



e-Help Desk



e-Help Desk

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,

The screenshot shows the homepage of dadeschools.net. At the top left is the Miami-Dade County Public Schools logo with the tagline "giving our students the world". To the right is the text "Welcome to dadeschools.net" and the date "Tuesday, November 14, 2006". Below this is a navigation bar with tabs for "STUDENTS", "PARENTS", "EMPLOYEES", and "COMMUNITY". A red arrow points to the "EMPLOYEES" tab. To the right of the navigation bar is a "Student" section with "News & Events" including "M-DCPS Falls Short of an 'A' Grade from the State >>" and "Most Schools Earn 'A' From State >>". Below the navigation bar are three main content areas: "Today @ M-DCPS" with a "Teaching is Hot!" banner, "M-DCPS Highlights" with a "2007 Employee Open Enrollment" banner and a list of links, and "District Calendar" showing a calendar for November 2006.

▼ Click the **Employees** tab

The Employees Web site will be displayed.

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On the Employees Web site, under Employee Toolbox,

The screenshot shows the 'dadeschools.net Employees' website. At the top, there is a logo for Miami-Dade County Public Schools and the text 'dadeschools.net Employees'. Below this is a navigation bar with tabs for 'STUDENTS', 'PARENTS', 'EMPLOYEES', and 'COMMUNITY'. The 'EMPLOYEES' tab is selected. On the left side, there is a vertical menu with various links, including 'Discover M-DCPS', 'Calendars', 'Committees', 'Directories', 'Human Resources', 'Meetings', 'Newsroom', 'School Board', 'Schools', 'Superintendent', and 'Technology'. The 'Employee Toolbox' link is circled in red, and a red arrow points to it. The main content area features a 'Working Together' section with a photo of a man and a woman, and a 'myDadeschools' section with links to 'Principal Portal', 'Teacher Portal', and 'Vice/Assistant Principal'. There are also sections for 'Employee Highlights' and 'Professional Development'. On the right side, there is a 'News & Events' section, a 'Frequently Viewed Sites' section with links to '2007 Employee Benefits', '2006 Employee Benefits', 'Salary Information', 'Civil Rights Compliance', 'Emergency Mgmt. Procedures', 'Employee Assistance', 'Facilities', 'Information Technology Services', 'Instructional Materials', 'Labor Contracts, Unions, and Employee Organizations', 'Library Media Services', 'School Operations', and 'Technology Learning Center', and a 'Resources' section with links to 'Certification' and 'Credit Union'.

▼ 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.

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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

The screenshot shows the e-Help Desk interface for Miami-Dade County Public Schools. At the top, the logo for Information Technology Services is on the left, and the text 'MIAMI-DADE COUNTY PUBLIC SCHOOLS e-Help Desk' is in the center. A 'Self Service' link is on the right. Below this is a banner image of people working at computers, with 'MDCPS Home' and 'E-mail' links. A navigation bar contains 'Top 10 FAQ', 'Ask a Question', 'e-Handbooks', and 'Feedback'. The main content area says 'Welcome to the e-Help Desk' and 'Please select a topic from the drop down box and click Submit.' It features a 'Search a Topic' section with a dropdown menu (labeled 'Please select one'), a 'Reset' button, and a 'Submit' button. Below this is a search bar with a 'Submit' button and the prompt 'please type keyword(s)'. A 'Top Frequently Asked Questions' section is also visible, listing several questions with 'Q' icons. Red callout boxes provide instructions: 'Login to Heat Self Service.' points to the 'Self Service' link; 'View Top 10 Frequently Asked questions from the Help Desk [See below.]' points to the 'Top 10 FAQ' link; 'Submit a specific question.' points to the 'Ask a Question' link; 'Please complete the Help Desk Survey. We appreciate your feedback.' points to the 'Feedback' link; 'MDCPS User Guides and Policy Manuals.' points to the 'e-Handbooks' link; 'Send an E-mail to the Help Desk.' points to the 'E-mail' link; 'View top Frequently Asked questions from the Help Desk.' points to the 'Top Frequently Asked Questions' section; and 'Search a topic from the drop down menu or enter a keyword(s) to locate a topic.' points to the search bar.

