

MyGaDOE Portal iMail and Message Center

Presented by

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GaDOE Helpdesk Manager

MyGaDOE Portal iMail Basics

- **Internal Messaging System Only**
- **Any User With a Portal Account Can Be Sent or Can Receive Messages**
- **All Messages Secure within MyGaDOE Portal**
- **Sensitive Data May be Shared and Transmitted when Necessary Through iMail**

MyGaDOE iMail System


The MyGaDOE iMail Messaging System is a very useful and secure way to pass sensitive data and information from districts across the internet. This should be used in lieu of sending sensitive information via regular e-mail.

To access the MyGaDOE iMail (messaging) system, log into the MyGaDOE Portal.

Logging Into MyGaDOE Portal

To log into the Portal use your browser to navigate to the following website: <https://Portal.doe.k12.ga.us>

MyGaDOE



Georgia Department of Education
Richard Woods, Georgia's School Superintendent
"Educating Georgia's Future"

Please Log In

Username:

Password:

[I forgot my passphrase!](#)

[Or sign up for an account](#)

Helpful links

- ◆ [MyGaDOE Online Guide](#)
- ◆ [GaDOE Public Website](#)
- ◆ [Information Systems](#)
- ◆ [AYP & NCLB](#)
- ◆ [Georgia Standards](#)
- ◆ [Data Collections](#)
- ◆ [Financial Reports](#)
- ◆ [Report Card](#)

This website requires Cookies be enabled in your browser.

Accessing Portal iMail

Once logged into Portal, you will be at your Portal Home Page, click on the link in the blue bar at the top of the Portal window, “You have (#) new messages.”

The screenshot displays the MyGaDOE Portal Home Page. At the top, there is a search bar for districts and a navigation menu with letters A-Z. A green banner at the top right says "Welcome to MyGaDOE" with links for "Help - Dticket" and "Online Documentation". Below this, a blue bar contains a notification: "You have (0) new messages." A red arrow points to this notification with the text "User must click here".

The main content area is divided into three sections:

- Site Navigation:** Includes links for Home, Logout, and a dropdown menu for Polk County with sub-links: COPS Financial, Data Collection, View Documents, Facility and School Registry, Message Center, and COPS Planning.
- Surveys:** A section with tabs for "New (0)", "Saved (0)", "Submitted (0)", and "Approved (0)". It displays "No new surveys available" and a "More" link.
- My Favorites:** A section with a "My Favorites" header and a link for "Online Web Resources" with a "More" link.

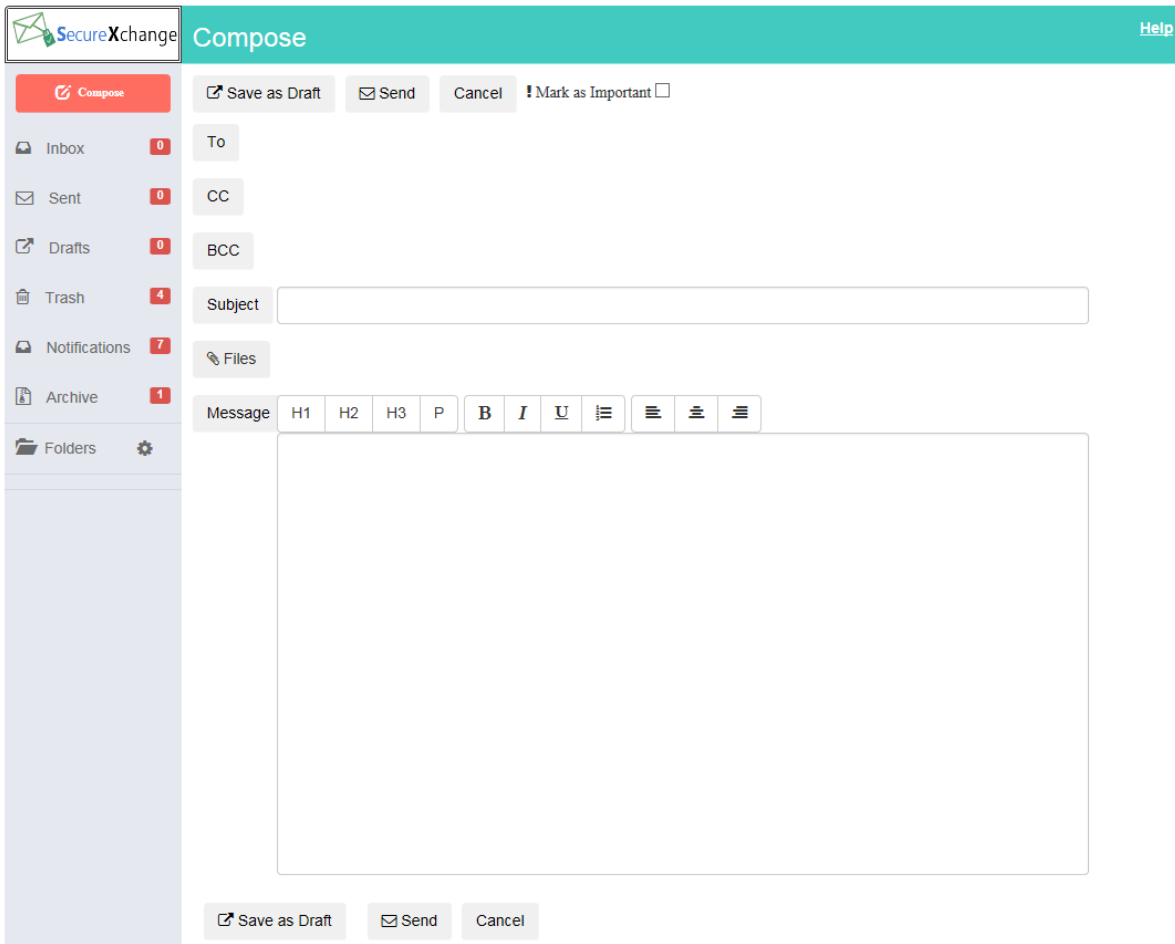
At the bottom left, there is a "Hide Navigation" button. At the bottom, a green footer bar contains links for "Privacy Policy", "Terms of Use", "Site Requirements", and "Feedback", along with the copyright notice "Copyright © 2005-2009 Georgia Department of Education".

