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Digital Teaching and Learning

ACADEMIC SERVICES AND DIGITAL LEARNING



NC SIS Weekly Email Bulletin

In this issue:

1. Maintenance Planned for the Remedy Ticketing System - Sept. 2016
2. Daily Headcount Adjustment Report and Refresh Premier Attendance Views Report Updates
3. Reminder: Tips from the Support Center
4. Reminder: Remedy On Demand
5. Reminder: Viewing Your Ticket Activity in the Remedy Web Portal
6. Reminder: 2016-2017 Home Base Meet-Ups
7. New Information on the Website
8. Upcoming Training Webinars and Workshops

Maintenance Planned for the Remedy Ticketing System - Sept. 2016

The next maintenance window for the Remedy ticketing system is scheduled for Saturday, Sept. 17, from 1 p.m. - 6 p.m., ET. Both, Remedy and the customer self-submit web portal will be unavailable.

The planned maintenance will include a server migration to a new data center. Once completed, if a delay in bringing up the system should occur, users will be notified.

Questions concerning this maintenance may be addressed to the Home Base Support Center at (919) 807-4357 or through the [Remedy Portal](#).

Daily Headcount Adjustment Report and Refresh Premier Attendance Views Report Updates

The Daily Headcount Adjustment report has been returned to service. Users may begin running this report as needed.

PowerSchool and NCDPI have found that running the **Refresh Premier Attendance Views** report causes database constraints and performance issues when the report is run while teachers and staff are taking attendance. Because this report is automatically run each night, there is no need to run the report prior to users taking attendance for that day. The overnight attendance process will provide the necessary information for attendance reporting the following morning.

If you have questions concerning these reports, please contact the Home Base Support Center at (919) 807-4357 or submit a ticket to the [Remedy Portal](#).

Reminder: 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.

Reminder: 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.

Reminder: 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.

Reminder: 2016-2017 Home Base Meet Ups

#HBmeetups - Collaborate with your peers via this hashtag!!

The NCDPI Home Base Team is gearing up for another great year of networking and collaborative experiences through the Home Base Meet-Ups (formerly known as the Home Base User Group Meetings). The name and format of these meetings have changed to better identify its purpose and new format. Click on the invite below for more details.

- [16-17HomeBaseMeet-Up-SeptemberInvite.pdf](#)
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New Information on the Web

[Daily Headcount Adjustment QRD - 09/01/2016](#)

[Discipline Incidents in PowerSchool Webinar - 08/29/2016](#)

[Discipline incidents in PowerSchool Presentation - 08/29/2016](#)

[Dropout Reporting Webinar - 08/29/2016](#)

[Dropout Reporting Presentation - 08/30/2016](#)

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: 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: September 19, 2016

Time: 1:00 p.m., EDT

Registration 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.

Date: September 20, 2016

Time: 10:00 a.m.

Registration Link: <https://attendee.gotowebinar.com/register/6849272822257781250>

Date: October 3, 2016

Time: 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.

Date: 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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