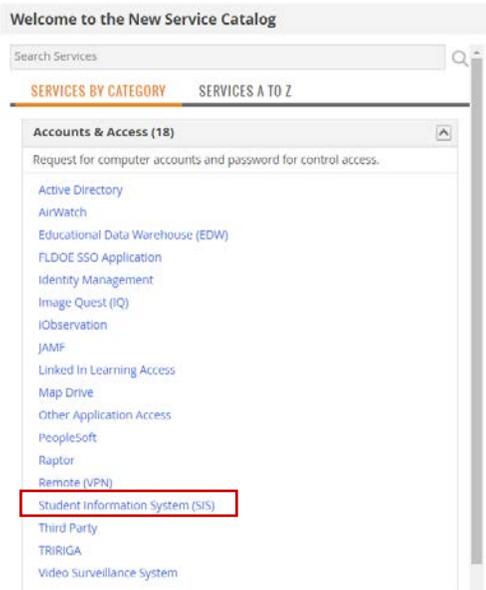


How to request Student Information System(SIS) Access via eSupport

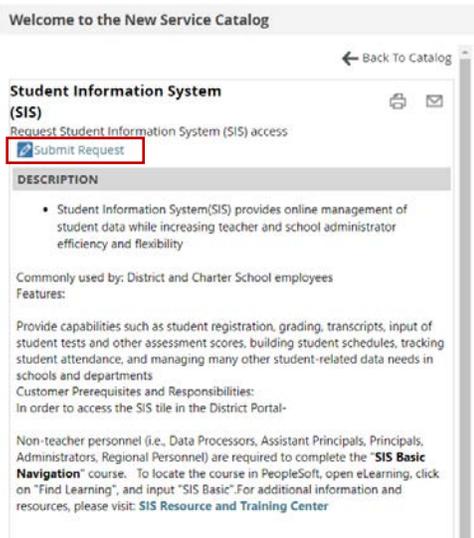


Step 1: Log into the District Portal and click the **eSupport** tile

Step 2: Navigate to **Services by Category>Accounts & Access>Student Information System (SIS)**



Step 3: Click **Submit Request**



Step 4: Complete the request and click on the **Submit** button located at the top of the request. Note: All required information is marked with an asterisk *.

How to request Student Information System(SIS) Access via eSupport

Information requested in the highlighted boxes is required in order to submit the form.

Service Request - Google Chrome
https://e-support.palmbeachschools.org/CGWeb/MainUI/Common/BaseEditPanel.aspx?boundtable=IFlex1Ticket&layoutName=SIS%20Access&template=SIS%20Access&parentSI=100&UseEnd...

UNSUBMITTED

USER (ACCESS REQUESTED FOR)*
SCHOOL/DEPT NAME

SUMMARY
Student Information System (SIS) Access Request

REQUESTED COMPLETION DATE*
5/15/2019 11:59 PM

TYPE OF REQUEST*
Add or Change Access

IS THIS REQUEST FOR A CHARTER SCHOOL?*No

A SEPARATE REQUEST MUST BE SUBMITTED FOR EACH EMPLOYEE. IF MORE THAN THREE ROLES ARE NEEDED ADD ADDITIONAL INFORMATION IN THE COMMENT SECTION.

ROLE REQUESTED:*

ADDITIONAL ROLE REQUESTED:

ADDITIONAL ROLE REQUESTED

IS THIS REQUEST RELATED TO AN ADDITIONAL JOB OR FUNCTIONAL AT ANOTHER SCHOOL OR DEPARTMENT?*

Yes

ADDITIONAL SCHOOL OR DEPARTMENT NAME AND NUMBER*

Enter Department name and number here

REMOVE ACCESS FROM EMPLOYEE FORMERLY IN THIS POSITION? *

Yes

FIRST AND LAST NAME*
Remove User Name

EMPLOYEE ID

COMMENTS/ADDITIONAL INFORMATION

Additional Information:

- Ensure that the user name listed in  USER (ACCESS REQUESTED FOR)* field is the user who needs access. This field determines who the form automatically routes to for approval.
- Add any additional access information in the comments section of the request.
- Submitting the request will automatically route to the user's Director/Principal for approval.
- After approval the request will be automatically be assigned to the IT Security Applications team for processing.
- Requests will be completed within 24-48 hours after approval during normal processing times.
- Questions can be directed to the IT Security mailbox erpaccess@palmbeachschools.org or IT Service Desk @ (561)242-4100.