DALLAS INDEPENDENT SCHOOL DISTRICT

Specialized Data Management Support

SDMS Support Hub Guide for EdPlan/EasyIEP

April 2022

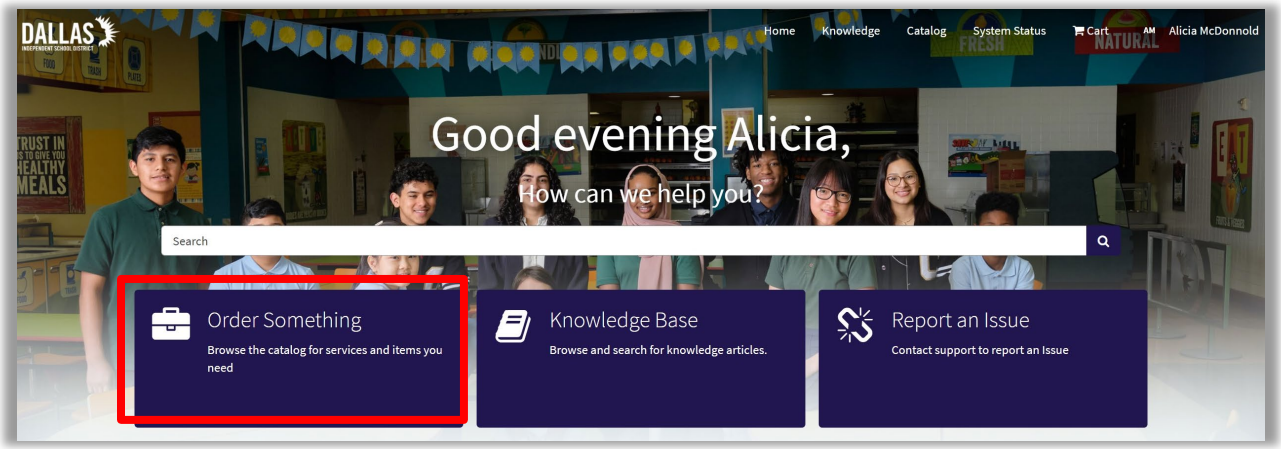
9400 N. Central Expressway, Suite 1000 Dallas, TX 75231
Help Desk: 972-794-3550 Fax: 972-794-3551
Email: SDMS@dallasisd.org

Order Something/Report an Issue in Support Hub

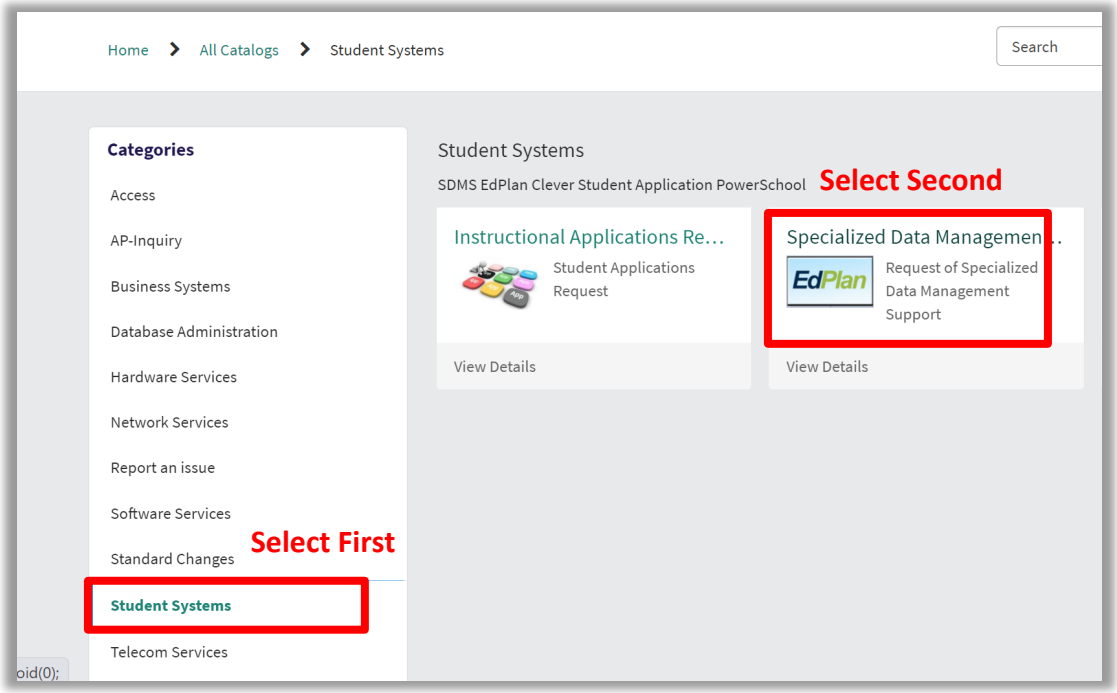
- Select the **Support Hub** icon on your desktop or **https://disd.service-now.com/sp**
- Log into Dallas ISD Resources when prompted.

