WISE Website Workshop

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CST - Technical Writer

March 8 & 9, 2023

WISCONSIN DEPARTMENT OF
Public Instruction
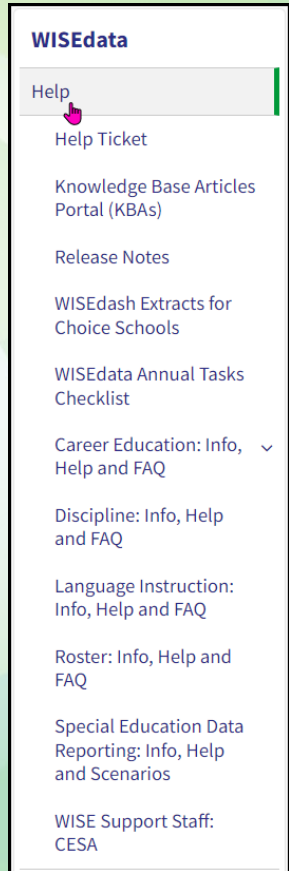Jill K. Underly, PhD, State Superintendent

Introduction

- **Session Goals:**

  - To share available, online resources from DPI

  - To share when each resource is most useful

  - To Bookmark or Not to Bookmark? How to find pages if/when URLs change

  - How to Create a Winning Help Ticket

Overview

- **CESA Support**

- **WISEdata Help & "Info, Help and FAQ" pages and Application Help pages**

- **Release Notes and Data Element pages**

- **Checklist pages**

- **KBAs & Notifications portals**

- **Training and Community Resources**

- **The Help Ticket**

- **Search Tips: Finding what you need, when you need it**

The WISEdata Help Page & Menu

- **A pretty spiffy "one-stop-shop: wisedata/help**

- **Houses many of the links discussed today**

- CESA Support Staff

- Info, Help and FAQ pages

- Uncommon Scenarios

- User Guides

- WISEclassroom

WISEdata

Help
Help Ticket
Knowledge Base Articles Portal (KBAs)
Release Notes
WISEdash Extracts for Choice Schools
WISEdata Annual Tasks Checklist
Career Education: Info, Help and FAQ
Discipline: Info, Help and FAQ
Language Instruction: Info, Help and FAQ
Roster: Info, Help and FAQ
Special Education Data Reporting: Info, Help and Scenarios
WISE Support Staff: CESA

CESA Support

CESA: WISE Support Staff

WISE CESA Support Staff

WISEsupport staff are CESA employees contracted by DPI to provide first-tier support for WISEdata help tickets. They can help resolve errors and warnings, investigate data discrepancies with school staff as needed, and answer basic questions about WISEdata Portal.

Note: WISEdata Portal can sometimes get confused with WISEdash. WISEdata Portal is the application used to verify that data is pushed from your school information system (SIS) to the DPI via the WISEdata API. WISEdash is a data portal that uses "dashboards," or visual collections of graphs and tables, to display data obtained from the WISEdata Portal. WISEdash provides multi-year education data about and submitted by Wisconsin schools. If you do need assistance with WISEdash, work with your local WISExplore support member. Many resources can be found on the Help for WISEdata, WISEid, WISEstaff page.

We encourage you to connect with your CESA WISEsupport staff to help resolve your WISEdata help ticket needs. Not sure in which of the CESA you're in? Visit the School Districts by CESA webpage or download the CESA map 🗎 pdf to help determine which CESA WISEstaff Support person (listed below) to contact:

- **wisedata/help/CESA-support**
- **CESA, name & email**
- **Updated regularly**
- **Not the same as the WISExplore support staff**
- **Use if/when you need help with WISEdata**

WISEdata: Help page

- **Info:** on what to submit and how submitted data is used

- **Help:** on a broad range of aspects per topic, including resource links & the Help Ticket page

- **FAQ:** covering common & uncommon data submission scenarios

Speaking of Uncommon Situations...

Reporting Uncommon WISEdata Situations

Index of Pages

- Non-Traditional WISEdata Situations
- Students Receiving Off-Site Services
- Students Taking Up to Two Classes
- Parentally-Placed Private Students
- Students in a State School
- Students Attending a CCDEB

Data Elements for Transgender Students

- **wisedata/help/portal/uncommon-situations**
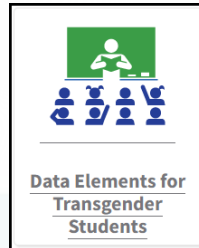
  - **Timely and unique scenarios**

  - **Context to the data**

  - **Details for data reporting**

  - **Use if/when you have unusual circumstances around data reporting – L2 validations**