Any Messages you have received will be located in your Inbox. Portal iMail functions just like a basic e-mail application.

To Compose a new message just click on the **Compose button** and a new message will open.

The screenshot displays the MyGaDOE email interface. At the top, there is a search bar for districts and a navigation menu with letters A-Z. A green banner reads "Welcome to MyGaDOE" with links for "Help - Dticket" and "Online Documentation". A blue notification bar states "You have 10 new messages." Below this, the "SecureXchange" logo and "Notification" header are visible. The interface includes a "Compose" button and action buttons like "Get Emails", "Move to Inbox", "Mark as Unread", "Move to Trash", and "Move to Folder". A search bar and pagination controls (1-20 of 6) are also present. The main area shows a list of emails with columns for checkboxes, flags, from, subject, and sent date.

<input type="checkbox"/>	! Flag	From	Subject	Sent Date
<input type="checkbox"/>	★	Support Portal	Application Request Notification	12 Jul 17 04:55 PM
<input type="checkbox"/>	★	Support Portal	Application Request Notification	12 Jul 17 03:57 PM
<input type="checkbox"/>	★	Support Portal	Portal Access Request Notification	12 Jul 17 03:57 PM
<input type="checkbox"/>	★	Support Portal	Application Request Notification	12 Jul 17 02:20 PM
<input type="checkbox"/>	★	Support Portal	Application Request Notification	12 Jul 17 02:20 PM
<input type="checkbox"/>	★	Support Portal	Application Request Notification	12 Jul 17 02:13 PM



Fill out the appropriate Subject and Message blocks just as you would a normal e-mail message.

- **To add a file attachment to your message click on the “Files” button and browse to the location of your file on your computer and select the file to add. Multiple files may be added by selecting multiple files or repeating the process.**
- **To add a recipient for your message click on the appropriate box (To, CC, or BCC) and a search box will appear.**

Search People ×

First Name:

Email Address:

Last Name:

Organization:

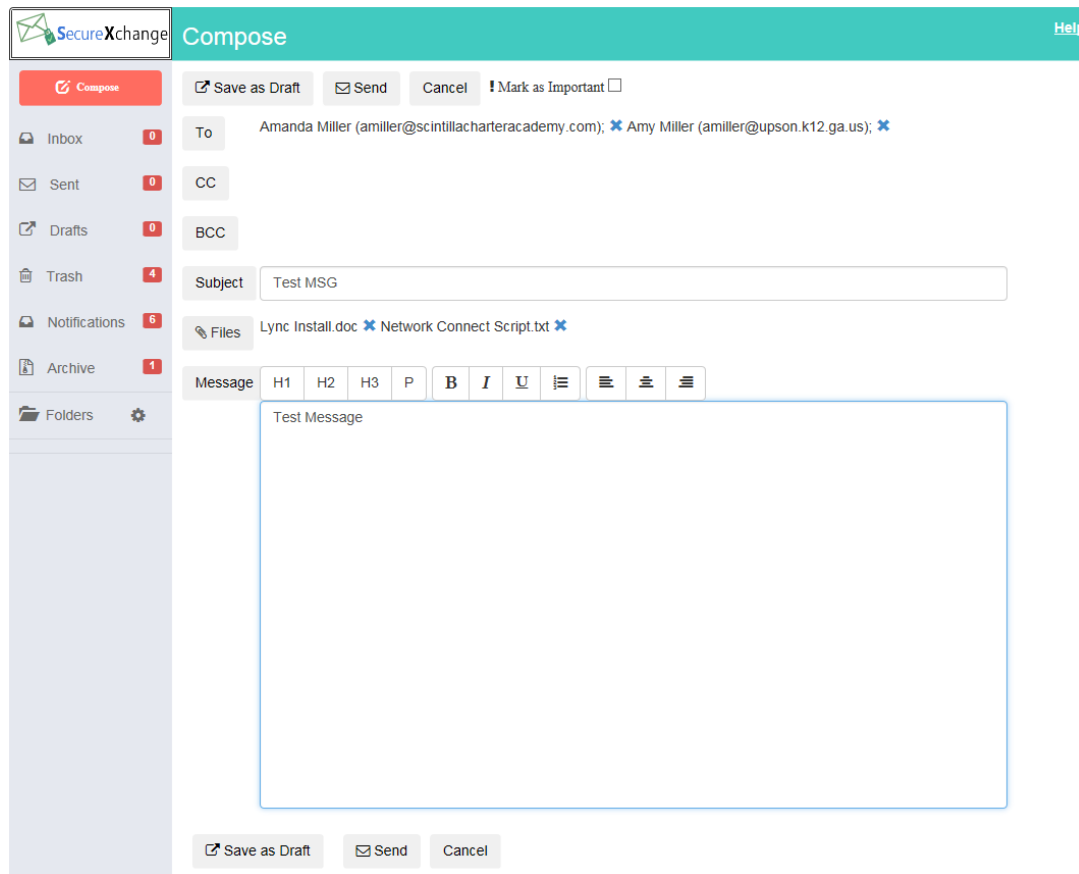
Go To Page:

#	First Name	Last Name	Email Address	Organization
<input type="checkbox"/>	Amanda	Miller	amiller@scintillacharteracademy.com	Scintilla Charter Academy
<input type="checkbox"/>	Amy	Miller	amiller@upson.k12.ga.us	Thomaston-Upson County

Close

To search for the name and add your recipient(s) just type in the search criteria, once found check the appropriate boxes for those you would like to add. Then click on the Select button. This will add your recipients to your iMail message. To add more recipients repeat this process.

Once you have drafted your message, added recipients, and any attachments, just click on the **Send button** at the bottom to send the message.

