e-Help Desk

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To assist users in the ever changing field of technology, Miami-Dade County Public Schools (MDCPS) and Information Technology Services (ITS) has developed an online service desk for MDCPS employees to acquire assistance. Through this Web site, users may search through a list of topics, view frequently asked questions, or ask a question and/or check on the response to the question. Additional live operator support is currently provided by telephone for all systems on the district's computer network and the e-Handbooks Web site is available as reference for published documentation of the computerized applications for MDCPS users.

Getting Started

To access the e-Help Desk Web site, open the Microsoft Internet Explorer browser. From the Internet, on the http://www.dadeschools.net home page,

▼   **Click**   the **Employees** tab

The Employees Web site will be displayed.

e-Help Desk

On the Employees Web site, under Employee Toolbox,

▼ **Click**   **e-Help Desk**

The **e-Help Desk** Web site will be displayed. To locate this link in the future, bookmark this page or create a desktop shortcut.

e-Help Desk

What You See

The **e-Help Desk** Web site features several service options. Users can:

- search a database of topics
- ask a specific question
- check the status of a question
- view the top frequently asked questions
- access e-Handbooks User Guides and Policy Manuals
- login to Heat Self Service

Search a Topic

Users can access the Search a Topic option to locate information for a specific subject by utilizing a list of topics in the drop down box or typing a keyword(s) in the box provided.

In the **Search a Topic** section of the **e-Help Desk** Web page,

Please select a topic from the drop down box and click Submit.

Search a Topic

Please select one ▼ | Submit

Reset

Type a keyword(s) to find a topic.

or

Submit

please type keyword(s)

Click here to view the list of topics.

Please select one
Academic Improvement Plan (AIP)
AMC - Data (Add, Move, & Change)
AMC - Voice (Add, Move, & Change)
Attendance Upload System
Automated Academic Improvement Plan (AIP)
Automated Charter School Employee System (ACES)
Automated School Profile System
Bigfix
BlackBerry
Control D Web Report Viewer
Curriculum Bulletin
Dade Partners/Volunteers (WDPV)
Department of Education Edit Correction On-line (DECO)
Dial-up
District E-mail
e-Learning Services
Electronic Gradebook
Electronic Travel Approval Reimbursement
Elementary Grade Reporting
ePO
Facilities Service Reporting (WFSR)
File Download Manager (WFDM)
Florida Automated System for Transferring Educational Records (FASTER)
GradeBook Download/Upload System
Instructional Personnel Interview Form (IPIF)
Internal Fund Accounting for Elementary and Secondary Schools
Internet
Intranet
ISIS

Scroll to view the entire list.

▼ **View** the drop down list of available topics by selecting the arrow

▼ **Select** a topic to fill the box provided

▼ **Click** **Submit**

The selected topic information will be displayed. *[See page 5.]*

Note: If a topic is not found in the list, an additional search process is available by typing a key word (or words) in the box and selecting submit.

e-mail | Submit

please type keyword(s)

Viewing Search Results

After submitting a topic, the information for the selected topic will be displayed. The topic will be listed with the number of matching results. The most frequently asked questions regarding that topic will also be displayed.
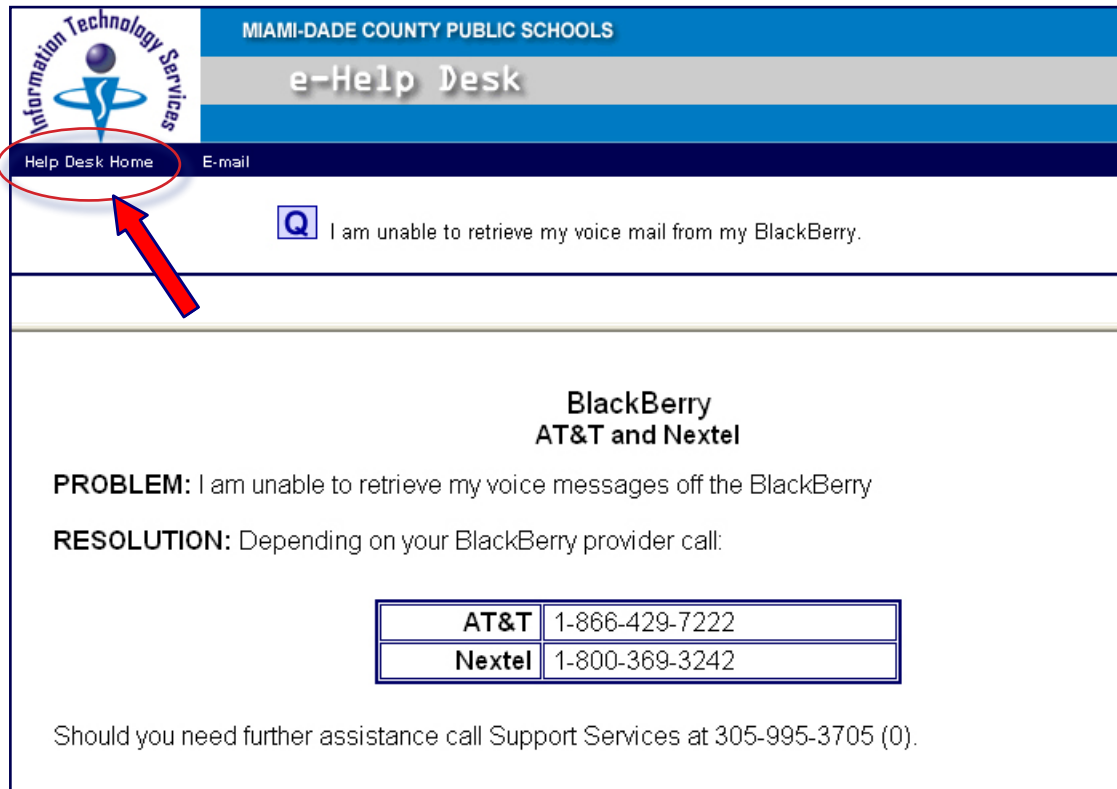
On the Topic Web page,