WISEdata: Info, Help and FAQ pages

- **Formerly separate pages, now all-in-one**

- **All have been updated (2022)**

- **All reviewed by SMEs**

- **Use if/when you need clarity on data**
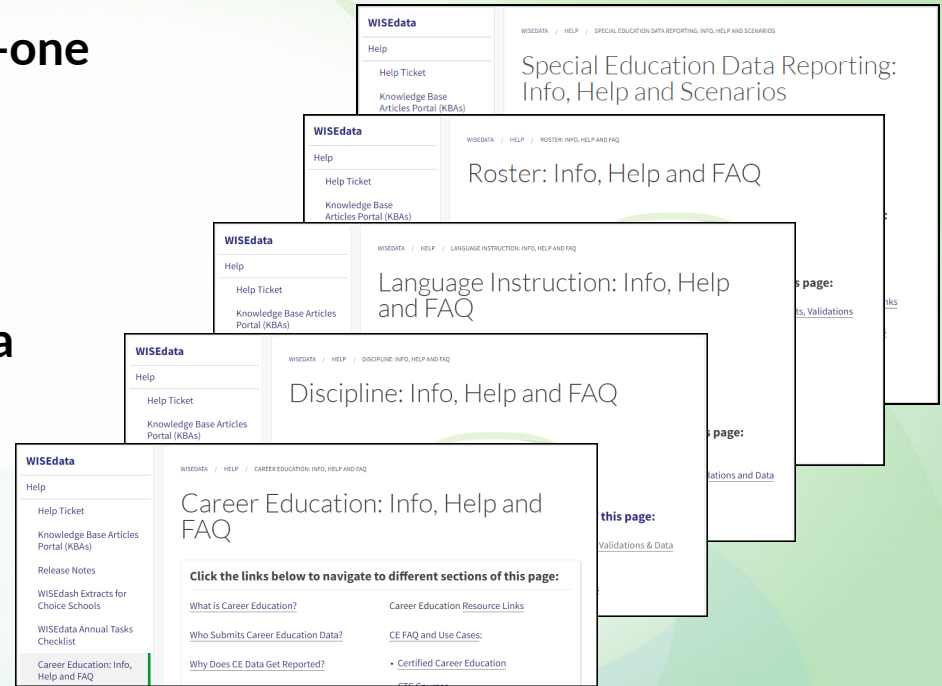
Application User Guides

- **Available for WISEadmin, WISEdata/WISEdata Portal, WISEdash Public, WISEdash for Districts, WISEhome/WISEsecure, WISEid/WISEstaff, and School Directory**

- **WISEgrants Technical Assistance**

- **The Special Education Team**

WISEdata User Guide

WISEdata

Click the links below to navigate to different sections of this page:

What is WISEdata?

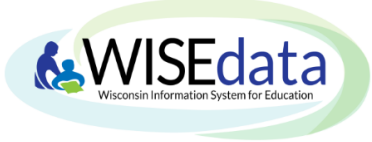| WISEdata Annual Tasks Checklist | WISEdata Resource Links |
Acknowledgement of Data Submission	Why Use WISEdata?
WISEdata Conference	WISEdata Portal & WISEdata API page
WISEdata Events Calendar	WISEdata Use Cases (Ed-Fi documentation)
WISEdata Portal - login via WISEhome	Help Ticket

What is WISEdata?

WISEdata is a multi-vendor, open data collection system that allows school districts, charter schools, and private schools participating in a parental Choice program to submit data to the Department of Public Instruction (DPI) from the student information system (SIS) vendor of their choice.

WISEdata can do this because it uses an Application Processing Interface (API). This software

- **https://dpi.wi.gov/wisedata**

- **Managed by:**

- Customer Services Team (CST)

- Use if/when you're pretty new, as this page provides a general layout

WISEdata Public Portal User Guide

WISEdata Portal and API Help

WISEdata
Wisconsin Information System for Education
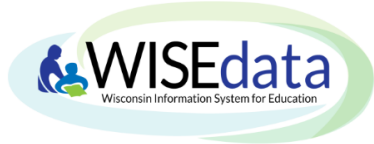
Click the links below to navigate to different sections of this page:

What is WISEdata Portal?	WISEdata Validations
WISEdata Portal - login via WISEhome	WISEdata Portal Resource Links
Data Submission Process	WISEdata Portal FAQ and Use Cases
Data Flow	Help Ticket

What is WISEdata Portal?

The WISEdata Portal (WDP) application is used to verify that data is pushed from your school information system (SIS) to DPI via the WISEdata API.

What is "API"?

API stands for Application Programming Interface. It is a software application that allows DPI's data warehouse to 'communicate' with the many different School Information System (SIS) vendors used by schools across the entire state of Wisconsin. The software used for this is called Ed-Fi Credential, sometimes referred to in shortened form as 'Ed-Fi' or 'Ed Cred'. Visit the Ed-Fi Credential Application web page for more information. This page and others containing more detailed information about Ed-Fi Integration can be found nested under 'Info for Vendors' on the WISEdata left-hand menu.