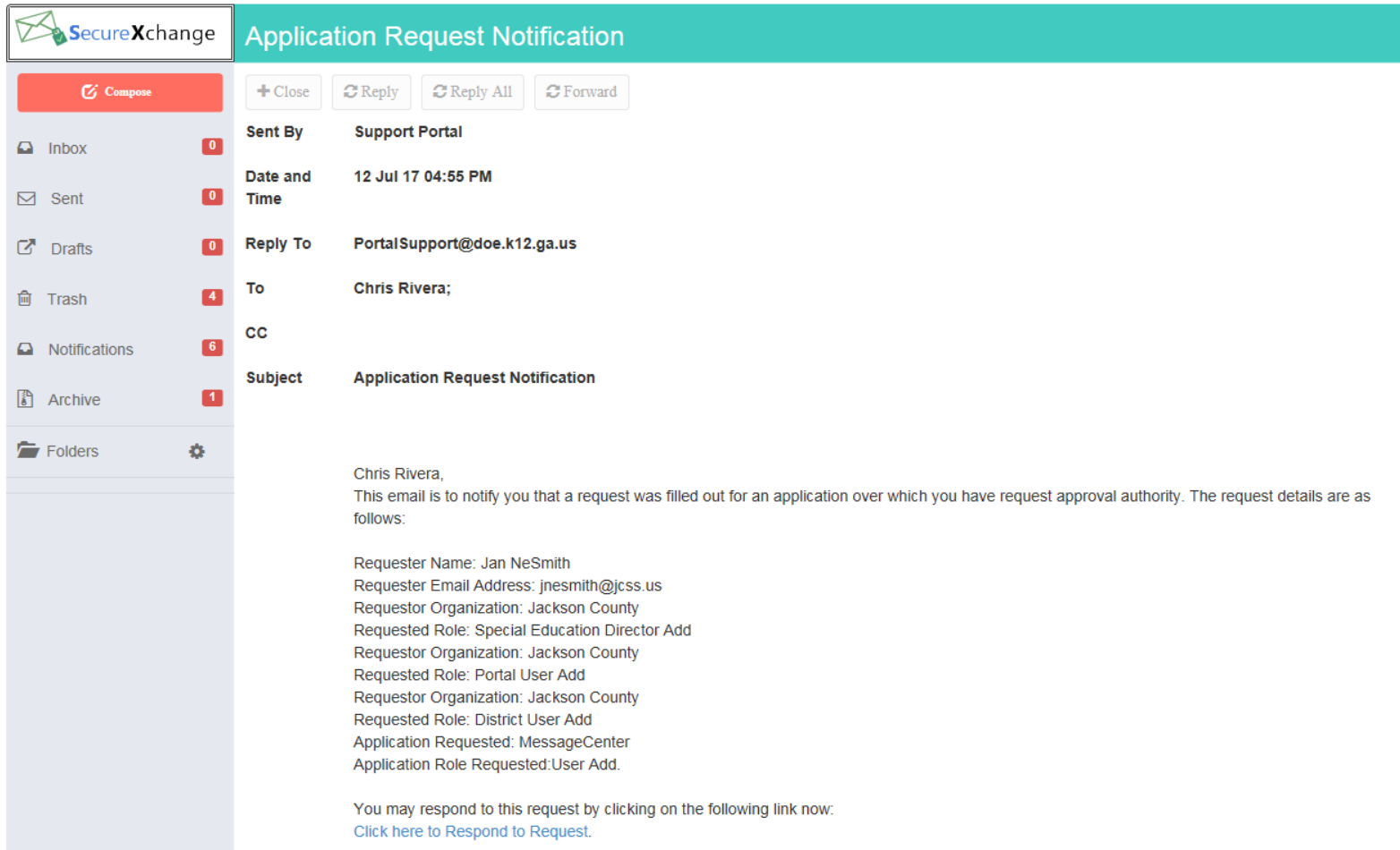


To open a message that has been sent to you, just Double click on the message.

The screenshot shows the MyGaDOE email interface. At the top, there is a search bar for districts and a navigation menu with letters A-Z. A green banner says "Welcome to MyGaDOE" with links for "Help - Dticket" and "Online Documentation". A blue notification bar states "You have (10) new messages." The left sidebar includes "Site Navigation" (Home, Logout), "Information Technology" (Documents), and user information for "Chris Rivera" (Account Information, Add to Favorites, Help - Dticket). The main area is titled "SecureXchange Notification" and features a "Compose" button and action buttons: "Get Emails", "Move to Inbox", "Mark as Unread", "Move to Trash", and "Move to Folder". A search bar and pagination controls (1-20 of 6) are also present. The email list table has columns for checkboxes, flags, "From", "Subject", and "Sent Date". A red arrow points to the first row of the list, with the text "User must click here" overlaid on it.

<input type="checkbox"/>	! Flag	🔗	From	Subject	Sent Date
<input type="checkbox"/>	★		Support Portal	Application Request Notification	12 Jul 17 03:57 PM
<input type="checkbox"/>	★		Support Portal	Application Request Notification	12 Jul 17 03:57 PM
<input type="checkbox"/>	★		Support Portal	Portal Access Request Notification	12 Jul 17 03:57 PM
<input type="checkbox"/>	★		Support Portal	Application Request Notification	12 Jul 17 02:20 PM
<input type="checkbox"/>	★		Support Portal	Application Request Notification	12 Jul 17 02:20 PM
<input type="checkbox"/>	★		Support Portal	Application Request Notification	12 Jul 17 02:13 PM

The message will then appear for viewing.



