

Systems Access Request Guide (SupportHub)

Follow this step-by-step guide to request access to school systems through SupportHub.

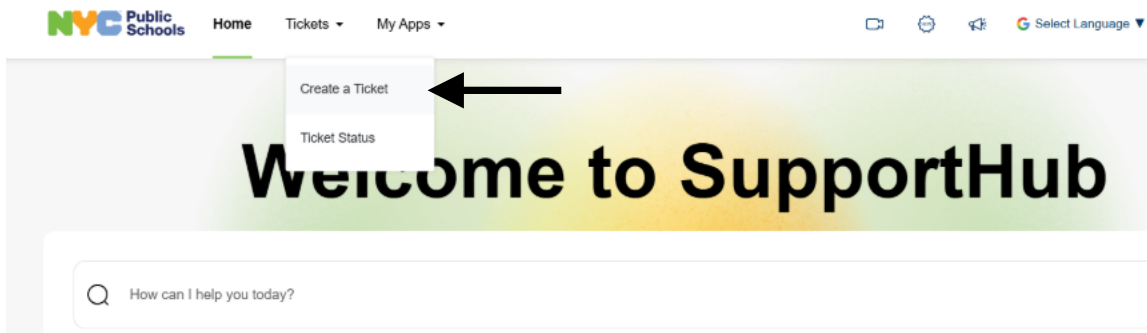
Step 1: Sign In

Log in to [SupportHub](#) using your DOE credentials.



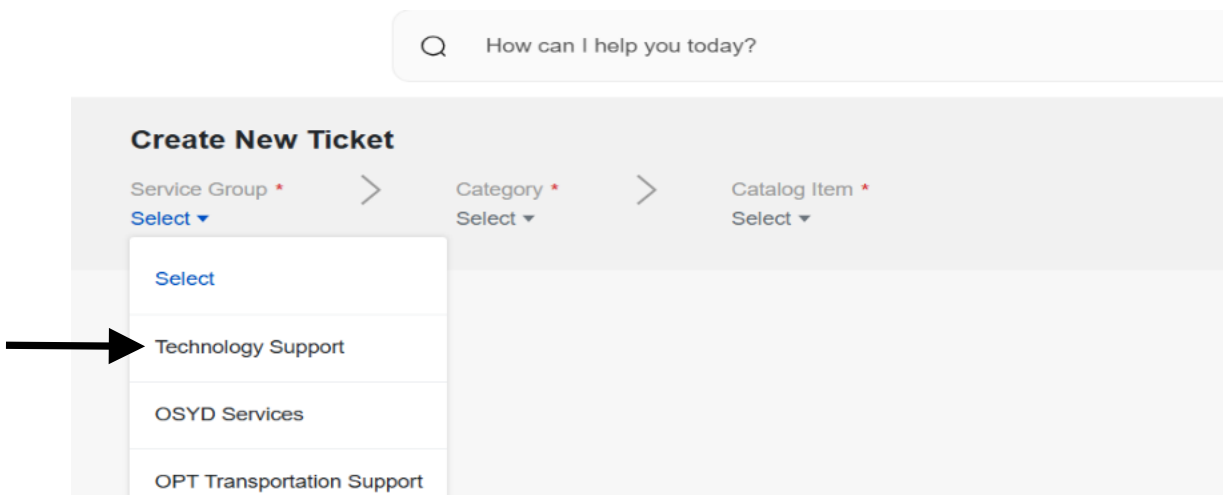
Step 2: Create a Ticket

Click **Tickets** → Create a Ticket.