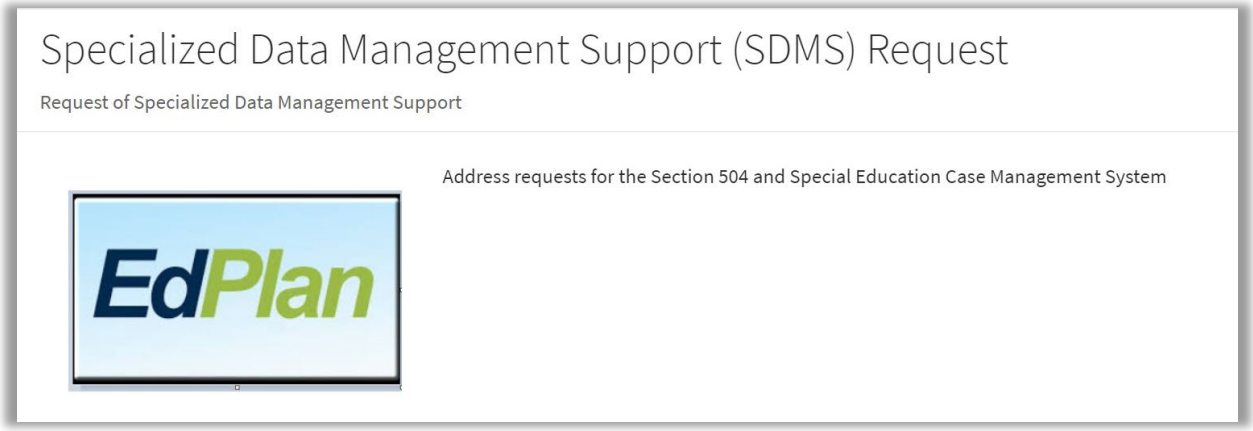
Order Something

1. Select "Order Something" when you need SDMS to complete a task in EdPlan/EasyIEP.
   Examples: Remove an Attachment, add an Eligibility Event, ask a question

