**START LOCALLY**

The best approach for problem solving is to first tackle it at the school level, then at the LEA level. If questions remain, contact us.

At the LEA/charter school level, a list of “leads” by Home Base component area has been established – leads for the Instructional Improvement System (IIS, which is Schoolnet), the Student Information System (SIS, which is PowerSchool) and the NC Educator Effectiveness System (which uses the Truenorthlogic tools for evaluation, and features professional development support).

Some charters or smaller districts may have one lead for all three areas.

If you need contact info for your school district/charter school leads, you’ll find that list here (http://www.ncpublicschools.org/homebase/resources/support-center/).

If you still decide to email us directly, be aware that “unknown users” enquiring via HBSC email will get this auto-respond email:

```
Your email with a Subject of: [SAMPLE TOPIC HERE] was returned: [Rejected: Auth: No matching People record for Email: SchoolWorker@BestSchool.K12.NC.US]
```

If you are your LEA’s designated Lead for PowerSchool, SchoolNet, NC Educator Evaluation System or Home Base, please contact the Home Base Support Center at 919.807.4357 to have your contact information updated in Remedy (ticket tracking system).

If you are not a designated Lead, please contact your LEA Lead for assistance or contact the Home Base Support Center at 919.807.4357.

For questions or support for services handled by CECAS or HRMS, including Instructional Staff Management and Online Applications, please dial 919.807.4357 and select 3.

Questions or support for all other DPI applications, Information Technology or Building Services press 4.

**BEST PRACTICE**

If your school or LEA lead does need to email us with your question or problem, here are guidelines to save time, speed up a response and help prevent additional backlogs:

When logging a Remedy ticket, please provide the following:

**STEP 1:** Clearly define the four W's related to your issue: Who, What, When and Where.

- **Who** is accessing the application when the problem occurs? Who is being impacted (provide identifying information such as school name, student name, DOB, grade level, race/ethnicity as appropriate).
- **What** are you doing when the problem occurs? In which part of the application are you working? If a student record is involved, provide a sample student number.
- **When** did the problem occur – what time of day?
- **Where** did the problem occur – at one school, the entire LEA, for one teacher, etc.? Which areas are known to be affected? If a server is involved, provide the server URL; if a school or entire LEA is involved, provide that identifying information.

**STEP 2:** Include with the ticket the screen name and navigation path, plus a copy of any error message you received.

**STEP 3:** Define what happened. Clearly state what is happening vs. what is expected or needed.

**IMPORTANT:** Please make sure all tickets are logged with the Home Base Support Center (HBSC) at homebase.incidents@its.nc.gov. Calling or emailing an NCDPI staff member or escalating the issue directly to the vendor does not result in an HBSC ticket being created. Having centralized tickets means we can document all issues in all areas to more easily identify where similar problems are occurring. It also means we can refer the ticket to the correct person or place. Thank You!

**REPORTING SYSTEM PERFORMANCE ISSUES FOR SCHOOLNET**

Details on submitting a ticket specifically related to the system performance of Schoolnet can be found here: http://www.ncpublicschools.org/docs/homebase/resources/support-center/report-system-schoolnet.pdf