- **wisedata/help/portal**

- **Managed by:**

- Customer Services Team (CST)

- Use if/when you're pretty new to stuff. This page sticks to information about the integration of your LEA's SIS to DPI's WISEdata

- Link to the User Group agenda (Resources)

WISEdash Public Portal Help page

- **wisedash/help**

- **Managed by:**

- Data Warehouse and Decision Support (DWDS) Team

- Use if/when you are preparing for snapshots since WISEdash shows LEAs the data the DPI has. LEAs must make adjustments in the SIS to change what is reflected on WISEdash.

WISEdash Public About the Data pages

- wisedash/about-data

- **Managed by:**

- Data Warehouse and Decision Support (DWDS) Team

- Use if/when you are preparing for snapshots

- WISEdash Public portal does not contain PII

WISEdash Districts About the Data pages

- **wisedash/districtcs/about-data**

- **Managed by:**

- Data Warehouse and Decision Support (DWDS) Team

- Use if/when you are preparing for snapshots. WISEdash for Districts does contain PII.

WISEdash for Districts FAQ page

- **wisedash/districts/faq**

- **Managed by:**

- Data Warehouse and Decision Support (DWDS) Team

- Updated info on here about Cohorts

WISEadmin User Guide

WISEadmin: Info, Help and User Guide

WISEadmin
Wisconsin Information System for Education

Click the links below to navigate to different sections of this page:

What is WISEadmin?	SIS Conversion Guidance
Cyber Security Alerts	Snapshot Preparation Guidance
Immunization Registry	WiSFiP Pupil Count pilot program
Key Performance Indicators	WISEadmin Portal - login via WISEhome
Local Assessment Data Sharing Agreement	WISEadmin Resource Links
Membership V Enrollment	Help Ticket

What is WISEadmin?

WISEadmin is an abbreviated way of referring to the WISEadmin Portal.

WISEadmin Portal is a WISE application, geared towards district administrative staff (i.e., superintendents, directors, principals) as the users.

- **wise/wiseadmin-portal**

- **Intro to WISEadmin Portal eLearning**

- **Managed by:**

- Customer Services Team (CST)

- Use if/when you are the District Administrator for Snapshot deadlines and submitting Data Errata post snapshot.

WISEhome & WISEsecure

WISEhome and WISEsecure Login Information

What is WISEhome?

WISEhome☐ allows authorized users to access DPI web applications and tools in one location. To access DPI applications, log into WISEhome with a WAMS ID or a Google account associated with a district email. Request that your agency's administrator grant you access to an application through the WISEsecure system. You can request access to an application through WISEhome.

Click the links below to navigate to different sections of this page:

Request Access to a WISE Application   Information for DSAs

Accessing Applications   Information for App Administrators

Google Sign-On Info

Request Access to a WISE Application - Step 1

1. Log into WISEhome using your WAMS ID or your Enterprise Google account.

To gain access to a DPI web application, you will need to request access through WISEhome. All users can gain access to these DPI tools, but the steps to do so are different, depending on your email type and if you have ever created a WAMS account or not. Select the option below that best describes your situation and follow the steps provided.

- **wise/wisehome-info**

- **Managed by:**

- Customer Services Team (CST)

- Use if/when staff obtain new or different roles for WISE secure applications. Learn about the difference between WAMS and Google sign-on methods.

WISEid: Info, Help page

WISEid: Info, Help and User Guide
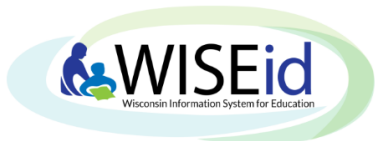
Click the links below to navigate to different sections of this page:

What is WISEid?   Student Identity Integration

What is a WISEid?   WISEid Resource Links

How Do I Access and Login to WISEid?   WISEid FAQ and Use Cases

WISEid: User Guide   Help Ticket

What is WISEid?

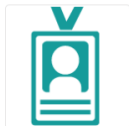WISEid is a secure web application used to maintain basic demographic information about people in schools. WISEid provides identity management through the assigning of a secure, individual identification number.

Through the use of these unique identification numbers, WISEid aims to prevent some data quality issues, namely duplicate identifiers and mismatched records, in state and federal reports while also enabling detailed data collection/reporting in other WISE applications. In WISEid, you'll work with person records and their ID codes, including Local Person IDs and WISEids.

- **wise/wiseid**

- **Managed by:**

- CST and Applications Development – Core Apps Team

- Use if/when you need step-by-step instructions with screenshots for Change Requests, Duplicates or Updating Staff Contact info

WISEstaff: Info, Help page

WISEstaff: Info, Help and User Guide

Click the links below to navigate to different sections of this page:

What is WISEstaff?   Resource Links for WISEstaff

How do I Access/Login to WISEstaff?   WISEstaff Reporting Information page↗

WISEstaff: Suggestions for Getting Started WISEstaff FAQ & Use Cases

WISEstaff: User Guide   Help Ticket

What is WISEstaff?