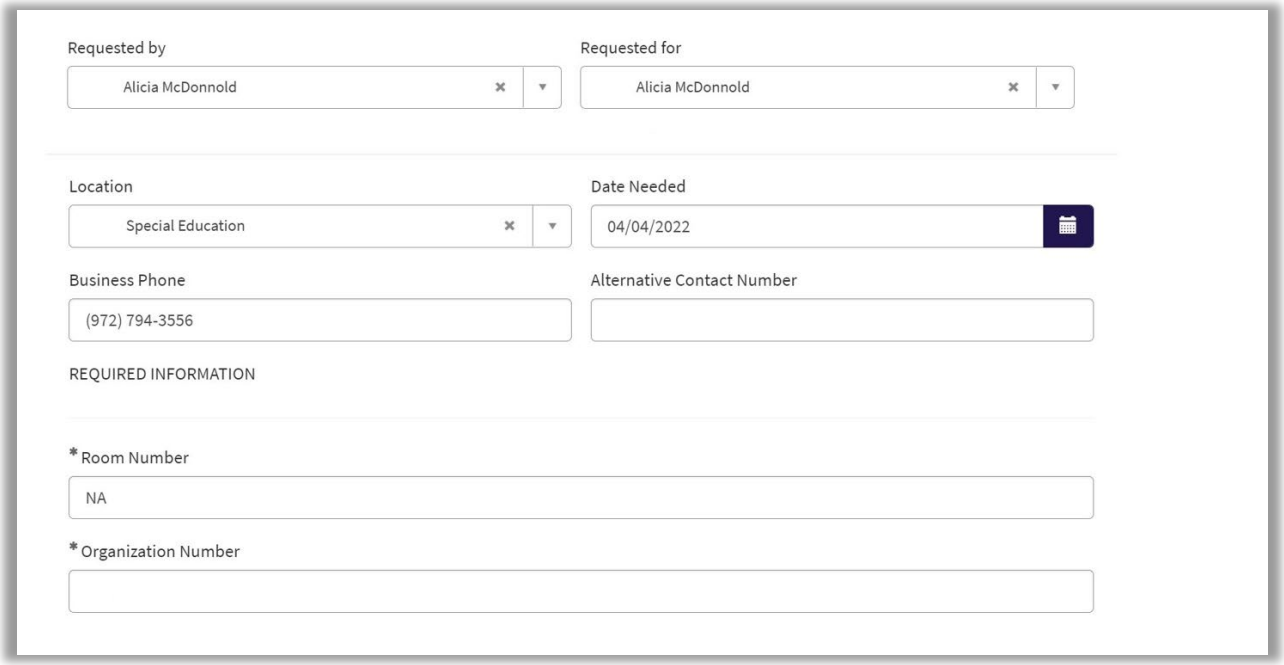


2. Under Categories select Student Systems to access SDMS/EdPlan selection.

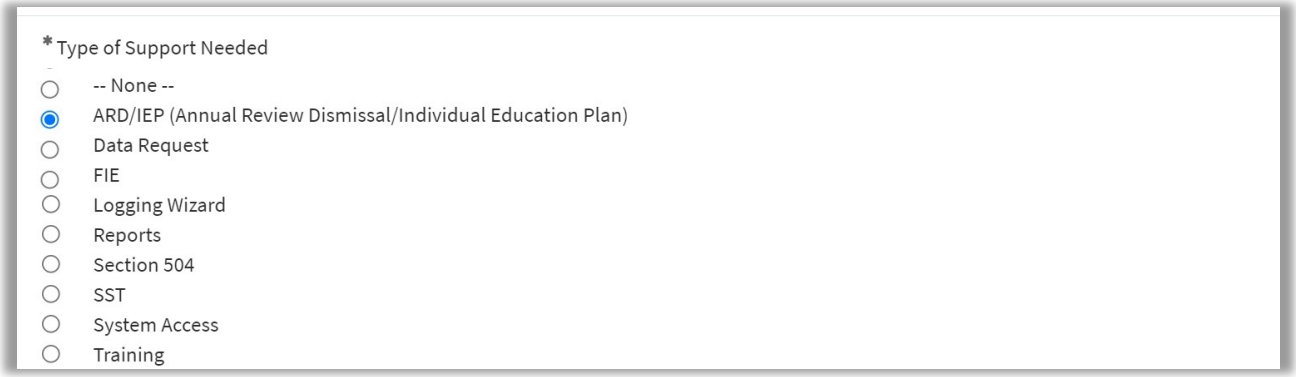




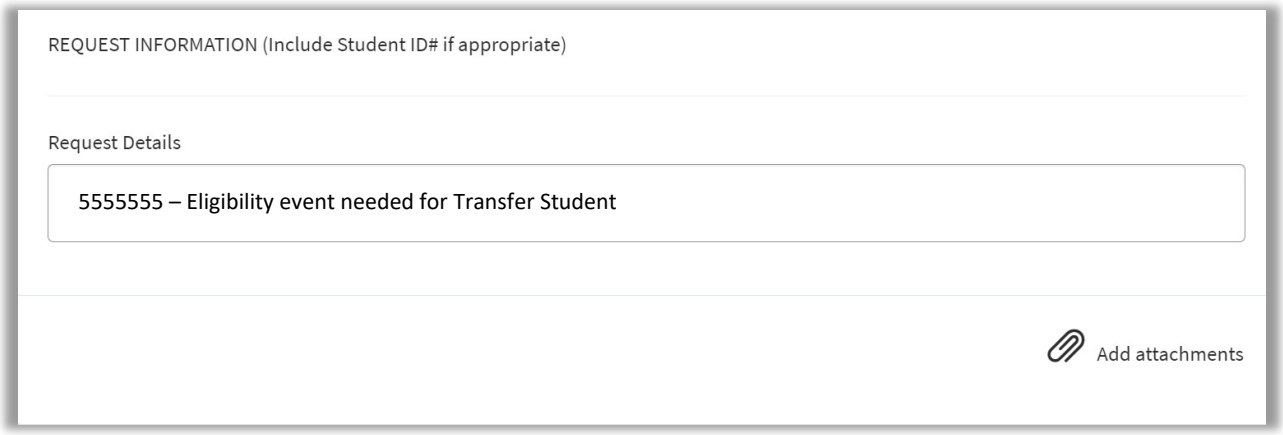
3. Your Name (twice), Location, and phone number should prefill.
4. Select Date Needed
5. Enter NA for Room
6. Enter Organization Number (Org Code) Department or Campus