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,

The screenshot shows the 'Search a Topic' web form. At the top, it says 'Please select a topic from the drop down box and click Submit.' Below this, there are two search options: a dropdown menu with 'Please select one' and a 'Submit' button, and a text input field with 'please type keyword(s)' and a 'Submit' button. A 'Reset' button is also present. A red box with an arrow points to the dropdown arrow with the text 'Click here to view the list of topics.' Another red box with an arrow points to the text input field with the text 'Type a keyword(s) to find a topic.' Below the main form, a list of topics is shown, with 'BlackBerry' highlighted. A red box with an arrow points to the scrollbar with the text '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.

A close-up of the text input field showing 'e-mail' typed in. Below the input field is the text 'please type keyword(s)'. To the right of the input field is a 'Submit' button with a red arrow pointing to it.

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,

The screenshot shows the e-Help Desk interface for Miami-Dade County Public Schools. At the top, there is a logo for Information Technology Services and the text 'MIAMI-DADE COUNTY PUBLIC SCHOOLS e-Help Desk'. Below this, there are navigation links for 'Help Desk Home' and 'E-mail'. A banner image shows a person using a computer. To the right of the banner is a table titled 'Software Needed for Viewing' with the following content:

Software Needed for Viewing	
	Download MS Word
	Download Adobe Reader
html	Download Internet Explorer

Below the banner, the topic is listed as 'Topic: BlackBerry'. A red oval highlights the text 'There were 7 result(s) matching.' Below this is a section titled 'Most Frequently Asked' with a list of questions, each preceded by a blue 'Q' icon. A red arrow points to the last question: 'I am unable to retrieve my voice mail from my BlackBerry.'

A red callout box on the right side of the screenshot contains the text: 'If document(s) do not open, download software needed for viewing.' with an arrow pointing to the 'Download Adobe Reader' link in the table above.

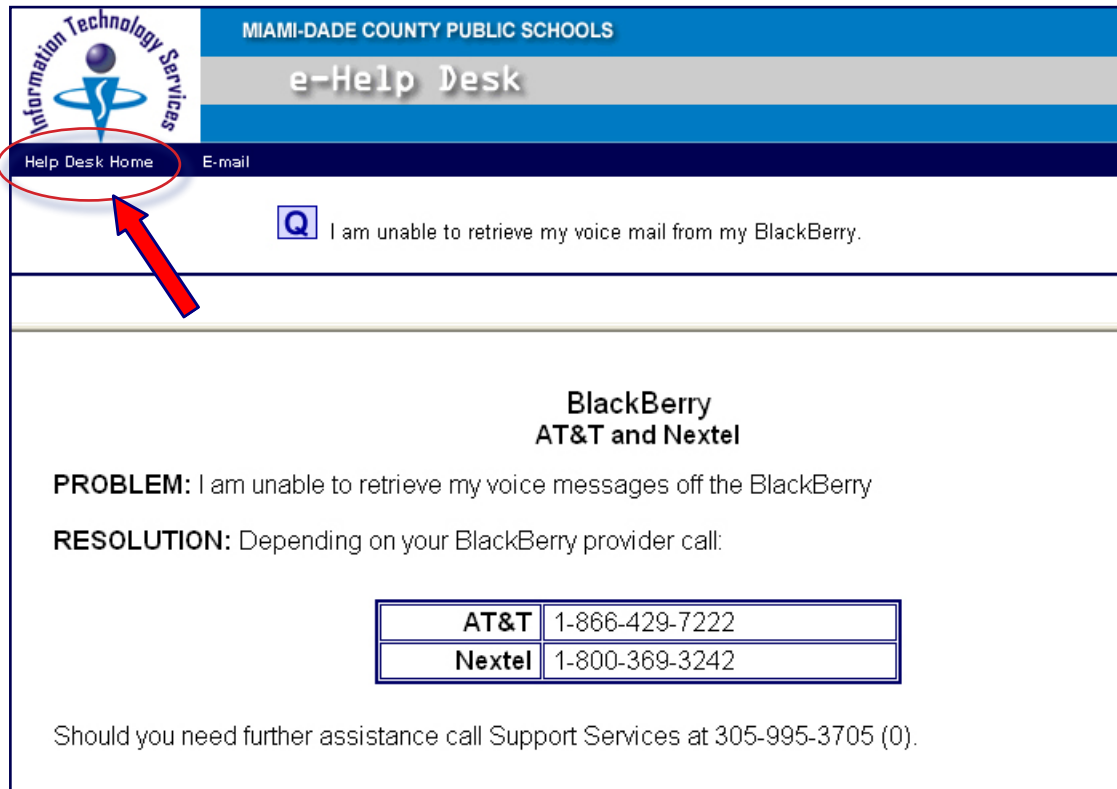
▼ **Read** the **Most Frequently Asked Questions** to locate the appropriate inquiry