▼ **Read** the **Most Frequently Asked Question**s to locate the appropriate inquiry

▼ **Click** the Q icon, view the answer

The answer will be displayed.

The answer will be displayed or a link will be provided for additional information.

Some questions display a file download box before the answer page opens. If a File Download box displays,
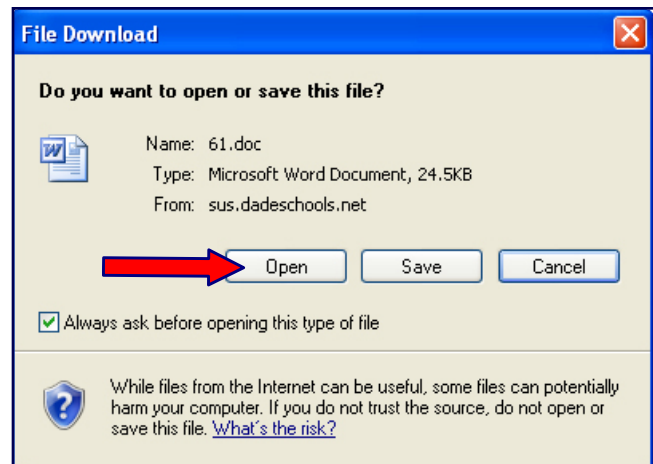
▼   **Click**   **Open**

The answer page will be displayed.

To go back to the e-Help Desk Web page,

▼   **Click**   on the **Help Desk Home** link

The e-Help Desk Web page will be displayed.

Ask a Question

MDCPS employees with a valid employee number and district e-mail account may submit a specific question and confirm the status of their questions through the e-Help Desk Web site.

From the **e-Help Desk** Web page,

▼ **Click** **Ask a Question**

The **Ask a Question** Web page will be displayed.

On the **Ask a Question** Web page,

▼	**Type**	Employee number
		Birth Date Month/Year (mmyyyy)
		District e-mail address

| ▼ | **Click** | **Submit** |

The **Personnel Information** Web page will be displayed for verification.

NOTE: Employees without a valid district e-mail account will be directed to a Web page for further instruction.

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On the **Personnel Information** Web page,

▼   **Type**   your question in the box provided

▼   **Click**   **Submit**

A confirmation Web page will be displayed. The e-Help Desk department will be in contact with you in reference to your request. You will be receiving and e-mail with your confirmation (incident) number.

All questions are responded to within 24 work hours.

For incident status or additional help, please visit our web page at http://self-service.dadeschools.net or contact the Help Desk (305) 995-3705.

ITS Self Service to Check the Status

Users can check the status of a question by entering the assigned confirmation (incident) number on the ITS Self Service Web page **http://selfservice.dadeschools.net.** The ITS Self Service Web page can also be accessed from the e-Help Web Page. *[See page 3 to locate the link.]*

On the **Welcome to ITS Self Service** Web page,
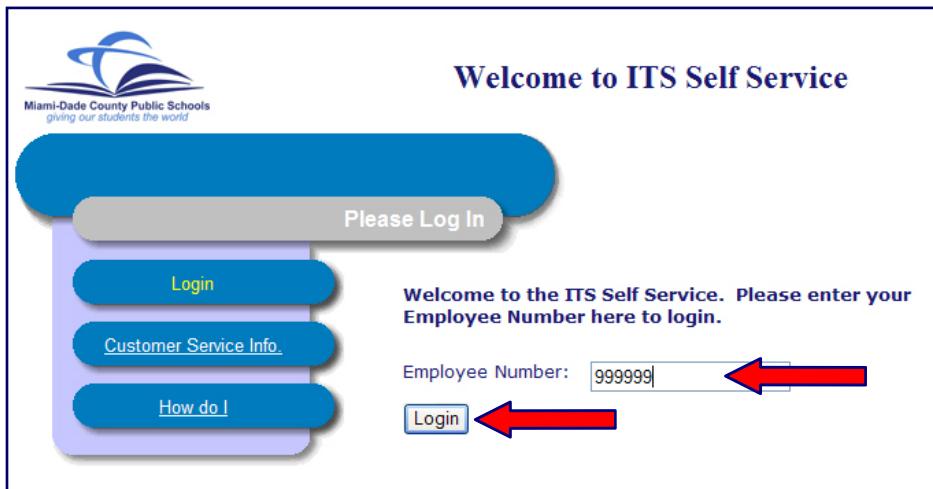
▼	**Type**	your employee number