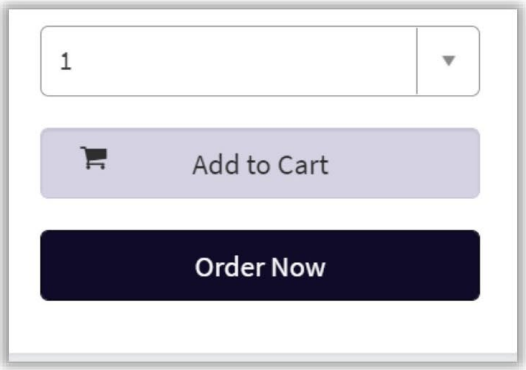
7. Select the Type of Service Needed

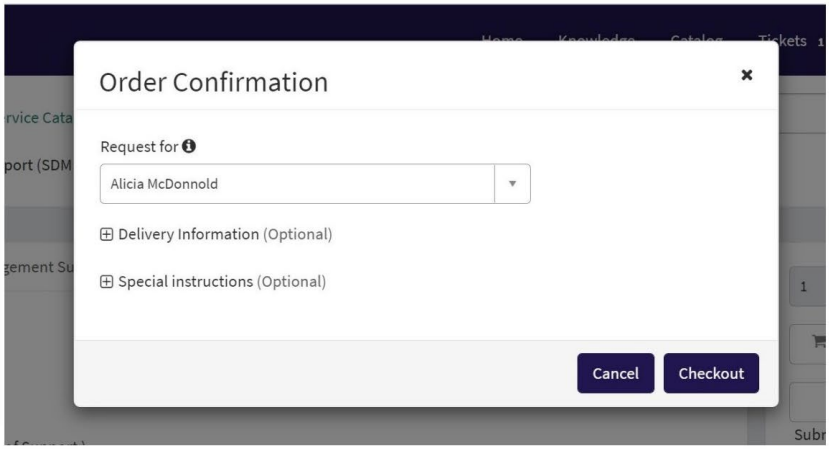


8. Enter Request Details.
    - Student ID
    - What you need.

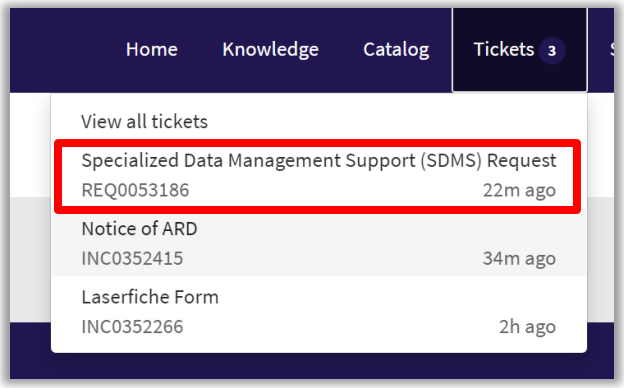


