# NCEdCloud School-Level Support Roles

(School Help Desk & School Student Help Desk)

#### Introduction

PSUs have previously asked for NCEdCloud support roles that could be assigned at the school level, rather than districtwide. Beginning today, school personnel (e.g. Instructional Technology Facilitators (ITFs), guidance counselors, etc.), will be able to request a help desk role just for the school(s) they support. Two new roles, **School Help Desk** - supporting both staff and students - and **School Student Help Desk** are now available.

As with other privileged roles in NCEdcloud, these two new roles will:

- Be requested via the Workflow button (on the left in the NCEdCloud portal)
- Be requested by the individual needing the role
- Be approved by a PSU staff member with an LEA Administrator role
- Require the recipient to use MFA (a 6-digit code) at each login after approval
- Only be "revocable" by the owner or the NCDPI Technical Support Center (TSC)

#### Requesting a School-Level Role

The workflow requests work very much like the **LEA Help Desk** and **LEA Student Help Desk** roles, however, rather than entering the 3-digit LEA Code when requesting a role, the user must enter the 6-digit Campus Code for the school where the role will be used. The Campus Code can be found in Profile Details in the NCEdCloud IAM Service.

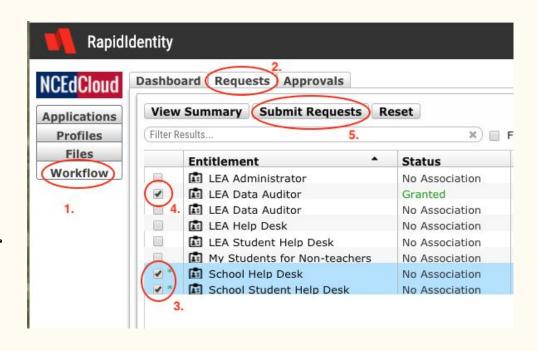
Multiple requests can be made for these roles if a staff member covers more than one school, however, each school role must be requested separately. Also, users with *School Help Desk* (SHD) do NOT need *School Student Help Desk* for the same school, as the SHD role provides access to BOTH employees and students.

Lastly, a staff member does not have to be assigned to a school, to request a role for that school. They can be listed at the district office (e.g. 123000), but still request a role for a school or schools they frequent or support as long as they are in the same PSU.



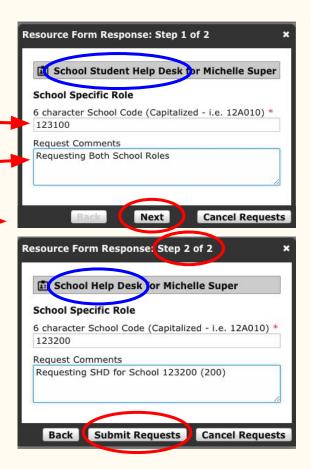
#### The Request Process

- 1. Click on Workflow (left side)
- 2. Click on Requests (top)
- 3. Select the Roles you want by checking the box at the left
- 4. Do NOT "uncheck" any boxes that were previously checked or you will REVOKE that role
- 5. Click on Submit Requests



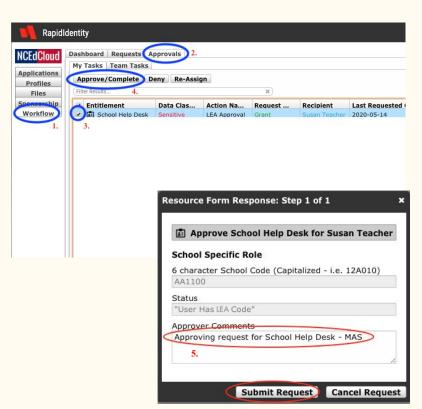
## Completing Request(s)

- 1. Fill in the 6-digit Campus Code
- 2. Fill in the Request Comments
- 3. If requesting More than 1 role, click on ——
  "Next" and complete other forms
- 4. If only requesting 1 role (or 2nd role request of 2 roles as shown here), fill in form and click **Submit Requests**



#### Approving Request(s)

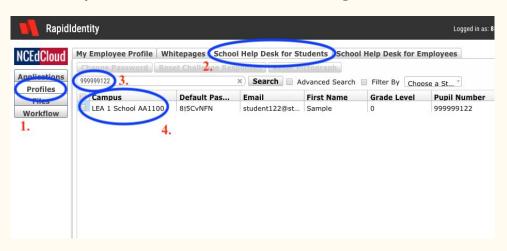
- 1. LEA Administrator Clicks on Workflow
- 2. Should see Pending Requests under Approvals
- 3. Check Request
- 4. Click on Approve/Complete
- 5. Review request, fill in Comments and click on **Submit Request**



#### Using School Level Roles

#### **Example:**

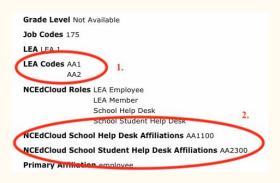
- 1. Staff with School Help Desk role for School AA1100 selects "Profiles"
- 2. 2 new tabs => School Help Desk for Students and School Help Desk for Employees
- 3. Select the Student tab and search for students by name, Student #, etc. to reset password
- 4. Note student is at Campus AA1100

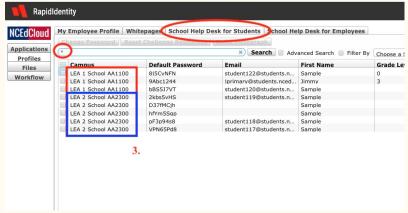


<sup>\*</sup> Selecting the checkbox in front of the student entry will enable the "Change Password" and other buttons

### Special Case - Employee working in two PSUs

- There are some staff in certain positions that work in more than one PSU and have roles in each
- This staff member is listed in PSU AA1 and AA2 (See 1. - LEA Codes)
- They also have school help desk roles assigned in each PSU (See 2. - the NCEdCloud School role Affiliations)
- These two roles give the user the ability to see and support students in each PSU (See 3. Showing Campuses for students selected in a wildcard search)





## Questions?

Get more information on the NCEdCloud Web Site:

http://ncedcloud.mcnc.org