WISEstaff is a secure web application within WISEdata used to maintain required information about school staff members.

The WISEstaff data collection facilitates the collection of agency staff demographic and assignment data. The WISEstaff data is used for multiple purposes and satisfies multiple reporting requirements.

One such requirement is the Annual Agency Certification Audit completed by the DPI Licensing, Educator Advancement and Development (LEAD) Team. More details, including a timeline for the current year's audit, can be found on the WISEstaff Annual Data Collection page.

- wise/wisestaff

- **HUGE User Guide**

- **Managed by:**

- CST and Applications Development – Core Apps Team

- Use if/when you need a broad overview (site map of User Guide), and to access the weekly User Group agenda

WISEstaff: User Guide pages

WISEstaff: User Guide

The WISEstaff portal is very nearly identical to the WISEid portal. You should also notice that by clicking on the expander tool (tiny triangle) next to the words WISEstaff in the upper left corner, you can toggle between WISEid and WISEstaff, as some functions in one portal require work to be completed in the other.

Across the top of the WISEstaff portal screen is a dark colored band with the following menu topics:

Home
- Home Overview
- Data Quality Dashboard
- Staff Collection Checklist

Staff Collection Checklist Step-by-Step Guide: Use this to complete steps for the Annual Staff Audit.

Information on Entity IDs can be found on the WISEstaff Home menu.

Message Center
- Message Center Overview
- Agency Notifications
- Change Requests
- Duplicate Merge Requests
- Notification Inbox

Person Search
- Person Search Overview
- Person Search/Edit
  - Person Edit
  - Add Contracts
  - Add Assignments
  - View License Requirem'ts
  - Licensing Information
  - Create Staff
- Report Duplicates

Manage Staff Data
- Manage Staff Data Overview
- Certify Data
- Copy Staff Files
- Enter Aggregate FTE
- Licensing Download
- Staff Download
- Upload Staff Data
- Validate Staff Data
- View Upload Results

Reports
- Reports Overview
- Admin/Salary Fringe
- Aggregate Staff
- All Staff
- Audit Results
- FTE Summary
- Salary/Fringe Variance
- Salary Report
- Staff Corrections Form
- Staff List

Resources
- Resources Overview
- Assignment Code List
- Update Contact Info
- User Privileges
- WISEstaff Feedback

Need Help?
- Need Help? Overview
- WISEstaff help Ticket
- Site Map
- User Guide
- Get Licensing Help

WISEstaff: Info, Help and User Guide

WISEstaff: User Guide - Home Menu

WISEstaff: User Guide - Message Center Menu

WISEstaff: User Guide - Person Search Menu

WISEstaff: User Guide - Manage Staff Data Menu

WISEstaff: User Guide - Reports Menu

WISEstaff: User Guide - Resources Menu

WISEstaff: User Guide - Need Help? Menu

- **Split by each WISEstaff menu**

- **Managed by:**

- CST and Applications Development – Core Apps Team

- Use if/when you need step-by-step instructions with screenshots for the Staff Audit, or Entity ID info

WISEstaff Data Collection page

WISEstaff Data Collection: 2022-2023 Reporting Information

View | Edit | Revisions
• Clone content

WISEstaff
Wisconsin Information System for Education

WISEstaff Data Collection and Reporting

This page provides districts with information and changes regarding the WISEstaff application. Members who will be interested in this site include district IT staff, software vendors, business manager/department, human resource director/department, staff responsible for completing the data collection, and district administrators.

Please refer to the WISEstaff Reference Guide for Administrators for a brief overview of WISEstaff aimed at District Administrators.

For more WISEstaff help, please view the WISEdata Events calendar. You can join our weekly user group calls and ask questions to support staff who will respond directly to your needs.

- **wise/wisestaff/data-collection**

- **Managed by:**

- CST and Applications Development – Core Apps Team

- Updated each school year

- Use to view the Assignment Code List, and the timeline on Annual Staff Licensing Audit.