The screenshot displays an email client interface. At the top left is the 'SecureXchange' logo. The main header area is teal and contains the text 'Application Request Notification'. Below this, there are action buttons: '+ Close', 'Reply', 'Reply All', and 'Forward'. On the left side, there is a sidebar with navigation options: 'Compose' (highlighted in red), 'Inbox' (0), 'Sent' (0), 'Drafts' (0), 'Trash' (4), 'Notifications' (6), 'Archive' (1), and 'Folders' (with a gear icon). The main content area shows the email details:

Sent By: Support Portal
Date and Time: 12 Jul 17 04:55 PM
Reply To: PortalSupport@doe.k12.ga.us
To: Chris Rivera;
CC:
Subject: Application Request Notification

Chris Rivera,
This email is to notify you that a request was filled out for an application over which you have request approval authority. The request details are as follows:

Requester Name: Jan NeSmith
Requester Email Address: jnesmith@jcass.us
Requestor Organization: Jackson County
Requested Role: Special Education Director Add
Requestor Organization: Jackson County
Requested Role: Portal User Add
Requestor Organization: Jackson County
Requested Role: District User Add
Application Requested: MessageCenter
Application Role Requested: User Add.

You may respond to this request by clicking on the following link now:
[Click here to Respond to Request.](#)

Portal Message Center Basics

- **Important Notifications from DOE are Sent Through Message Center.**
- **Message Information Also Sent to User e-mail Address Listed in Portal.**
- **Users Can Subscribe or Unsubscribe to Message Tags to Begin or Stop Receiving Messages.**
- **Past Messages are Stored and Can be Viewed Within Message Center.**

Portal Message Center


The MyGaDOE Portal Message Center is used to send important information, send reminders, and communicate upcoming events to Portal Users. Only users who have subscribed to the proper message tags will receive these messages.

To access the Portal Message Center, log into the MyGaDOE Portal.

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- ◆ [Report Card](#)

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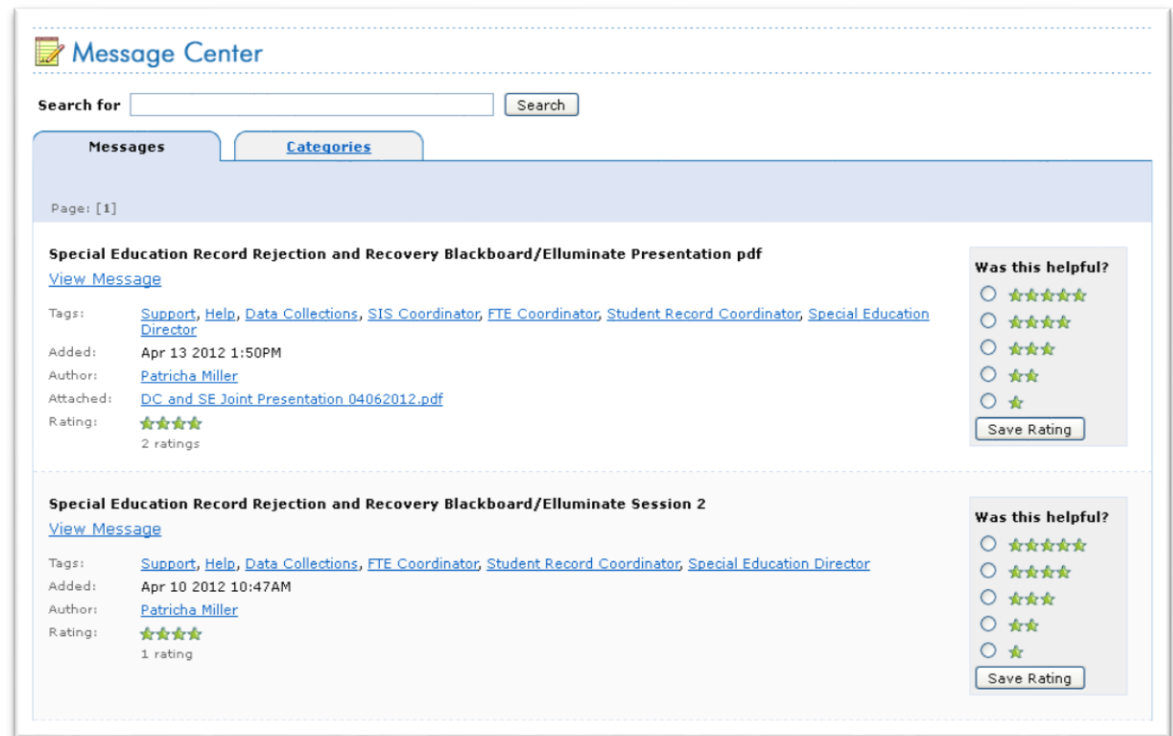
Accessing Message Center

Once logged into Portal you will be at your Portal Home Page, click on the Message Center Link in the left-hand Navigation Pane.