▼	**Click**	**Login**

The **ITS Self Service Issue History** Web page will be displayed. The Issue History Web page will display a list of incidents previously reported by you.
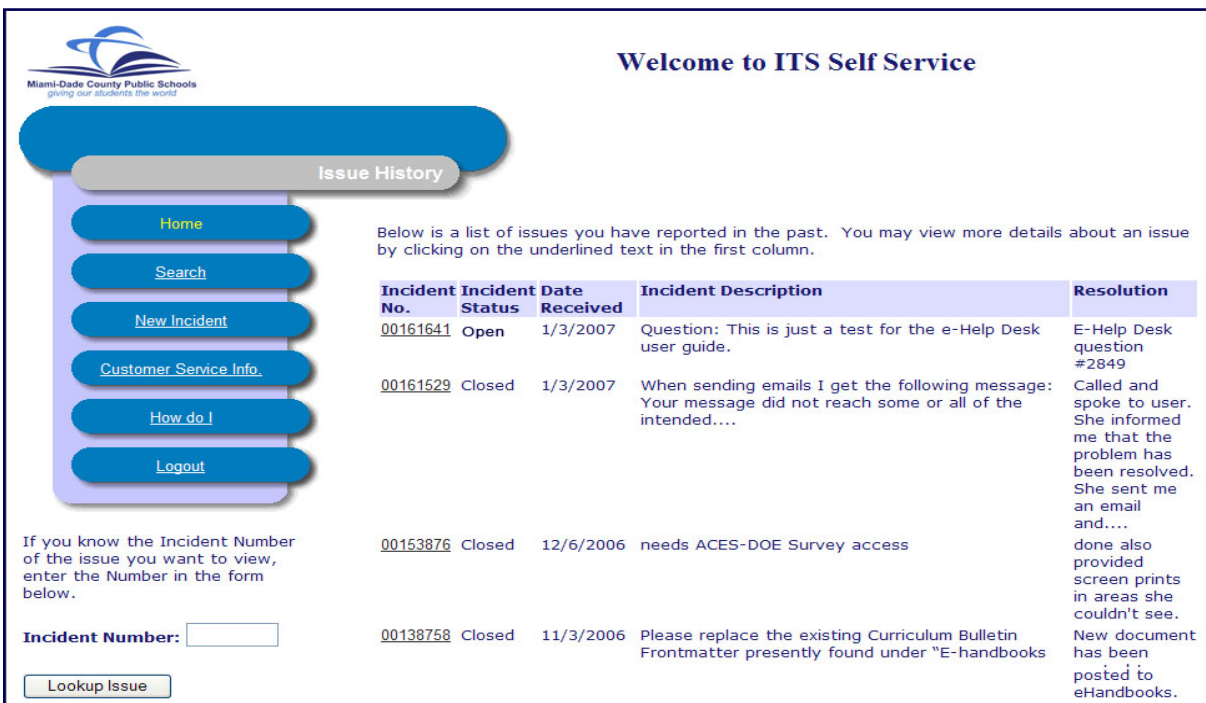
The **Lookup Issue** button, located at the bottom of the screen, can be used to view an incident you created. You must know the incident number and type it in the **Incident Number** field. Or you can click on the incident number displayed on the screen.

To look up an incident,

▼   **Type**   the incident number in the **Incident Number** field

▼   **Click**   **Lookup Issue**

The Issue Incident Record will be displayed.

NOTE: To return to the Self Service Summary of your Incidents, click on the <u>Home</u> button located on the left side. <u>Do Not</u> use the BACK button on your Web browser screen.

Whom to Contact for Assistance

For questions or comments, please complete a HEAT Self Service desk incident at:

http://selfservice.dadeschools.net/
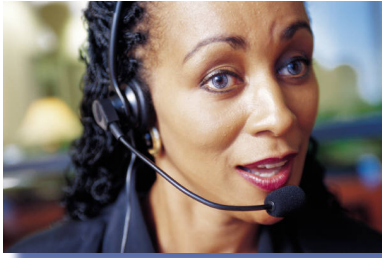
Or contact Information Technology Services, Help Desk at (305) 995-3705.