9. Select “Order Now” and then “Checkout” to submit the request



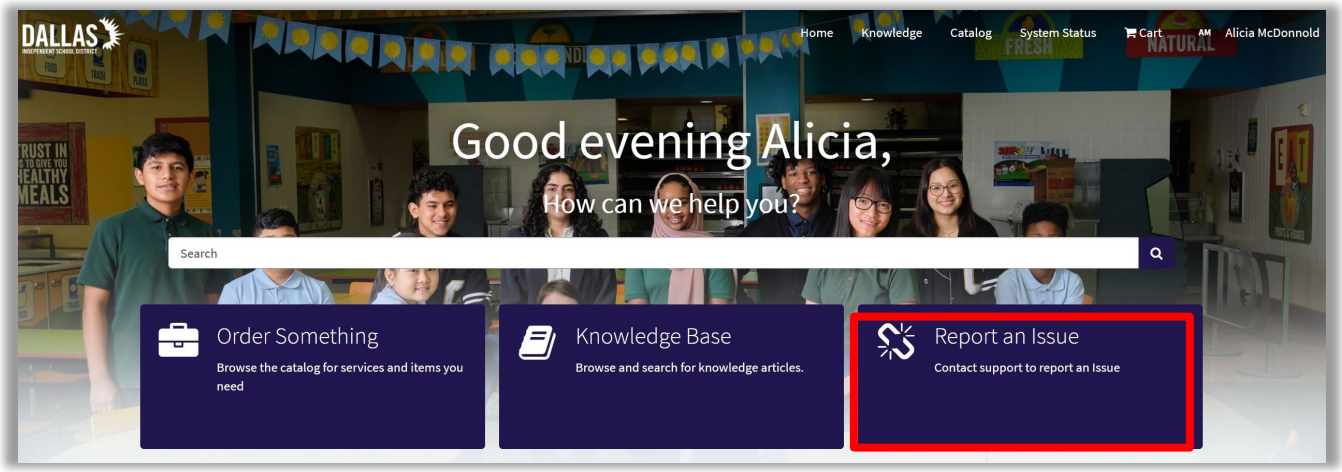


10. To return to a submitted request select **Tickets** in the dark blue navigation bar and select the request link.

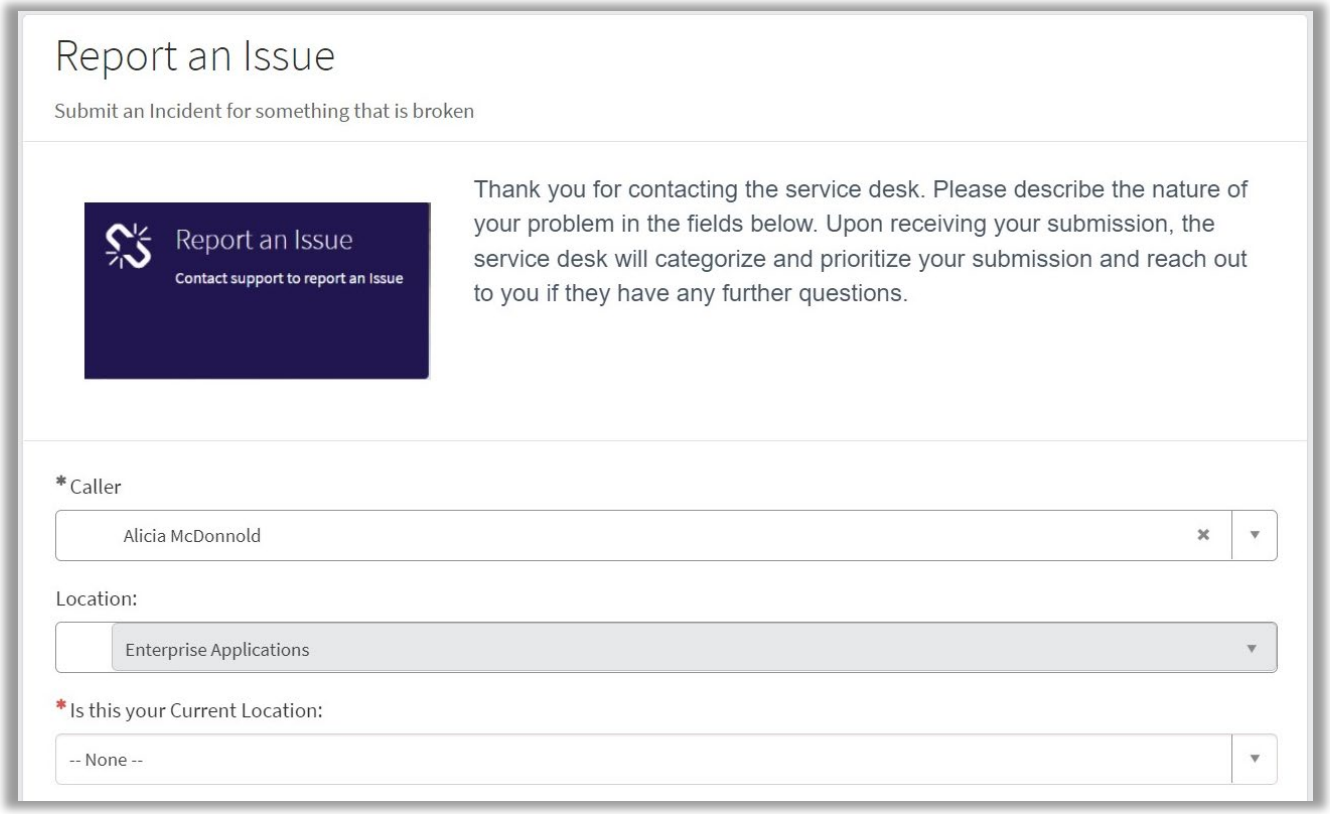