WISEgrants, Tech Assist

WISEgrants

Federal Grants Managemen

WISEgrants
Wisconsin Information System for Education

Uniform Financial Accounting Require
as the Education Department's Gener
statutes. Agencies receiving ESEA, IDE
for funding through the **WISEgrants**

In addition to technical assistance rel
find technical assistance on these pag
funding source or the DPI team mana
are applicable to all grants. Specific f
IDEA, ESEA or Perkins) are addressed

Technical Assistance

Using WISEgrants

- How to Get Help with WISEgrants
- Accessing WISEgrants
- Completing Necessary Forms
- Grant Application Guides for 2022-23
- Budgeting and WUFAR Combinations
- Submitting a Claim
- Using the Message Board
- Managing E-mail Notifications and WISEgrants Administrator Role Changes
- ESSA LEA Plan
- Reporting Grant Fraud to DPI or the Office of Inspector General

How to Get Help with WISEgrants

Contact Your Assigned Application Reviewer: If you have questions about program design or allowable costs, contact your assigned reviewer for that specific grant. On the grant application menu, click the Grant Contacts link, in the DPI Contacts section, see the assigned Application reviewer.

Submit a WISEgrants Help Ticket: If you are experiencing something with your application or claim that you think is a bug or otherwise incorrect, or you have a technical support question, please click the blue "submit a help ticket" button to the left to fill out the form. Two guides help to explain how to fill out the form for Subrecipients or DPI Staff.

Accessing WISEgrants

Users must be granted the appropriate application user security role by their agency to view and

- **wisegrants**

- **wisegrants/technical-assistance**

- **Managed by:**

- CST and Title 1Teams

- Bookmark if you have access to WISEgrants

Special Education

The Special Education Team

Welcome to Special Education

Especially for Families

What is a disability?

Some children have unique learning needs that require specially designed instruction.

How can we get help?

If you suspect your child has a disability, you can make a referral to the local school district.

Are there resources?

There are many agencies, organizations, and educational resources to help families.

What are our rights?

Children with disabilities and their parents have certain rights under IDEA.

Especially for Educators

- [sped](#)

- **Managed by:**

- Special Ed Team

- Use for very specific Special Education questions and data reporting needs.

- Contact Special Ed Team: [support/contact-special-education](#)

Annual Checklist Page

- **wisedata/schools/annual-tasks-checklist**

- **Start of each school year**

- **Fall snapshot**

- **Spring snapshot**

- ***annotated modifications for Choice reporting**

WISEdata Annual Tasks Checklist

WISEdata Annual Tasks Checklist

Data collection helps LEAs measure growth over time. There are a few busy times in every school year where data collection needs to be as accurate as possible: the start of each school year, and during the fall and spring snapshots.

Each year, DPI collects data from WISEdata in multiple collections for snapshots. This page is intended to be a general guide for helping you ensure you complete the necessary tasks and prepare the necessary data elements for each of these collections or snapshots.

Note for Private Choice Schools

On the lists below, some steps or data elements do not apply to private Choice schools. Data elements marked with an asterisk (*****) symbol do not need to be submitted by private Choice schools.

Start of Year Tasks

To start off each school year, you'll need to complete several important tasks to prepare for the year's WISEdata collections. These tasks include general SIS preparation, collecting student demographic data, uploading WISEids for students and staff, and ensuring that you and other staff have access to the WISEdata applications they need to perform necessary data collection and data quality tasks throughout the school year.
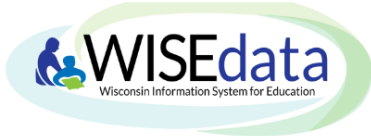
General Preparation ⌄

Snapshot page

- wisedata/schools/snapshot-prep

- **Full on details**

- **Updated every school year**

- **Training and outreach posted for specific needs of Public, Choice and Charter schools**

- **Link to ATD Snapshot pages**

- **Data Eratta process provided**

Snapshot Preparation Guidance

WISEdata
Wisconsin Information System for Education

Click the links below to navigate to different sections of this page:

What is a Snapshot?	Snapshot Preparation Presentation Slides & Webinars
Who Participates in Snapshot?	Snapshot Preparation Webpages and Contacts
Why Do Snapshots?	Snapshot Resource Links
Snapshot Preparation & Timeline	Snapshot FAQs
Snapshot and Data Errata	Help Ticket

What is a Snapshot?

LEAs collect and share data with DPI every day. The data is live, and ever-changing as corrections are made, new information is added and updates are made.

A snapshot is static - it is taken on a predetermined date to capture the data that exists in WISEdash at the time of the snapshot.

In general terms, snapshots are pieces of data that are copied from active, dynamic tables in the DPI Data Warehouse (DW) at a specific point of time to a "permanent" location. The

Release Notes

- **wisedata/help/portal/wise-release-notes**

- **Every two (2) weeks**

- **WISEdata**

- **WISEdash**

- **WISEadmin**

- **WISEid**

- **WISEstaff**

- **Summer webpage update**

Data Elements

- **wise/data-elements**

- **Every field on a data collection portal (SIS, WISEdata portal...) that has information entered**

- **SIS vendors may call the same field by a different name than WISEdata/DPI**

Data Element Filters

- **Searchable, with filters for:**

- Type of school

- Collection filter

  - Newest: School Directory, School Finance, Digital Equity

- School year

- **Downloadable as a .csv file**

Data Element Icons

- **Each page includes the data element name, a description, value/s (as applicable), collection (icon), uses, along with information & FAQ**