The screenshot displays the MyGaDOE portal interface. At the top left is the GaDOE logo. A search bar for districts and an alphabetical index (0-9 A-Z) are located at the top. A green banner reads "Welcome to MyGaDOE" with links for "Help - Dticket" and "Online Documentation". A blue notification bar states "You have (0) new messages." The left navigation pane includes "Site Navigation" (Home, Logout), "Polk County" (COPS Financial, Data Collection, View Documents, Facility and School Registry, Message Center, COPS Planning), and user information for "Chris Rivera" (Account Information, Add to Favorites, Help - Dticket). A red arrow points to the "Message Center" link in the navigation pane with the text "User must click here". The main content area features a "Surveys" widget with tabs for "New (0)", "Saved (0)", "Submitted (0)", and "Approved (0)", and a "My Favorites" widget with "Online Web Resources". The footer contains "Hide Navigation" and a green bar with "Privacy Policy | Terms of Use | Site Requirements | Feedback" and "Copyright © 2005-2009 Georgia Department of Education".

Within Message Center, basic information on the messages which you subscribe to will be shown in the Messages Tab:

1. Subject of Message
2. Message Tags used to send message
3. Date Created
4. Author
5. Attachments



To view a message, scroll to or page through to the desired message and click on the View Message link.

Note: Most recent messages will appear at the top by default.

Message Center

Search for

Messages **Categories**

Page: [1]

Special Education Record Rejection and Recovery Blackboard/Elluminate Presentation pdf
[View Message](#) **User must click here**

Tags: [Support](#), [Help](#), [Data Collections](#), [SIS Coordinator](#), [FTE Coordinator](#), [Student Record Coordinator](#), [Special Education Director](#)

Added: Apr 13 2012 1:50PM

Author: [Patricha Miller](#)

Attached: [DC and SE Joint Presentation 04062012.pdf](#)

Rating: ★★★★★
2 ratings

Was this helpful?

★★★★★
 ★★★★☆
 ★★★☆☆
 ★★☆☆☆
 ★☆☆☆☆

Special Education Record Rejection and Recovery Blackboard/Elluminate Session 2
[View Message](#)

Tags: [Support](#), [Help](#), [Data Collections](#), [FTE Coordinator](#), [Student Record Coordinator](#), [Special Education Director](#)

Added: Apr 10 2012 10:47AM

Author: [Patricha Miller](#)

Rating: ★★★★★
1 rating

Was this helpful?

★★★★★
 ★★★★☆
 ★★★☆☆
 ★★☆☆☆
 ★☆☆☆☆

The message will appear in a new browser window for viewing.

Any attachments can be opened by clicking on the attachment link at the bottom of the message.

If you are not receiving appropriate messages via e-mail or cannot view them within Message Center, you need to subscribe to the appropriate Message Tags within Message Center.

Message - Internet Explorer
https://portal.doe.k12.ga.us/MessagePreview.aspx?MsgID=351

Message Center

DEPARTMENT OF EDUCATION

Message Center Subscription Alert

Subject: Re-Opening SNO Application
Author: Patricia Miller
Message: The School Nutrition Online (SNO) application is now available for SY 2017 Claims and Financial Processing. Please review your rates to ensure that the proper rates have been assigned. Also, please be sure to submit your July claim, via manual process or summer process, even if there were no meals served (See Attached file regarding Summer Process). The application requires all claim months to be submitted. In addition, if you have claims or adjusted claims for SY 2016, please notify Kimberly Benson at 404-656-2495 or Betty Johnson at 404-656-2658 for processing instructions.

NOTE: Before you attempt to enter a SY 2017 claim or run the Summer Process for July claims, all school meal prices must be entered for SY 2017, as well as, your depreciable equipment costs.
Navigation path for entering school meal prices is: **School Nutrition > Other > Edit Meal Prices**
Navigation path for entering depreciable equipment costs is: **School Nutrition > School Year Set-Up > Edit Depreciable Equipment Costs**

The deadline for filing your July 2016 claim has been extended, for this month only, to the close of business on Friday, September 2, 2016.