Report an Issue

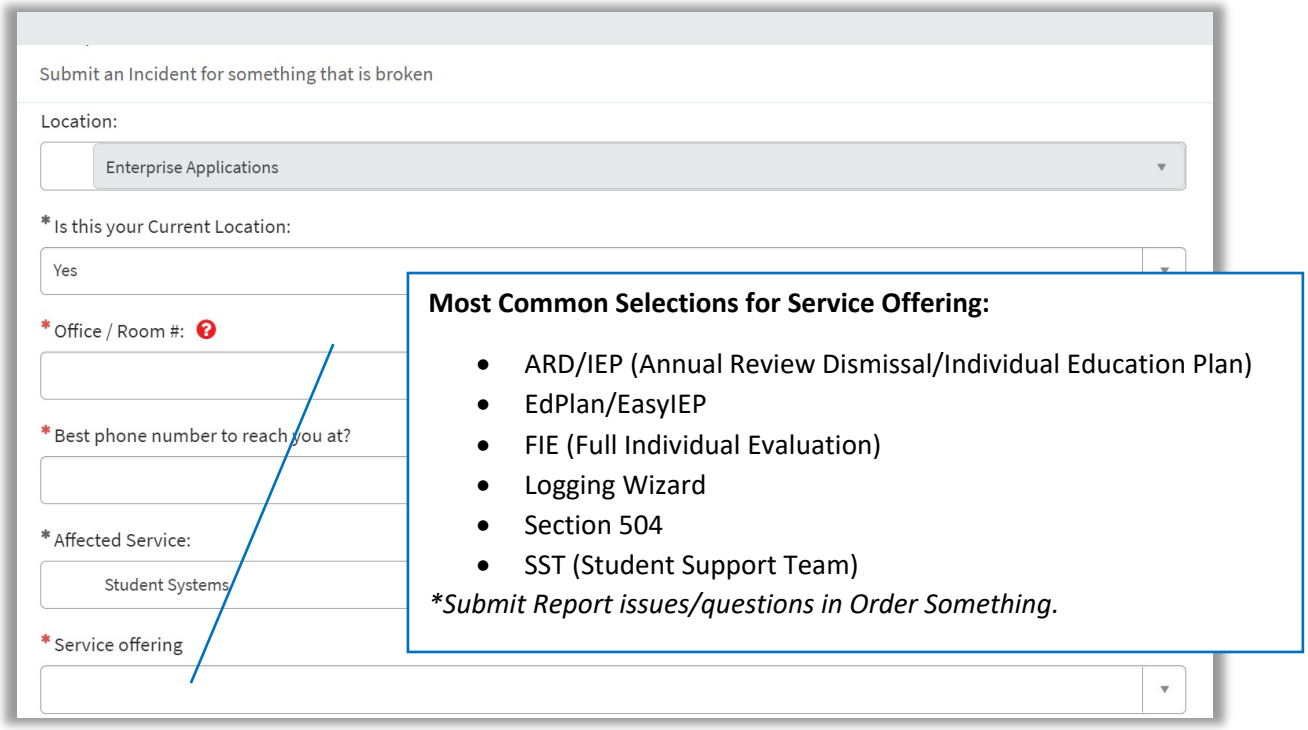
1. Select “Report an Issue” when an error and/or issue is encountered in EdPlan/EasyIEP.
   Example: Unable to finalize an event, error message(s), translation option