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

The answer will be displayed.

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



Information Technology Services
MIAMI-DADE COUNTY PUBLIC SCHOOLS
e-Help Desk

Help Desk Home E-mail

I am unable to retrieve my voice mail from my BlackBerry.

**BlackBerry
AT&T and Nextel**

PROBLEM: I am unable to retrieve my voice messages off the BlackBerry

RESOLUTION: Depending on your BlackBerry provider call:

AT&T	1-866-429-7222
Nextel	1-800-369-3242

Should you need further assistance call Support Services at 305-995-3705 (0).

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

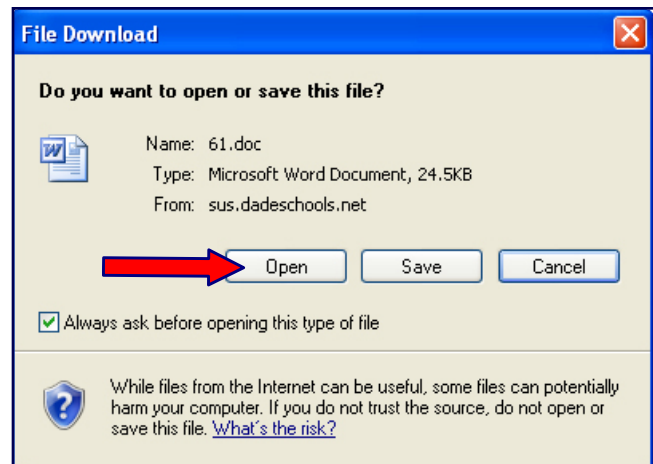
▼ **Click** **Open**

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,

Information Technology Services
MIAMI-DADE COUNTY PUBLIC SCHOOLS
e-Help Desk

Self Service
MDCPS Home | E-mail

Top 10 FAQs **Ask a Question** e-Handbooks Feedback

Welcome to the e-Help Desk

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

Search a Topic

Please select one

or

please type keyword(s)

Top Frequently Asked Questions

- Q** Is there a quick reference guide for teachers?
- Q** Where can I find the attendance codes?
- Q** What specifications must my PC have to access Gradebook?
- Q** What specifications must my MAC have to access Gradebook?
- Q** Will I be able to access Gradebook from home?
- Q** I am unable to enter my attendance for one class.
- Q** I am unable to enter grades for one of my assignments.
- Q** I am unable to enter assignment dates for a class.
- Q** I'm getting an error message "Not a valid School Day".

▼ **Click Ask a Question**

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

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

Information Technology Services
MIAMI-DADE COUNTY PUBLIC SCHOOLS
e-Help Desk

[Help Desk Home](#) | [MDCPS Home](#) | [E-mail](#)

Ask a Question & Check Status

To ask a specific question, please enter your employee number, birth date and District E-mail address and click Submit.