Step 3: Choose Service Group

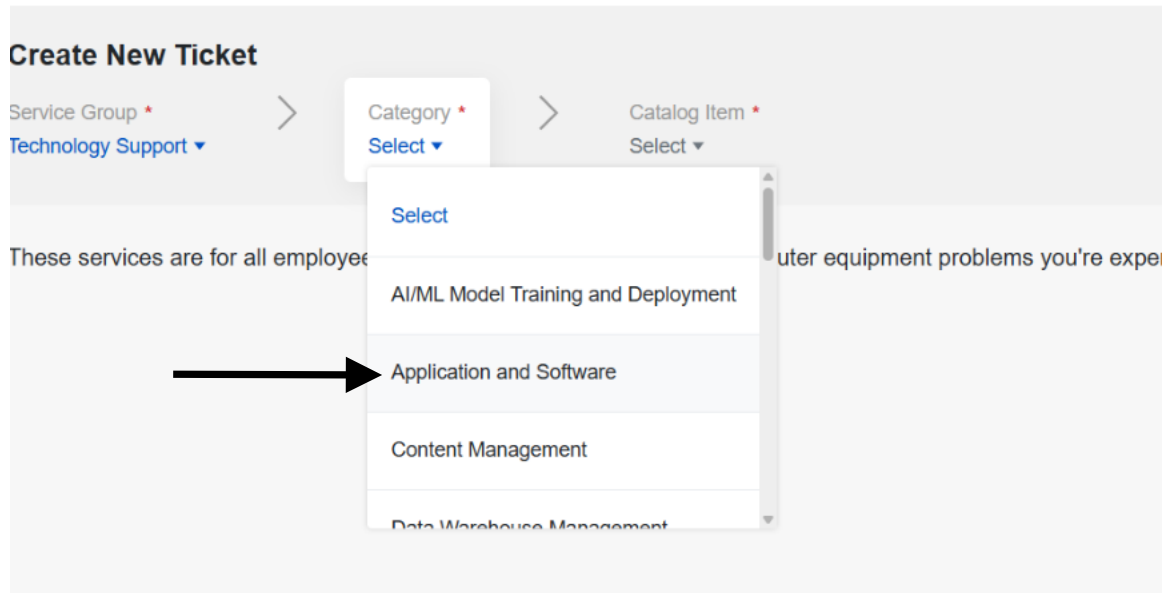
Select *Technology Support*.



Step 4: Choose Category

Select **Application and Software**.

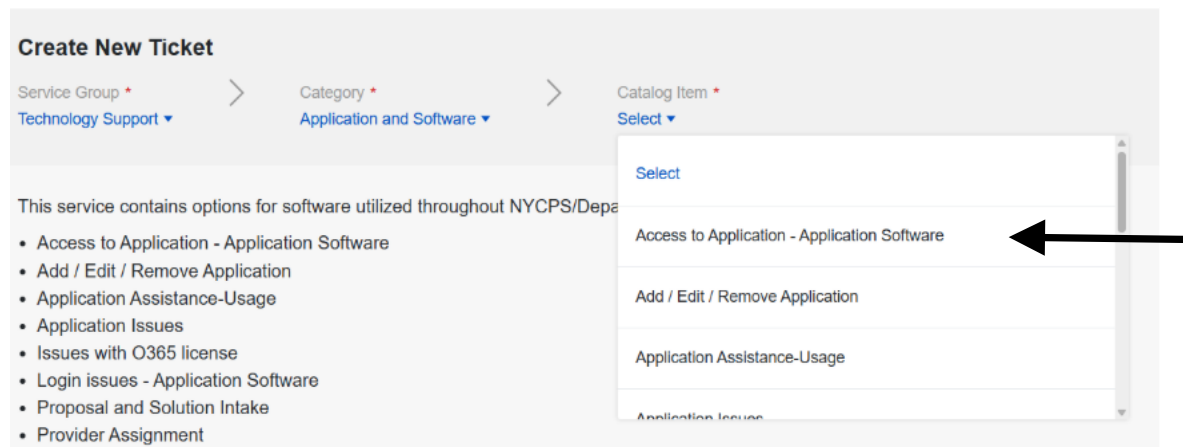
⚠ Do not select any other category.



The screenshot shows the 'Create New Ticket' form. The 'Service Group' is set to 'Technology Support'. The 'Category' dropdown menu is open, showing options: 'Select', 'AI/ML Model Training and Deployment', 'Application and Software' (highlighted with a black arrow), 'Content Management', and 'Data Warehouse Management'. The 'Catalog Item' dropdown is also visible, set to 'Select'.