Academic Subject: Graduation Plan

Agency: WISEid/WISEstaff

Barrier to Internet Access in Residence: Digital Equity

School Category (School Type): School Directory
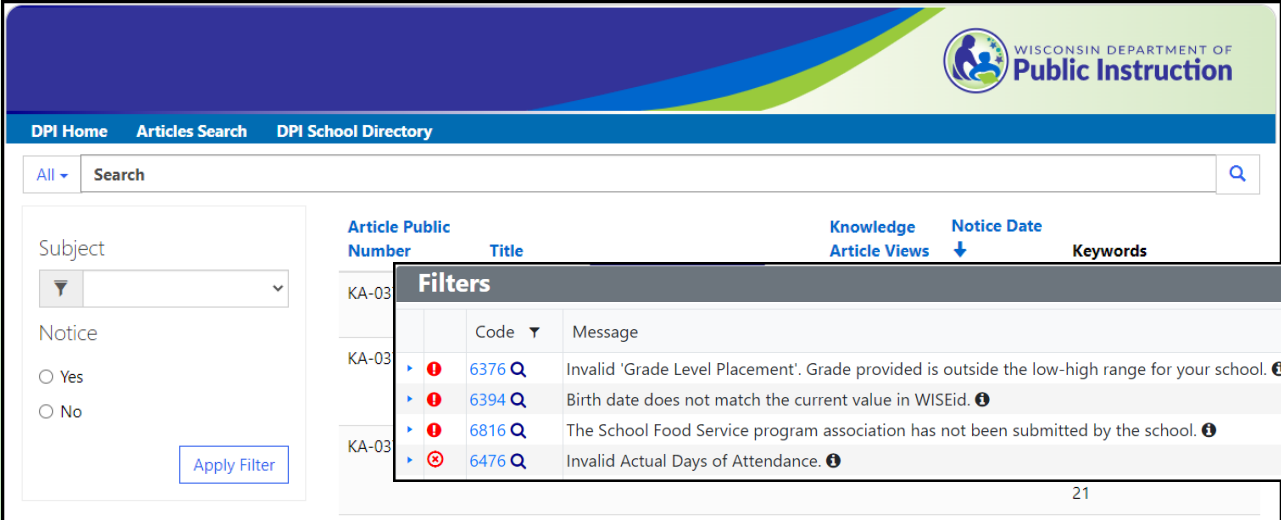
Career Pathway Type: Career Education

Career Pathway Type is the career cluster for the Vocational/Career Tech concentrator career path. It's submitted with CTE program information for CTE concentrators in 11th and/or 12th grade within a chosen pathway. Districts will continue to identify CTE concentrators on their end. Schools may submit more than one Career Pathway Type for a CTE course, if applicable. The Career Pathway Type(s) (cluster) for each CTE course shall be populated in this field by DPI.

Knowledge Based Articles - KBAs

- **https://dpidynamicsprd.powerappsportals.com/articles-search-page/**

- **Use for L2 Validation help**

- **Search the portal, or click the hyperlinks in WISEdata Portal**

Knowledge Based Articles - Notices

- **https://dpidynamicsprd.powerappsportals.com/notices/**

- **Use for communications sent by CST to WISEdata contacts**

- **Listed by date**

Article Public Number	Title	Notice Date ↓
KA-03788	Join the DPI School Directory Advisory Group!	1/10/2023
KA-03787	WISEdata Portal Update: 2020-21 School Year Removal	1/5/2023
KA-03785	School Directory Closure Announcement	12/14/2022
KA-03781	Follow-up to Heinemann Institute Cyber Alert	11/8/2022
KA-03778	Cyber Incident Alert: Heinemann Institute Malware	11/3/2022
KA-03774	WISEdata Dec. 6 Snapshot Reminder - public districts	10/26/2022
KA-03775	WISEdata Dec. 6 Snapshot Reminder - Choice Schools	10/26/2022
KA-03770	Cyber Incident: FBI message about calls to schools claiming an active shooter (Sept. 2022)	10/3/2022

DPI Home   Articles Search   DPI School Directory

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Training Resources

- **wisedata/wise-classroom**

- **eLearnings**

- **Quick Training Videos**

- **Quick Start Guides**

- **Mini-Tutorials**

eLearning

- **Guided instruction courses on WISE applications and workflow**

eLearning Quiz

- **Quizzes help reinforce learning**
- **Certificates mark completion of a course**

WISE User Basics

86% COMPLETE

- WISE Overview ✓
- WISE Security ✓
- Data Submission Process ✓
- Data Flow ✓
- Resources ✓
- WISE User Basics Certification Quiz ✓
- Completion Email ○