Ask a Question

Type your employee number and a valid e-mail address. Press enter to verify personnel information

Employee #:

Birth Date Month/Year (mmyyyy):

E-mail:

Question Status

[Please click here to check question status.](#)

▼ **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,

Information Technology Services
MIAMI-DADE COUNTY PUBLIC SCHOOLS
e-Help Desk

Help Desk Home E-mail

Personnel Information

Work Location #: 9999
Work Location Name: Sample School
Name: Sample Employee
Employee #: 000000
Phone #: (305) 995-9999
E-mail Address: sample01@dadeschools.net

If this information is incorrect, check with your work location to update file.

Your Question:

Submit

- ▼ **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 an 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.

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e-Help Desk

Help Desk Home E-mail

Confirmation

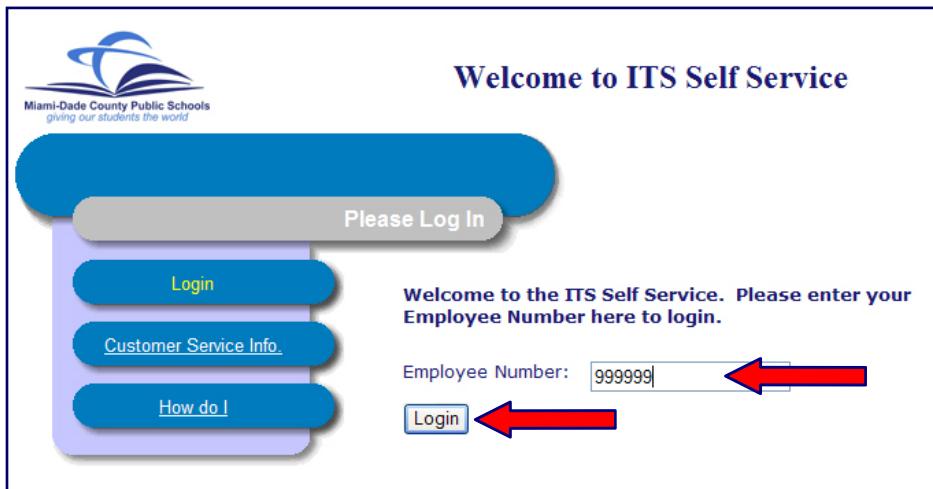
Thank you for submitting your request. Our department will be in contact with you in reference to your request. You will be receiving an e-mail with your confirmation number.

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

ITS Self Service to Check the Status

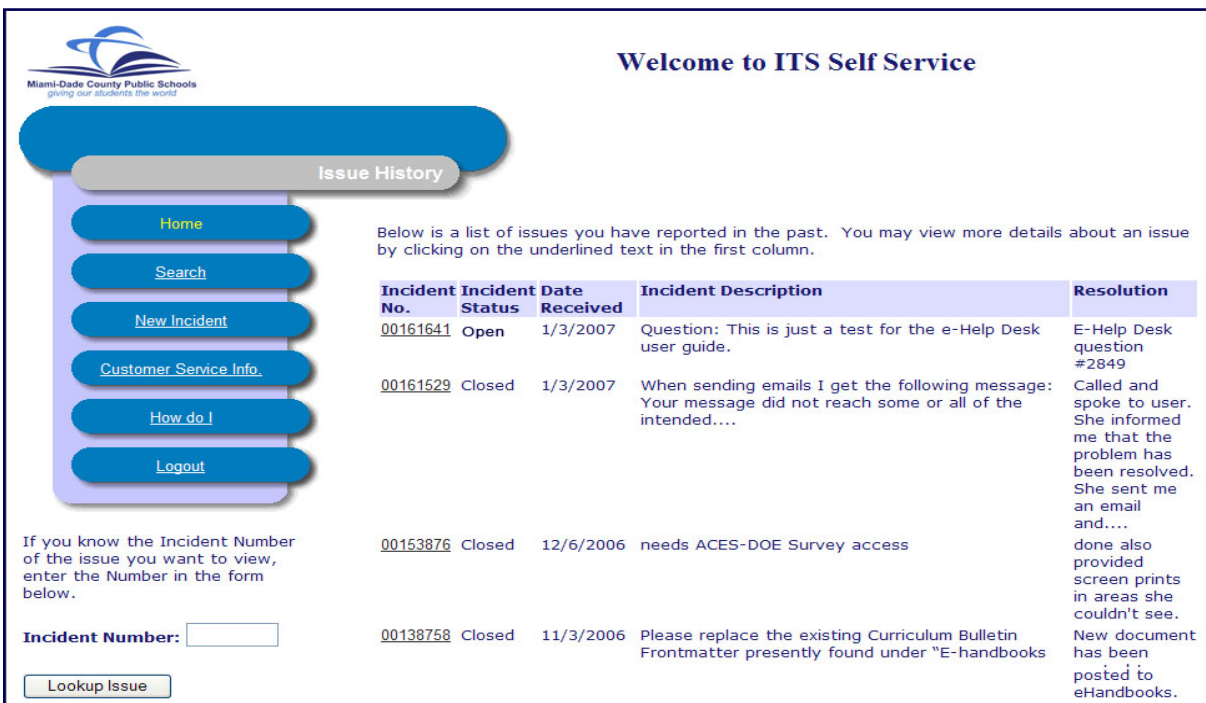
Users can check the status of a question by entering the assigned confirmation (incident) number on the ITS Self Service Web page <http://selfservice.dadeschools.net>. The ITS Self Service Web page can also be accessed from the e-Help Web Page. [See page 3 to locate the link.]