Please continue to have a great school year.

Sincerely,
School Nutrition Grants Accounting

If you have any questions or need further assistance, please contact the Technology Management Customer Support Team by using the Help-dticket link on the left side of the MyGaDOE portal menu.

To Login to the MyGaDOE portal please follow this link: <https://portal.doe.k12.ga.us/Login.aspx>

You may also request assistance by emailing dticket@doe.k12.ga.us or by calling 1-800-869-1011. Please provide a detailed message as well as your contact information.

Thank you,
Technology Management Customer Support Center
Georgia Department of Education
Administrative Technology
205 Jesse Hill Jr. Drive, S. E.
1958 Twin Towers East
Atlanta, GA 30334-5080
Phone: 1-800-869-1011

[Summer.Process.doc](#)

Click here to open Attachment

Subscribing to Message Tags

Message Center

Search for Search

Messages | **Categories**

Please Note: To receive email notifications when a new message has been posted in a category, check desired categories and click the 'Save Preferences/Subscribe' button. By subscribing, you are also setting these categories as your preferred messages. Only preferred messages will then appear in the 'Messages' tab.


<p>Accountability Total: 0</p> <p>Category Tags: AYP (Adequate Yearly Progress), NCLB, Principal Access, Report Card, Student Achievement</p> <p><input type="checkbox"/> + Subscribe</p>	<p>Audience Total: 0</p> <p>Category Tags: Assessment Director, Charter School Administrator, Charter School Superintendent, Consolidated Application Coordinator, Content Manager, CPI Coordinator, Curriculum Director, Facilities Coordinator, Financial Review Coordinator, FTE Coordinator, GC District Administrator, Gifted Director, Grants Management Preparer, Grants Management Submitter, GTID Coordinator, Media Coordinator, Migrant Coordinator, PCGenesis System Administrator, Principal, School Nutrition Coordinator, School Nutrition Director, Security Officer, SIS Coordinator, SIS Supervisor, Special Ed Staff, Special Education Director, Student Record Coordinator, Student Services Director, Superintendents, TAADRA Coordinator, Technology Coordinator, Title I Director, Title I LEA Coordinator, Title II/Staff Development, Title III/ESOL Coordinator, Title IX/ Sports Equity Director, Transportation Director</p> <p><input type="checkbox"/> + Subscribe</p>	<p>Communications Total: 0</p> <p>Category Tags: District Communication, Kathy Cox, Newsletter, Official DOE Communication, Press Release, School Communication, School Nutrition Messaging</p> <p><input type="checkbox"/> + Subscribe</p>
<p>Curriculum and Instruction Total: 0</p> <p>Category Tags: Career, Technical, & Agricultural Education, Curriculum & Instructional Services, Exceptional Students, Innovative Academic Programs, Testing</p> <p><input type="checkbox"/> + Subscribe</p>	<p>Finance and Business Operations Total: 0</p> <p>Category Tags: Accounting Services, Budget, Facilities, Financial Review, Internal Support, School and Community Nutrition, Transportation</p> <p><input type="checkbox"/> + Subscribe</p>	<p>Help Desk Total: 0</p> <p>Category Tags: Ask DOE, Dticket, Help, Network, Portal, Student Information System, Support, Technology</p> <p><input type="checkbox"/> + Subscribe</p>

To change your current subscriptions in Message Center, go into message Center and click on the Categories Tab.


A list of Message Tags (categories) will appear. Scroll to the appropriate grouping of categories and click on the “+” sign next to the Subscribe link.

To BEGIN receiving messages sent with the relevant message tags, select the check box next to the appropriate message tag(s).

To STOP receiving messages sent with the relevant message tags, uncheck the box next to the appropriate message tag(s).

**Audience**
Total: 0

Category Tags: [Consolidated Application Coordinator](#), [CPI Coordinator](#), [Curriculum Director](#), [Facilities Coordinator](#), [Financial Review Coordinator](#), [FTE Coordinator](#), [PCGenesis System Administrator](#), [Principal](#), [School Nutrition Coordinator](#), [Security Officer](#), [SIS Coordinator](#), [Student Record Coordinator](#), [Superintendents](#), [Technology Coordinator](#), [Title I Director](#)

 Subscribe ([Subscribers](#))

Superintendents ([Subscribers](#))

Curriculum Director ([Subscribers](#))

Facilities Coordinator ([Subscribers](#))

Principal ([Subscribers](#))