Quiz Results

Your score 93%

PASSING 80%

Mini-Tutorials

- **Introductory or refresher–level training for WISE applications, and features within those applications**

- **Covers:**

- WISEdata and WISEdata Portal

- WISEid and WISEstaff

Quick Start Guides

- **For beginning of the year, first time users of WISEid:**

- **Choice and Public options**

WISEid Quick Start Guide for Choice Schools

Brief Step-by-Step Guide to Obtaining WISEids for Students

1. Gather Student information required to request WISEid numbers and enter into your SIS:
   a. Student Legal Name
   b. Race/Ethnicity
   c. Date of Birth
   d. Gender
   e. Parent / Guardian Name and relationship
2. Export list of students. Typically a report or utility is available within your local student information system (SIS) that allows you to create a WISEid Person upload file for the students enrolled at your school. Please contact your SIS vendor for questions on how to use the WISEid functions within your product.
3. Log in to WISEid via WISEhome.

WISEid Quick Start Guide for Public Schools

Brief Step-by-Step Overview

1. Get a list of students who need WISEids. Typically a report or utility is available within your local Student Information System (SIS) that allows you to create a WISEid Person file for the students enrolled at your school. Please contact your SIS vendor for questions on how to use the WISEid functions within your product.
2. Log in to WISEid via WISEhome.
3. Upload the file from Step One.
4. Monitor the Results page until the files show a complete status.
5. Review and complete *Match reviews*.
6. Download a WISEid by *Student Local Person ID* file to import WISEids back into your local SIS.
7. Review records that have upload errors and make corrections within your SIS.

WISEid: Info, Help and User Guide

Student Identity Integration

WISEid - Choice Quick Start Guide

WISEid - Public Quick Start Guide

WISEid Release Notes

Quick Training Videos

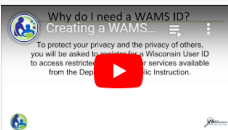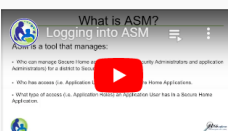- **Visual and auditory learners, new users or in need of a refresher**

Quick Training Videos for WISEdata Portal

These short videos provide an overview of several topics key to the WISEdata Portal.

WISEdata Portal
Running time: 1 min. 28 sec.

Completing The DSA Set-Up Form (For Choice School Administrators)
Running time: 2 min. 24 sec.

WISEhome
Running time: 59 sec.
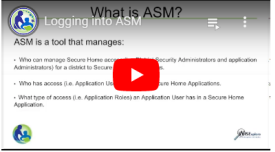
Assigning User Roles In Application

Quick Training Videos for WISEid

Security Videos

Video Name	Embedded Video
Creating a WAMS Account Running time: 2 min. 03 sec.	
Completing the DSA Set-Up Form (For Choice School Administrators) Running time: 2 min. 24 sec.	
Logging into WISEsecure Running time: 2 min. 11 sec.	
Delegating an WISEsecure Role Admin (Application Administrator) for WISEid	

Quick Training Videos for WISEstaff

Security Videos

Creating a WAMS Account
Running time: 2 min. 03 sec.

Logging into WISEsecure
Running time: 2 min. 11 sec.

WISEstaff Videos

WISEstaff Overview
Running time: 3 min. 21 sec.

WISE Events Calendar

- **wisedata/events/month**

- **Lists all training offered**

- **WISEdata**

- **WISEstaff**

- **CTE**

- **more**

Weekly User Groups

- **Join weekly via MS Teams**

- **Monthly New User Group**

- **Hosted by live DPI staff**

- **Questions asked and answered**

- **1st Wed: New Users (1:30 – 3pm)**

- **Tuesdays: WISEstaff (11am – Noon)**

- **Tuesdays: WISE User Group (1:30 – 2:30 pm)**

Google Currents

- **Connect with DPI staff and professionals from other agencies to ask questions and share your knowledge**