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.



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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.

The screenshot shows the ITS Self Service interface. At the top left is the Miami-Dade County Public Schools logo. The main heading is "Welcome to ITS Self Service". On the left side, there is a vertical menu with buttons for "Home", "Search", "New Incident", "Customer Service Info.", "How do I", and "Logout". The "Home" button is highlighted with a red arrow. Below the menu, there is a section titled "Issue History" with a red arrow pointing to it. Below this section, there is a table of incident records. The table has columns for "Incident No.", "Incident Status", "Date Received", "Incident Description", and "Resolution". The first row shows an incident with number 00161641, status Open, date 1/3/2007, and description "Question: This is just a test for the e-Help Desk user guide." The second row shows an incident with number 00161529, status Closed, date 1/3/2007, and description "When sending emails I get the following message: Your message did not reach some or all of the intended....". The third row shows an incident with number 00153876, status Closed, date 12/6/2006, and description "needs ACES-DOE Survey access". Below the table, there is a section titled "If you know the Incident Number of the issue you want to view, enter the Number in the form below." This section contains an "Incident Number:" label followed by a text input field containing "161641" and a "Lookup Issue" button. A red arrow points to the "Lookup Issue" button. To the right of the input field, there is a red arrow pointing to the incident number "38758" in the table.

Incident No.	Incident Status	Date Received	Incident Description	Resolution
00161641	Open	1/3/2007	Question: This is just a test for the e-Help Desk user guide.	E-Help Desk question #2849
00161529	Closed	1/3/2007	When sending emails I get the following message: Your message did not reach some or all of the intended....	Called and spoke to user. She informed me that the problem has been resolved. She sent me an email and....
00153876	Closed	12/6/2006	needs ACES-DOE Survey access	done also provided screen prints in areas she couldn't see.
38758	Closed	11/3/2006	Please replace the existing Curriculum Bulletin Frontmatter presently found under "E-handbooks	New document has been posted to eHandbooks.

To look up an incident,

- ▼ **Type** the incident number in the **Incident Number** field
- ▼ **Click** **Lookup Issue**

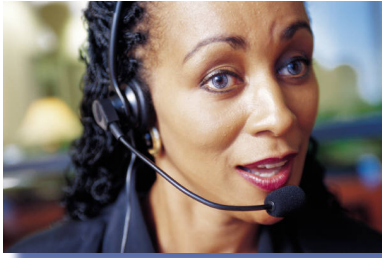
The Issue Incident Record will be displayed.

NOTE: To return to the Self Service Summary of your Incidents, click on the [Home](#) button located on the left side. **Do Not** 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.