Step 5: Choose Catalog item

Select **Access to Application** option for new, or modification request. **If you select an option other than Access to Application, the request will not be routed directly to Systems Access and your request may be delayed.**



The screenshot shows the 'Create New Ticket' form. The 'Service Group' is 'Technology Support' and the 'Category' is 'Application and Software'. The 'Catalog Item' dropdown menu is open, showing options: 'Select', 'Access to Application - Application Software' (highlighted with a black arrow), 'Add / Edit / Remove Application', 'Application Assistance-Usage', and 'Application Issues'. The form also displays a list of services for the selected category.

- Access to Application - Application Software
- Add / Edit / Remove Application
- Application Assistance-Usage
- Application Issues
- Issues with O365 license
- Login issues - Application Software
- Proposal and Solution Intake
- Provider Assignment

Step 6: Reporting Type

Select **Reporting for Myself**.

If requesting to deactivate another staff member, select “**Reporting for Other Staff**” and enter the school’s DBN.

The screenshot shows the 'Reporting on behalf of:' section of a form. It features three tabs: 'Reporting for Myself' (selected), 'Reporting for Student', and 'Reporting for Other Staff'. Two black arrows point to the 'Reporting for Myself' tab. Below the tabs, there is a checkbox labeled 'Click here for Central Office Locations' which is checked. A 'Site' field with a search icon and an 'Advanced search' link is present. Below this is a text input field for 'Enter Location/Building Name or Street Address.' with an information icon. There is also a checkbox for 'Use Default Location'. A 'Room/Location Information' section contains a text input field with the placeholder 'Room/Location Information' and an information icon. At the bottom of this section, it says 'Provide details such as floor, room # or Principal's office, etc.'

Step 7: Find the System (Technology/Application)

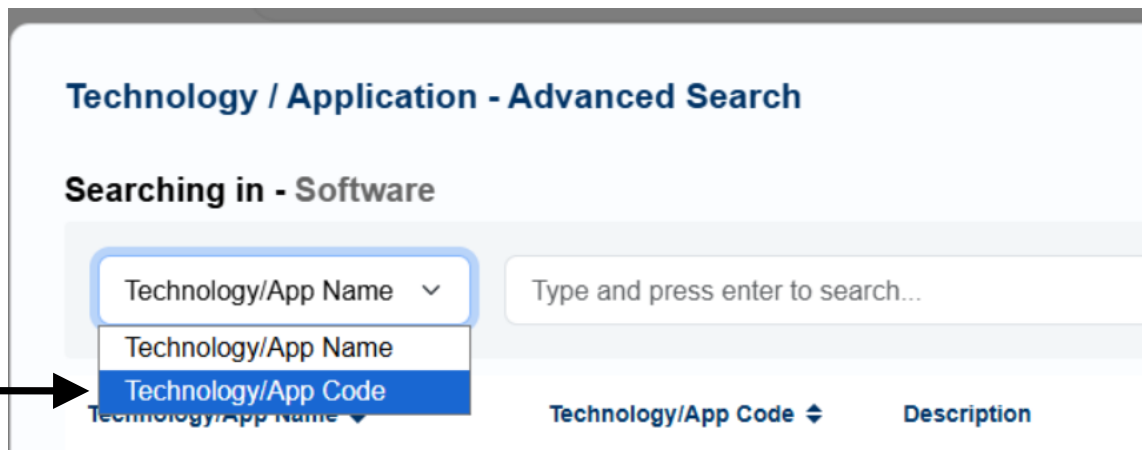
Click **Advanced Search**.

⚠ You may only request one system per ticket. Submit additional tickets if needed. Skip the OS and Asset fields.

The screenshot shows the 'Technology type' section of a form. It has three tabs: 'Hardware', 'Network', and 'Software' (selected). Below the tabs, there is a 'Technology / Application' field with a search icon, the text 'Technology App', and an 'Advanced search' link. To the right of this field is a dropdown menu for 'Operating system (OS)' with a 'Select' button and a downward arrow. A black arrow points to the 'Advanced search' link. Below these fields is an 'Asset' field with a search icon and the text 'Search'. At the bottom, there is a checkbox labeled 'Can't find my Asset / Asset Tag missing or damaged.' and a link for 'Serial Number Locations'.

Step 8: Search by App Code

In the popup, choose *Technology/App Code* from the dropdown.



