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Digital Teaching and Learning

ACADEMIC SERVICES AND DIGITAL LEARNING



NC SIS Weekly Email Bulletin

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UID System Maintenance - Canceled

The UID system upgrade scheduled for this weekend, Saturday, August 20 will not take place as planned and, at this time, no new date has been provided. Further details will be communicated when received.

Migrant (Understanding Documents from Mexico)

Two documents have been provided to assist with meeting federal guidelines concerning migrants: [Understanding Documents from Mexico - Part 1 \(Word\)](#), and [Understanding Documents from Mexico - Part 1 \(PPT\)](#). These documents contain information on naming conventions, birth certificates and immunization records. They are located on the NC SIS website's Presentation page and Student Information page.

Questions pertaining to this information may be addressed to Sonja Williams, Migrant Education Program, sonja.williams@dpi.nc.gov.

Tips from the Support Center

With the beginning of the school year upon us, the Technology Support Center has released a reference document titled, [Common PowerSchool Start of Year Issues](#).

Inside is a collection of tips, resolutions to FAQs and support documentation geared towards LEA/Charter School coordinators and data managers for navigating common [Start of Year](#) issues.

If you have any questions regarding these tips, please contact the support center by submitting a ticket through the [Remedy Portal](#) or by calling 919.807.4357.

Remedy On Demand

Still needing assistance with the new Remedy system? Here are some helpful user details and highlights including a video and PowerPoint presentation:

- Using their NCID username and password, all designated lead customers can submit and manage requests for support via the new Remedy web portal.
- The URL for the web portal is <https://nc-myit.us.onbmc.com>.
- Designated leads should login and test portal access. If you experience issues logging in, call the Support Center, (919) 807-4357.
- Training on the new web portal can be found at <https://vimeo.com/171937223>.
- The Link to the PowerPoint used in the training is located at <http://bit.ly/29GOPbY>.

Please note: Under this new system, designated LEA and charter customers can no longer open tickets for assistance via email.

Viewing Your Ticket Activity in the Remedy Web Portal

Customers who use the Remedy Web Portal can view / manage their tickets by clicking on the 'View in My Activity' button on the portal landing page. Inside, users will see a chronological listing of all active tickets submitted and have the ability to filter the view to view resolved or cancelled tickets. At present, the 'Summary' line for each ticket does not display the summary the customer provided in the submission form; rather the system populates the type of ticket the customer submitted, e.g., PowerSchool Request, Schoolnet Request, NCEES Request. This is due to how the Remedy ticketing system is mapped to the web portal and is not an error.

We understand that this is less than optimal information if a user wishes to have a quick summary glance of all of their tickets. Therefore, we have reached out to the vendor with an enhancement request to hopefully have this changed. We will keep you posted with our efforts.

Student Demographic Change Issue

The support center is aware of an issue customers may be experiencing when making a change on the Student Demographic page. To mediate further issues, please be aware that once you have submitted a change on the demographics page in PowerSchool, and the page continues to spin, the update has been submitted to UID. Therefore, do not continue to try and make the change on the demographics page in PowerSchool, please submit a ticket to the service desk with student details and information regarding the issue you are experiencing.

Cause:

The change you are attempting to make is unable to take affect due to a duplicate record, or another record in the UID system that is closely matching this students record, causing a near match. Each time you hit submit in PowerSchool you are creating another near match file that will need to be resolved within the UID system. The near match requires human intervention to resolve in the UID system. There may also be a duplicate record that needs to be fixed.

Tickets may be submitted through the [Remedy Portal](#), or you may call (919) 807-4357.

The School Nutrition Linker File

During the UAB/CCB meeting held today, an inquiry was made about the [School Nutrition Linker File](#). For those who may need a refresher on this information, the file may be retrieved from the NC SIS website's School Information page.

Upcoming Training Webinars and Workshops

The Home Base Professional Learning Team's Training Calendar for the 2016-17 school year is now available. Training sessions will be onsite, hands-on workshops or live, online webinars. The audience for each session is based on user roles.

The PowerSchool sessions listed below are posted on the NC SIS website's [Training Calendar](#) and [Course List](#) pages. Please review these pages frequently for PowerSchool training schedule changes or additional trainings for September 2016 - June 2017.

Hands-on training sessions will be held at the NC Department of Public Instruction, 301 N. Wilmington Street, Room 564, Raleigh, NC, unless stated otherwise. All attendees must be an employee of the NC Public School system to participate. **Management companies are not permitted to attend.** Registration links are provided below. Please try to register early for workshops due to space limitations.

Note: All registration information is subject to the North Carolina Public Records Law.

Upcoming Training Workshops for PowerSchool

A) Accommodations in PowerSchool Webinar

This webinar will cover policy and demonstrate Accommodations functionality in PowerSchool.

Date: September 21, 2016

Time: 10:00 a.m., EDT

Registration Link: <https://attendee.gotowebinar.com/register/1115826557069742083>

B) ALP/ALS in PowerSchool Webinar

This webinar will discuss policy and functionality in PowerSchool as related to students in Alternative Learning Programs and/or Alternative Learning Schools.

Date: September 8, 2016

Time: 10:00 a.m., EDT

Registration Link: <https://attendee.gotowebinar.com/register/5214583804069249539>

Date: September 23, 2016

Time: 1:00 p.m., EDT

Registration Link: <https://attendee.gotowebinar.com/register/8653586795403927043>

C) Discipline Incidents in PowerSchool

This session is geared to those responsible for entering Incident data into the PowerSchool application. It will include a demonstration on how to enter disciplinary incidents into PowerSchool and include discussions on policy and functionality.

Date: August 29, 2016

Time: 1:00 p.m.

Registration Link: <https://attendee.gotowebinar.com/register/643363112077895172>

Date: September 19, 2016

Time: 10:00 a.m.

Registration Link: <https://attendee.gotowebinar.com/register/7161010755814230787>

D) Drop Out Reporting Webinar

This webinar will discuss Drop Out Reporting in PowerSchool - how to run the reports as well as how to enter/clean up data.

Date: August 30, 2016

Time: 10:00 a.m., EDT

Link: <https://attendee.gotowebinar.com/register/8152964857626331651>

Date: September 19, 2016

Time: 1:00 p.m., EDT

Link: <https://attendee.gotowebinar.com/register/6574335540488809219>

E) Principal Monthly Reporting Webinar

This webinar will include discussions on PMR policy, fatal errors and exceptions, and PowerSchool functionality as needed.

Dates: October 3, 2016

Times: 10:00 a.m.

Registration Link: <https://attendee.gotowebinar.com/register/7655752505406783491>

F) Retention/Promotion Report Webinar

This webinar will cover Retention/Promotion reporting, policy, and PowerSchool functionality.

Dates: September 28, 2016

Time: 10:00 a.m.

Date: September 28, 2016

Time: 1:00 p.m.

Registration Link: <https://attendee.gotowebinar.com/rt/392418274737541123>

G) SAR Webinar

This webinar will discuss SAR policy, fatal errors and exceptions, and PowerSchool functionality as needed.

Date and Time: September 7 @ 10:00 a.m.

Date and Time: September 7 @ 1:00 p.m.

Date and Time: October 12 @ 10:00 a.m.

Date and Time: October 12 @ 1:00 p.m.

Registration Link: <https://attendee.gotowebinar.com/rt/6607806873461928963>

**Attendees must be an employee of a North Carolina Public school. Management companies are not permitted to attend.

**Please note, all registration information is subject to NC Public Records Law.

Visit the [NC SIS website](#) for additional information including webinars and training documentation.

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