- **Need a Gmail account to join (private or professional)**

- **Learn about upcoming events and news**
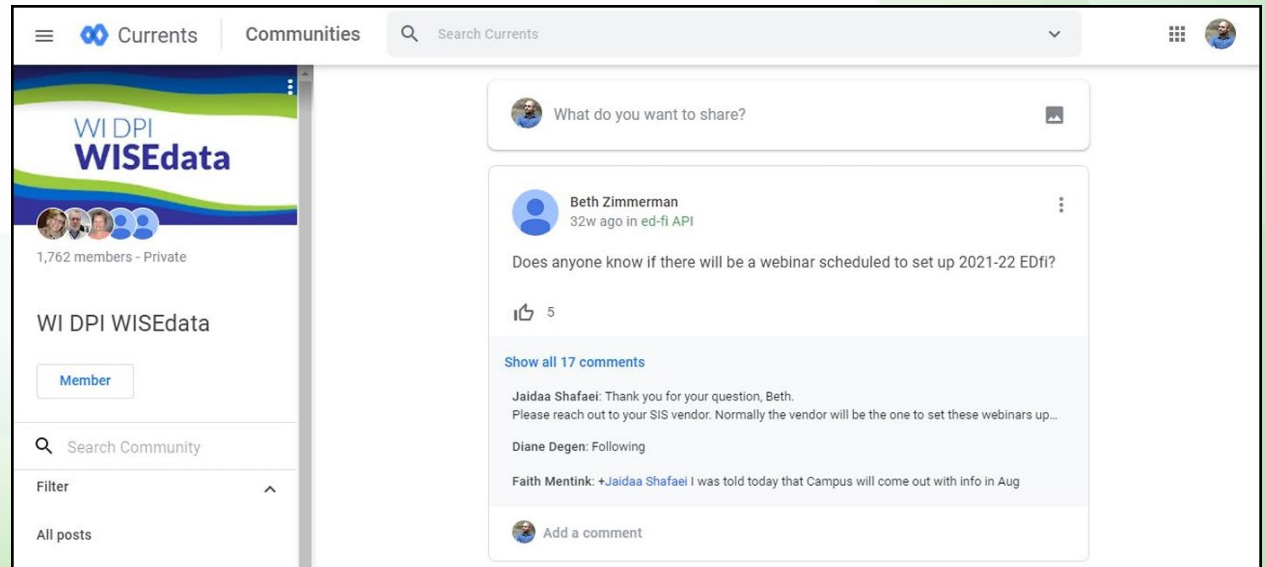
Google Current Links

- **Google Community for General WISEdata Discussion**

- **Google Community for Choice Schools WISEdata Discussion**

Community Resources

Google Communities	CESA Support	User Groups
WISEdata	WISE CESA Support Staff	WISEstaff
WISEdata for Choice Schools		WISE User Group

Helpful Tips for Help Tickets

- **Submits to DPI or CESA (CESA supports WISEdata Portal)**

- **Best way to communicate a problem or ask a question**

- **WISEdata routed to CESA first**

Start a Help Ticket

District
| Please Select District |

Private School
| Please Select Private School, if you have NOT chosen District |

Application *
| Please Select Application |

First Name *
| Please Enter Your First Name |

Last Name *
| Please Enter Your Last Name |

Phone Number *
| (__) ___-____ |

Email Address *
| What is the best email to contact you at? |

Description of the Issue *

b2V8q4f

Generate a new image
Play the audio code
| | Enter the code from the image

Submit

Help Ticket Process

- **Submit a ticket**

- **CESA / DPI supports**

- **A member of the Customer Services Team will respond to your ticket and personally help you find the solution**

Help Tickets and PII

- **Personally Identifiable Information (student or staff)**

- **Student Name and WISEids**

- **Help Tickets are secure – ok for PII**

- **Email is NOT secure – NOT ok for PII**

Things to Write on Your Help Ticket

1. **How urgent is this issue?** Write down your contact information and the relative priority of the issue against other outstanding requests.

2. **Where did the error occur?** Where were you when you experienced this issue - which application, which screen?

3. **What did you expect to happen?** Provide details on what you expected to happen versus what actually happened. Break each error into a separate paragraph.

4. **Did you attempt to fix the problem?** If you attempted to troubleshoot, provide the steps you took and their results.

5. **What did it look like on your screen?** Provide documentation, details, and screenshots when possible.

Not Great Help Ticket Examples

- I am missing data.

- My count is not correct.

- I cannot log in.

- A student who was fine is now throwing an error.

- I have errors that I cannot fix.

- The site is broken.

Great Help Ticket Examples

- I have these specific students who are missing these specific pieces of data (sSEPA records, graduation records, discipline).

- My 3rd Friday count is not correct. I am missing two students; they are…

- I cannot log in to the WISEhome or WISEid application, etc.

- Student WISEid (XXXXXXXXX) is now throwing error 6464, and I can't figure out why.

- How do I fix error 6464?

Search Bar Tips

- Quotation marks ("”), and/or, and the minus sign (-) provide better results

- "Exact Words": "WISEstaff reports" provides results for those words together

- *And*: provides results for both terms, but not necessarily in that order

- *Or*: provides results for either term, even if they're on different pages

- " – ": Minus sign is like the word 'not' – it excludes what you don't want

- For example: wisedata –portal provides results that contain WISEdata, but do NOT include the word 'portal'

The 'Submit Feedback' Button

- Yes, we read it

- And we use it to help prioritize our workload to provide improved experiences based on your feedback

- As with Help Ticket tips, the more specific you are, the better service we can provide

- Please tell us what you'd like to see online!

Submit Feedback About This Webpage

Questions?

~ Thank you! ~