

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.

Profile Details



First Lastname

F.Last@PSU123.net

Affiliations employee

Birthdate 19501111

Campus LEA 1 School 300

Campus Codes AA1300

Department Department - A10

Department Codes 8807

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**

RapidIdentity

NCEdCloud

Dashboard **Requests** Approvals

View Summary **Submit Requests** Reset

Filter Results... 5.

	Entitlement	Status
<input type="checkbox"/>	LEA Administrator	No Association
<input checked="" type="checkbox"/> 4.	LEA Data Auditor	Granted
<input type="checkbox"/>	LEA Data Auditor	No Association
<input type="checkbox"/>	LEA Help Desk	No Association
<input type="checkbox"/>	LEA Student Help Desk	No Association
<input type="checkbox"/>	My Students for Non-teachers	No Association
<input checked="" type="checkbox"/> 3.	School Help Desk	No Association
<input checked="" type="checkbox"/> 3.	School Student Help Desk	No Association

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**

Resource Form Response: Step 1 of 2

School Student Help Desk for Michelle Super

School Specific Role

6 character School Code (Capitalized - i.e. 12A010) *
123100

Request Comments
Requesting Both School Roles

Back Next Cancel Requests

Resource Form Response: Step 2 of 2

School Help Desk for Michelle Super

School Specific Role

6 character School Code (Capitalized - i.e. 12A010) *
123200

Request Comments
Requesting SHD for School 123200 (200)

Back Submit Requests Cancel 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**

The screenshot displays the RapidIdentity NCEdCloud interface. The 'Approvals' tab is selected, showing a table of pending requests. A modal window titled 'Resource Form Response: Step 1 of 1' is open, showing the details for a request to 'Approve School Help Desk for Susan Teacher'. The modal includes fields for 'School Specific Role' (6 character School Code: AA1100), 'Status' ('User Has LEA Code'), and 'Approver Comments' (Approving request for School Help Desk - MAS). The 'Submit Request' button is highlighted.

Entitlement	Data Clas...	Action Na...	Request ...	Recipient	Last Requested	
<input checked="" type="checkbox"/>	School Help Desk	Sensitive	LEA Approval	Grant	Susan Teacher	2020-05-14

Resource Form Response: Step 1 of 1

Approve School Help Desk for Susan Teacher

School Specific Role

6 character School Code (Capitalized - i.e. 12A010)
AA1100

Status
"User Has LEA Code"

Approver Comments
Approving request for School Help Desk - MAS

Submit Request Cancel 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

* Selecting the checkbox in front of the student entry will enable the “Change Password” and other buttons

The screenshot shows the RapidIdentity NCEdCloud interface. The top navigation bar includes 'My Employee Profile', 'Whitepages', 'School Help Desk for Students', and 'School Help Desk for Employees'. The 'School Help Desk for Students' tab is selected. Below the navigation bar, there are buttons for 'Change Password', 'Reset Challenge Response', and 'Request Photograph'. A search bar is present with a 'Search' button and a 'Filter By' dropdown. A table of student profiles is displayed with columns for 'Campus', 'Default Pas...', 'Email', 'First Name', 'Grade Level', and 'Pupil Number'. The first row of the table is highlighted with a blue circle and labeled '4.'. The 'Profiles' tab in the left sidebar is labeled '1.'. The 'Reset Challenge Response' button is labeled '2.'. The search bar is labeled '3.'. The 'LEA 1 School AA1100' entry in the table is labeled '4.'.

Campus	Default Pas...	Email	First Name	Grade Level	Pupil Number
LEA 1 School AA1100	8I5CVNFN	student122@st...	Sample	0	999999122

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)

Grade Level Not Available
Job Codes 175
LEA LEA 1
LEA Codes AA1 1.
AA2
NCEdCloud Roles LEA Employee
LEA Member
School Help Desk
School Student Help Desk 2.
NCEdCloud School Help Desk Affiliations AA1100
NCEdCloud School Student Help Desk Affiliations AA2300
Primary Affiliation employee

RapidIdentity

My Employee Profile Whitepages **School Help Desk for Students** School Help Desk for Employees

Change Password Reset Challenge Password

Applications Profiles Files Workflow

Search Advanced Search Filter By Choose a :

Campus	Default Password	Email	First Name	Grade Le
LEA 1 School AA1100	815CVNFN	student122@students.n...	Sample	0
LEA 1 School AA1100	9Abc1244	lprimary@students.nced...	Jimmy	3
LEA 1 School AA1100	bB55J7VT	student120@students.n...	Sample	
LEA 2 School AA2300	2kbs5vHS	student119@students.n...	Sample	
LEA 2 School AA2300	D37fMCjh		Sample	
LEA 2 School AA2300	hFYm5Sap		Sample	
LEA 2 School AA2300	pF3p94s8	student118@students.n...	Sample	
LEA 2 School AA2300	VPN65Pd8	student117@students.n...	Sample	

3.

Questions?

Get more information on the NCEdCloud Web Site:
<http://ncedcloud.mcnc.org>