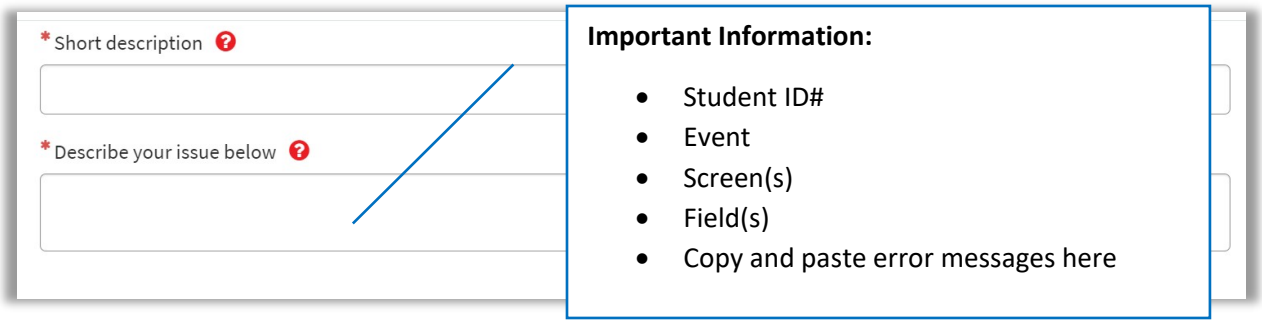
2. Your name will appear as the caller with your Location
3. Select **Yes/No** for Is this your current Location.



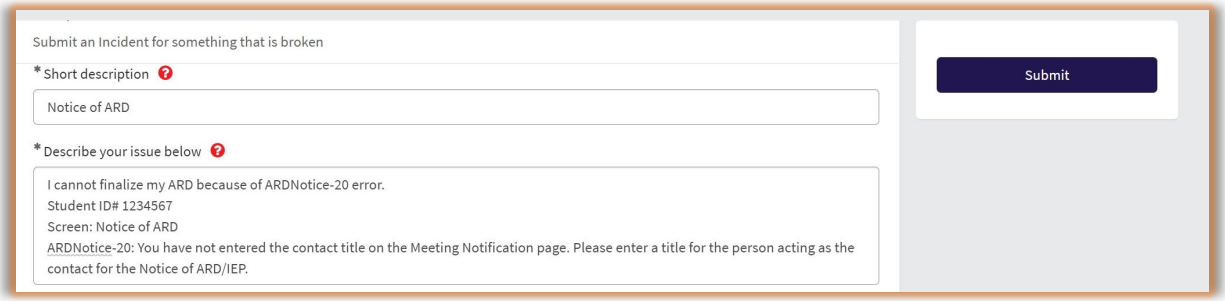
4. Enter office or room number
5. Enter a phone number where you can be reached when SDMS has a question
6. Select **Student Systems** in the dropdown for Affected Service
7. Select Service Offering that aligns with the issue being reported



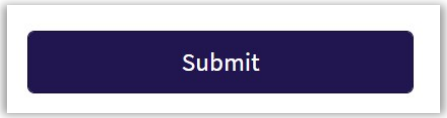
8. Enter a short description Examples: Finalize FIE, Finalize ARD/IEP
9. Describe your issue with details



Example:



10. Send ticket to SDMS by selecting **Submit**



11. To return to a submitted issue select **Tickets** in the dark blue navigation bar and select the link.