Technology / Application - Advanced Search

Searching in - Software

Technology/App Name ▼

Technology/App Name

Technology/App Code

Technology/App Name ▼

Type and press enter to search...

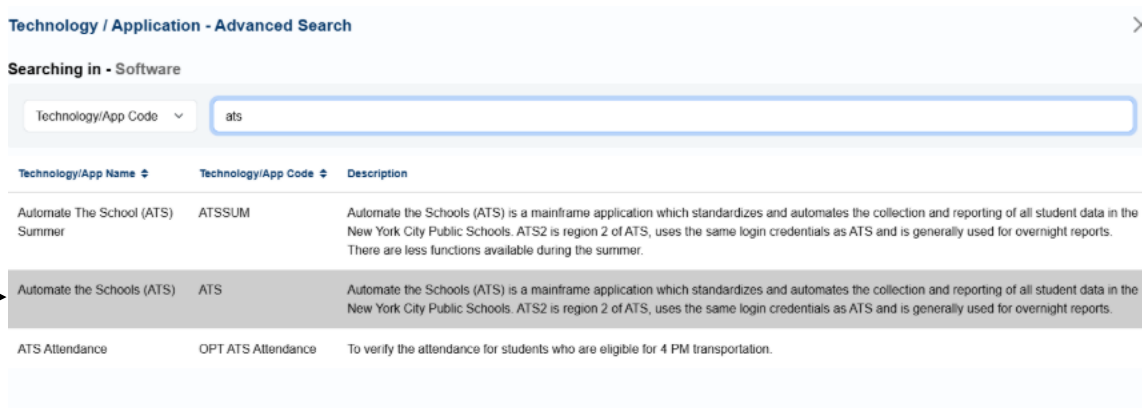
Technology/App Code ⬆

Description

Step 9: Select the Correct System

Type the desired systems and hit the enter key. See below for what to select for each system (IN GRAY). After selecting the system skip the OS and Asset fields, as they do not apply for access requests:

- ATS



Technology / Application - Advanced Search

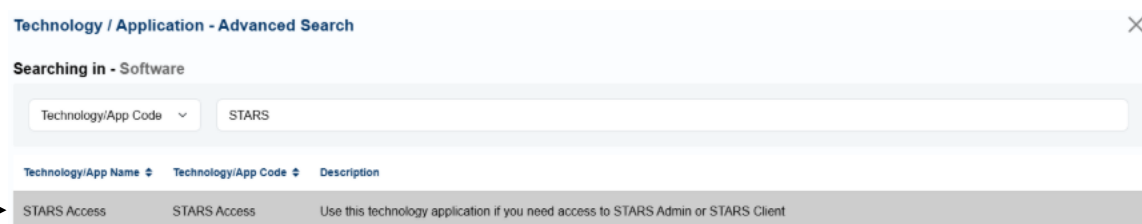
Searching in - Software

Technology/App Code ▼

ats

Technology/App Name ⬆	Technology/App Code ⬆	Description
Automate The School (ATS) Summer	ATSSUM	Automate the Schools (ATS) is a mainframe application which standardizes and automates the collection and reporting of all student data in the New York City Public Schools. ATS2 is region 2 of ATS, uses the same login credentials as ATS and is generally used for overnight reports. There are less functions available during the summer.
Automate the Schools (ATS)	ATS	Automate the Schools (ATS) is a mainframe application which standardizes and automates the collection and reporting of all student data in the New York City Public Schools. ATS2 is region 2 of ATS, uses the same login credentials as ATS and is generally used for overnight reports.
ATS Attendance	OPT ATS Attendance	To verify the attendance for students who are eligible for 4 PM transportation.

- STARS Access (Client or Admin)



Technology / Application - Advanced Search

Searching in - Software

Technology/App Code ▼

STARS

Technology/App Name ⬆	Technology/App Code ⬆	Description
STARS Access	STARS Access	Use this technology application if you need access to STARS Admin or STARS Client

- FAMIS

Technology / Application - Advanced Search

Searching in - Software

Technology/App Code

Technology/App Name	Technology/App Code	Description
Financial Accounting Management Information System	FAMIS	The Financial Accounting Management Information System (FAMIS) Portal is the DOE's web-based purchasing application that allows users to make purchases from DOE contracted vendors.