SIS Coordinator ([Subscribers](#))

Security Officer ([Subscribers](#))

Technology Coordinator ([Subscribers](#))

Title I Director ([Subscribers](#))

School Nutrition Coordinator ([Subscribers](#))

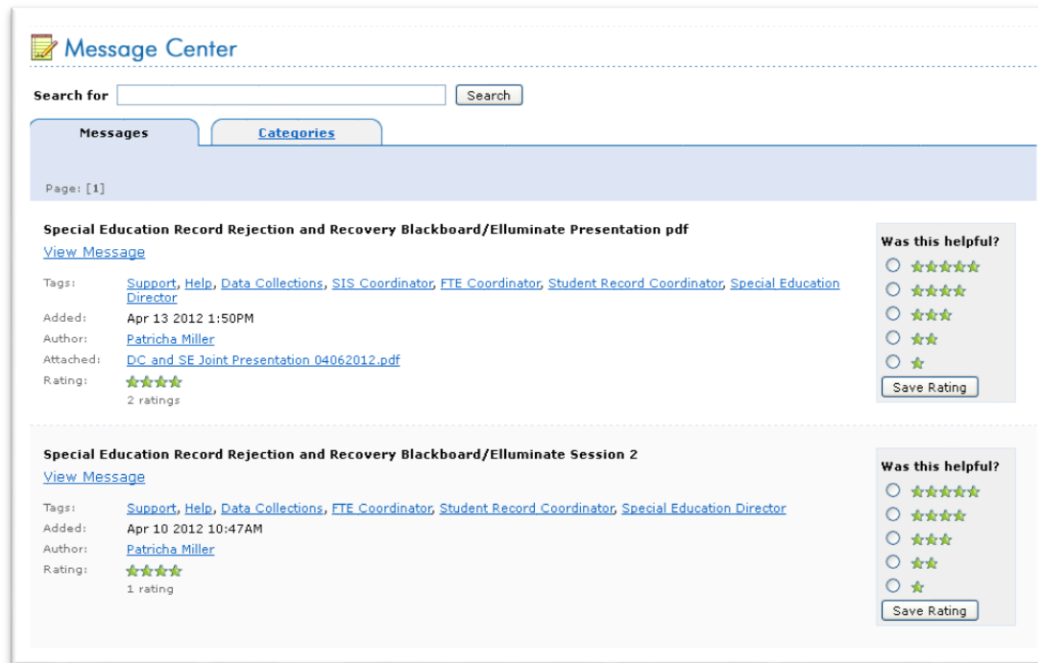
FTE Coordinator ([Subscribers](#))

Once you have made all your desired changes, scroll to the bottom of the screen and click on the **“Save Preferences/Subscribe”** to save your changes.

The screenshot displays two subscription categories within a dashed border. The left category is titled "Teacher and Student Support" and includes tags such as "Learning Support", "Other Title Programs", "Professional Learning", "School Improvement", "Teacher Quality", and "Title I". The right category is titled "Technology" and includes tags such as "Application Development", "Data Collections", "ETTC", "Instructional Technology", "Internal Technology", "PCGenesis", and "Quality Assurance". Both categories have a "Subscribe" button with a green checkmark and a "(Subscribers)" label. A "Total: 0" indicator is present for each category. At the bottom of the interface is a "Save Preferences/Subscribe" button.

You will be returned to the Messages tab within the Message Center window. You will now have access to view any past messages sent with message tags you are currently subscribed to.

Note the message tags used in the message presented in the screenshot below; **Support, Help, Data Collections, SIS Coordinator, FTE Coordinator, Student Records Coordinator, Special Education Director.** These are the tags the author of the message chose when drafting and publishing these messages.



Questions?

How to Get Additional Assistance:

You may contact the Technology Management Customer Support Team by using the **Help-dticket link** on the left side of the MyGaDOE Portal menu.

You may also request assistance by emailing dticket@doe.k12.ga.us or by calling **1-800-869-1011**. Please provide a detailed message as well as your contact information.

Technology Management Customer Support Center
Georgia Department of Education

Support Team Staff: Carl Ogletree, Charles Lang, Chris Smith,
Randy Jackson, Westly Roberson & Vidrine Jones

Presentation Survey

- Please take the time to let us know your thoughts regarding this presentation and any suggestions for improvement. Survey can be accessed at the link below:

<http://gadoe.org/surveys/Tech-GCPNTEFK>

Thank You!
