
<input type="checkbox"/>	★	Support Portal	Application Request Notification	12 Jul 17 02:20 PM
<input type="checkbox"/>	★	Support Portal	Application Request Notification	12 Jul 17 02:13 PM

# The message will then appear for viewing.



The screenshot displays an email client interface. At the top left is the 'SecureXchange' logo. The main header area is teal and contains the title 'Application Request Notification'. Below the header are action buttons: '+ Close', 'Reply', 'Reply All', and 'Forward'. On the left side, there is a sidebar with folders: 'Compose', 'Inbox' (0), 'Sent' (0), 'Drafts' (0), 'Trash' (4), 'Notifications' (6), 'Archive' (1), and 'Folders' (with a gear icon). The main content area shows the email details:

**Sent By:** Support Portal  
**Date and Time:** 12 Jul 17 04:55 PM  
**Reply To:** PortalSupport@doe.k12.ga.us  
**To:** Chris Rivera;  
**CC:**  
**Subject:** Application Request Notification

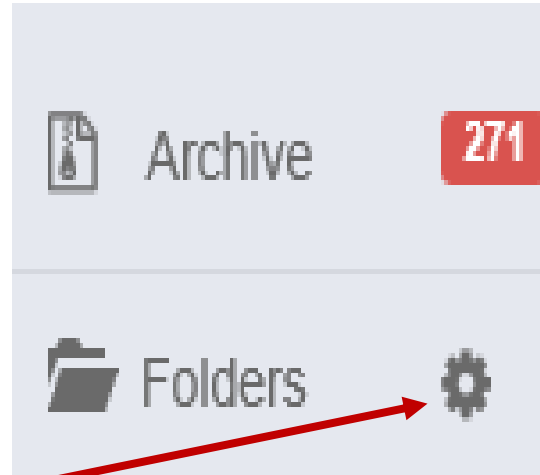
Chris Rivera,  
This email is to notify you that a request was filled out for an application over which you have request approval authority. The request details are as follows:

Requester Name: Jan NeSmith  
Requester Email Address: jnesmith@jcss.us  
Requestor Organization: Jackson County  
Requested Role: Special Education Director Add  
Requestor Organization: Jackson County  
Requested Role: Portal User Add  
Requestor Organization: Jackson County  
Requested Role: District User Add  
Application Requested: MessageCenter  
Application Role Requested: User Add.

You may respond to this request by clicking on the following link now:  
[Click here to Respond to Request.](#)

# Portal Imail

Your Folder settings is similar to the folder settings you have in your email. Click on the wheel to Add, Edit, or Delete a folder.



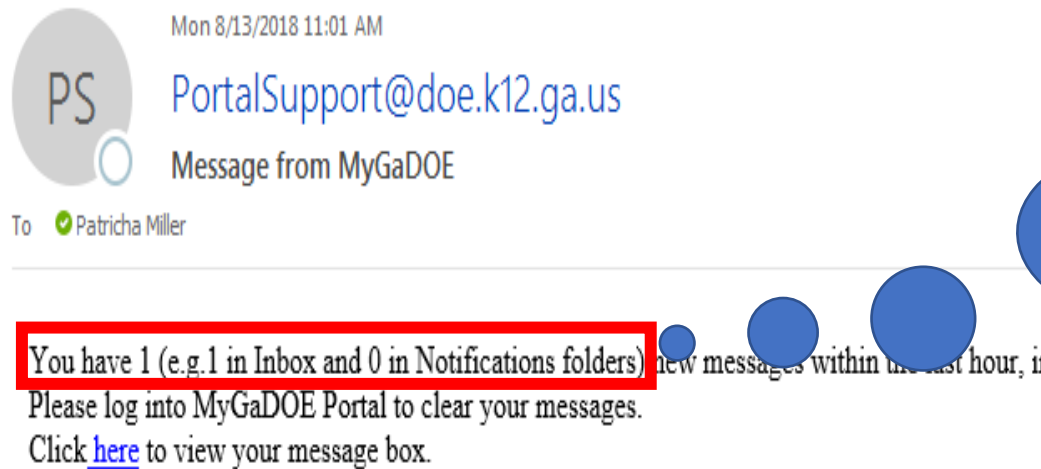
Folder Settings

Add New

Action	Folder Name	Email Count
<a href="#">Edit</a>   <a href="#">Delete</a>	1-T GUIDE	4
<a href="#">Edit</a>   <a href="#">Delete</a>	Completed	26
<a href="#">Edit</a>   <a href="#">Delete</a>	CPI	5
<a href="#">Edit</a>   <a href="#">Delete</a>	Cudo	2
<a href="#">Edit</a>   <a href="#">Delete</a>	EOPA	5
<a href="#">Edit</a>   <a href="#">Delete</a>	FTE	9

# Portal Imai

When someone sends you a portal message you will receive a notification in your regular office email In-box to alert you that you have a new mail message in the Portal.



- 1 in Inbox – means you have 1 new message in your Portal Inbox.
- 0 in Notifications – means you have received 0 notifications. Notifications are used to notify security officers of actions that may be needed on their part.

If you have any questions, please do not hesitate to contact **Information Systems Customer Support** by emailing [dticket@doe.k12.ga.us](mailto:dticket@doe.k12.ga.us) or by calling 1-800-869-1011.

# Technology Management Customer Support Center

# 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, Chris Smith, Randy Jackson, Westly Roberson & Vidrine Jones

Please do **NOT** include *Personally Identifiable Information (PII)* in your correspondence with the Help Desk Portal. This includes the use of full names, full SSN's, full GTID's, or other personally identifiable data.

Please use the Portal Imail system for sending a secure email to DOE, a District, a School, or a Charter School.



[www.gadoe.org](http://www.gadoe.org)



@georgiadeptofed



[youtube.com/georgiadeptofed](https://youtube.com/georgiadeptofed)



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GEORGIA'S FUTURE**

