The NC WISE Email Bulletin highlights issues and announcements that were communicated to users during the week. The bulletin also features late-breaking and recurring news about NC WISE.
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1. NDS/Security Console Issue is Resolved

We are pleased to announce that the problems with NDS/Security Console have been resolved. Users should be able to perform all functions without error. If you experience any problems with the NDS/Security Console application, please notify the NCDPI Service Desk by emailing ncwise.incidents@its.nc.gov.

Again, we apologize for any inconvenience you may have experienced and thank you for your support of NC WISE.

2. Remedy Auto-gen Emails for NC WISE and CECAS Customers

Schools are starting up, and yes, the call volume for the NCDPI Service Desk has already increased. To help us serve you better, please log a ticket using the following Remedy Auto-gen email addresses for all non-urgent NC WISE and CECAS issues:

ncwise.incidents@its.nc.gov
cecas.incidents@its.nc.gov

This process will automatically generate a ticket that will trace your issue from start to resolution. More instructions on how to log a ticket and who should log a ticket can be found on the NC WISE website at http://www.ncwise.org/service_desk2.html.

Thank you in advance for adhering to this request. We look forward to working with you this school year!

3. New and Updated Documents on the Web

Identifying Dropouts in eSIS - Update
Navigation path: www.ncwise.org > eSIS Docs > General Student Information > Identifying Dropouts in eSIS
4. Upcoming Training for August and September

**RPG – Retention/Promotion/Graduate Refresher Webinar – August 29, 2012 @ 1:00 p.m.**
This online session will review the process of reviewing and approving the RPG report (Retention/Promotion/Graduate).

Registration Link:
August 29, 2012 - [https://www1.gotomeeting.com/register/278182777](https://www1.gotomeeting.com/register/278182777)

**Dropout Report Refresher Webinar – Sept. 5, 2012 @ 1:00 p.m. and September 11, 2012 @ 9:00 a.m.**
This 2 hour online refresher will review the process of determining and entering Dropout Report data in eSIS.

Registration Links:
September 5, 2012 - [https://www1.gotomeeting.com/register/723323385](https://www1.gotomeeting.com/register/723323385)
September 11, 2012 - [https://www1.gotomeeting.com/register/612627929](https://www1.gotomeeting.com/register/612627929)

**Incidents in eSIS Refresher Webinar – Sept. 6, 2012 @ 1:00 p.m. and Sept. 14, 2012 @ 9:00 a.m.**
This two hour refresher provides reminders regarding how to enter discipline data correctly in NC WISE. Attendees will learn tips and techniques, as well as best practices.

Registration Links:
September 6, 2012 - [https://www1.gotomeeting.com/register/463582489](https://www1.gotomeeting.com/register/463582489)
September 14, 2012 - [https://www1.gotomeeting.com/register/146669601](https://www1.gotomeeting.com/register/146669601)

**Alternative Learning Schools/Alternative Learning Programs (ALS/ALP) Refresher Webinar – September 7, 2012 @ 9:00 a.m. and September 12, 2012 @ 1:00 p.m.**
This hour and a half online event will discuss best practices for handling Alternative Learning Programs (ALP) and Alternative Learning School (ALS) student information in eSIS (NC WISE). Topics for this session will include admission and withdrawal processes for students attending alternative schools and alternative learning programs and recording ALP/ALS information in the eSIS Program Assignment screen.

Registration Links:
September 7, 2012 - [https://www1.gotomeeting.com/register/221255400](https://www1.gotomeeting.com/register/221255400)
September 12, 2012 - [https://www1.gotomeeting.com/register/386649129](https://www1.gotomeeting.com/register/386649129)

**Principals Monthly Report (PMR) Refresher Webinar – Sept. 13, 2012 @ 1:00 p.m. and Sept. 18, 2012 @ 9:00 a.m.**
This online session will review the process of reviewing and approving the PMR Report in UERS.

Registration Links:
This five day hands-on session is a basic class that covers the functional aspects of the NC WISE integrated solution. Each of the subsystems is explained with examples and exercises to reinforce the lecture. This session is designed to cover basic topics like Navigation, School Information, General Student information such as Demographics and Testing, working with the Student Course Selections, Marks and an introduction to WebApps/UERS.

Registration Link:

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

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919-807-3421 Fax
email: ncwise@dpi.nc.gov