



July 15, 2016

Digital Teaching and Learning

ACADEMIC SERVICES AND DIGITAL LEARNING



NC SIS Weekly Email Bulletin

In this issue:

1. Home Base Maintenance Weekend - July 15 - 17
2. RapidIdentity Software Upgrade
3. New Remedy System is Live
4. Reminder: EDDIE/PowerSchool Integration
5. Upcoming Training Webinars and Workshops

Home Base Maintenance Weekend - July 15-17

The next Home Base maintenance weekend is scheduled for today, July 15 through Sunday, July 17. Maintenance will be performed only on the PowerSchool application, and an upgrade will be made to the RapidIdentity software used by NCEdCloud IAM Service (see below).

PowerSchool will shut down Friday, at 5:00 p.m. Once maintenance is completed, a message will be sent to notify users that the system is up and available for use. PowerSchool will be returned to service no later than 6:00 a.m., Monday morning. If a delay in bringing up the system should occur, users will be notified via email.

This maintenance weekend will include a State Compliance Reporting (SCR) release. Updates will be made to Common Follow Up Collection, GDV Collection, SAR Data Collection, Dropout Data Collection, AIG Data Entry Pages, PMR Data Collection, and Database Extensions. For more details concerning these revisions, please review the [2016 North Carolina Release Notes](#).

For a listing of all Home Base maintenance weekends, remember to visit the NC SIS website's [2016 - 17 Maintenance Schedule](#)

RapidIdentity Software Upgrade

This evening, July 15, 2016, at 6 p.m., the RapidIdentity software used by the NCEdCloud IAM Service will be upgraded from version 3.5 to version 4.0. Benefits from the software upgrade will include:

- An improved mobile user experience
- Reduced requirement for Adobe Flash
- Faster load times for the my.ncedcloud.org page (Rapid Identity Portal)

The timeline window of 6-10 p.m. is being reserved for the NCEdCloud IAM Service update. During some or all of this timeframe, users will not be able to authenticate to NCEdCloud IAM Service target applications. This update is being timed in coordination with the July Home Base maintenance weekend, when several of the Home Base applications are already scheduled to be unavailable, so as to minimize any inconvenience to the user community.

New Remedy System is Live

The NCDPI and the Technology Support Center are pleased to announce that the new 'Remedy on Demand' support ticketing system is now live.

Some important user details and highlights include:

- Using their NCID username and password, all designated lead customers can submit and manage requests for support via a new Remedy web portal.
- The URL for the Web Portal URL is <https://nc-myit.us.onbmc.com>.
- If you do not have an active NCID, or have an issue with your NCID, please contact your local NCID admin.
- List of LEA NCID admins: <https://www.ncid.its.state.nc.us/LEAListing.asp>
- List of Charter School NCID admins: <https://www.ncid.its.state.nc.us/LEADetails.asp?name=Charter%20Schools%20000>
- 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/174398193>.
- 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.

New Remedy Ticketing System Q & A Webinars

The NCDPI Technology Support Center is pleased to offer a series of live Q & A webinars where you, our LEAs, charter schools, and Internal DPI customers can have questions answered regarding how to submit and manage your tickets in the new Remedy ticketing system.

Please feel free to register for the following webinar:

Wed, July 20 @ 10:00 a.m.

<https://attendee.gotowebinar.com/register/2199003839841505538>

Reminder: EDDIE/PowerSchool Integration

On Friday, April 29, the EDDIE feed into PowerSchool was disabled to allow schools/LEAs the flexibility to add and change schools within PowerSchool. This feed will be re-established on **Sunday, July 17**. This means on Sunday night, PowerSchool will be overwritten with the information from EDDIE.

Please take time to ensure that EDDIE is updated with any changes made to PowerSchool since the feed has been off. This will prevent inadvertent changes to school/school demographics when the feed is re-enabled.

For assistance in updating EDDIE, please email Nicola.lefler@dpi.nc.gov.

Upcoming Training Webinars and Workshops

The Home Base Professional Learning Team is pleased to announce its initial Training Calendar for the 2016-17 school year. 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 also 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) New Charter Training

This is a four day workshop designed to walk new users through the process of setting up their school for the new year. This session will include, but is not limited to:

1. Logging in & navigating PowerSchool
2. Enrolling students
3. Withdrawing students

4. Adding teachers/staff
5. Creating the master schedule
6. Scheduling students and teachers to classes
7. Completing school setup items.

Date: August 1-4

Registration: <https://www.timetosignup.com/powerschooltraining/form/7798>

Date: August 8-11

Registration: <https://www.timetosignup.com/powerschooltraining/form/7799>

F) New Coordinators Training

This two day workshop is for new PowerSchool coordinators who have not attended the 5 day IPT Certification training or the 8 day District Certification training. It is designed to give new coordinators some training on certain topics provided in these Pearson trainings. This is NOT an extension of the 5 day IPT or 8 day District certification sessions.

Sessions will include, but are not limited to:

1. School Setup
2. Security
3. Basic Navigation
4. State Reporting Overview
5. PowerSchool Relationships
6. Reports
7. Data Extraction
8. Record Maintenance
9. Resources

Date: August 18-19

Registration: <https://www.timetosignup.com/powerschooltraining/form/7895>

G) New Counselors Training (High Schools Only)

This one day workshop is offered to high school guidance counselors. It will be a hands-on type training covering the basic functionality of PowerSchool pertinent to School Counselors. Topics covered include: basic functionality, navigation, state reports, attendance and graduation plans/progress monitoring. Attendees need to know their login information for their LEA/school instance so they will be able to log in and follow along. If they do not have access to their school instance because school has not yet started, we will provide access to a training database. Attendees must be an employee of the school and not a management company.

Date: July 20

Registration: <https://www.timetosignup.com/powerschooltraining/form/7810>

Date: July 21

Registration: <https://www.timetosignup.com/powerschooltraining/form/7809>

H) New Math Course Codes and Start of School Topics

This webinar will cover the functionality of entering new course codes and transferring students from one course to another.

Date: July 22, 2016

Time: 10:00 a.m., EDT

Registration Link: <https://attendee.gotowebinar.com/register/4349333024354971394>

Date: August 12, 2016

Time: 10:00 a.m., EDT

Registration Link:

<https://attendee.gotowebinar.com/register/5813045784248661508>

Date: August 17, 2016

Time: 10:00 a.m., EDT

Registration Link: <https://attendee.gotowebinar.com/register/1432982885328582148>

I) New User Training (2 day workshop)

This two day workshop is suited for new PowerSchool users working with day-to-day school business at the data manager/school administrator level. This workshop is available to new elementary, middle, and high school users. It is NOT teacher training.

Attendees must be an employee of the school and not a management company.

This session will include, but is not limited to:

1. Logging in to PowerSchool
2. Navigating the system
3. Enrolling students
4. Withdrawing students
5. Attendance
6. Adding Teachers/Staff
7. Adding or changing course sections
8. Scheduling students and teachers to classes
9. PMR Overview
10. SAR Overview

Date: July 18-19

Registration: <https://www.timetosignup.com/powerschooltraining/form/7801>

J) 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>

K) 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>

L) 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.

NC SIS
NC Department of Public Instruction
Education Building, Room 320
301 North Wilmington Street
Raleigh, NC 27601

919-807-3190 Office
919-807-3421 Fax
Email: ncsis@dpi.nc.gov