- CPS

Technology / Application - Advanced Search

Searching in - Software

Technology/App Code

Technology/App Name	Technology/App Code	Description
Custodial Payroll System Summer	CPSSUM	CPS Extended Use handles the processing of After School Extended Use of School Building related activities. Added a component to handle requests for leasing (or renting) space within school grounds. CPS PO1/PO2 online application is a new application for CE's to maintains and monitors all custodian engineers' personal deductions and reimbursement.
NYCPS Attendance	NYCPS Attendance	NYCPS Attendance is an application that provides attendance tracking to New York City public schools
Custodial Payroll System	CPS	CPS Extended Use handles the processing of After School Extended Use of School Building related activities. Added a component to handle requests for leasing (or renting) space within school grounds. CPS PO1/PO2 online application is a new application for CE's to maintains and monitors all custodian engineers' personal deductions and reimbursement.

- Personnel/Payroll - EIS / Per Diem / Per Session (Not for Charter Schools)

Technology / Application - Advanced Search

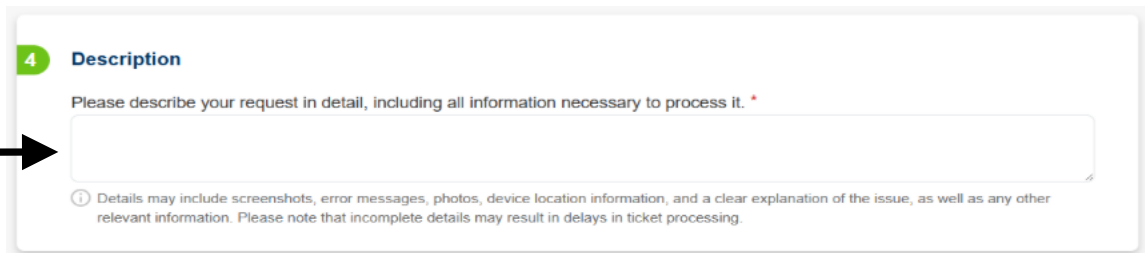
Searching in - Software

Technology/App Code

Technology/App Name	Technology/App Code	Description
Per Diem/Per Session Payroll System	PDPS	Programmers only - use this to make a request to Mainframe Operations

Step 10: Describe the Request

Enter a brief description of the request.



4 **Description**

Please describe your request in detail, including all information necessary to process it. *

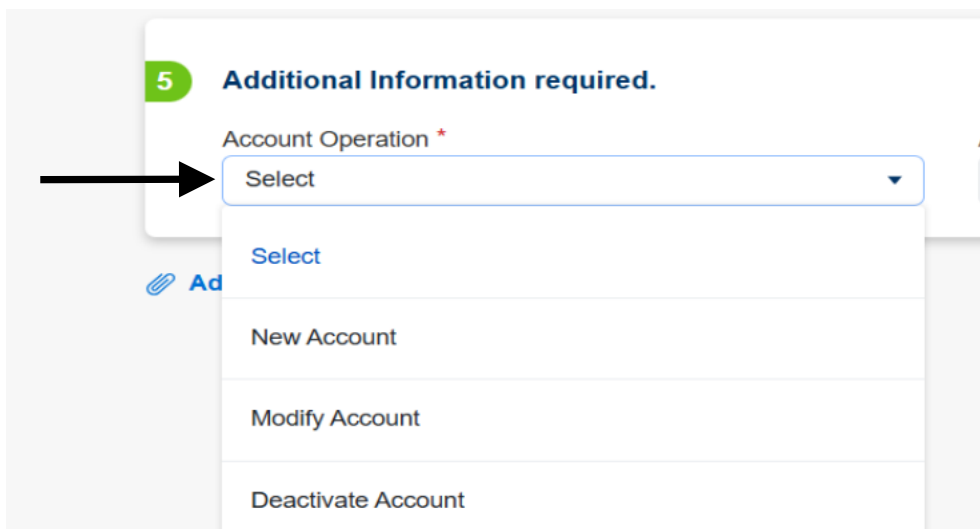
ⓘ Details may include screenshots, error messages, photos, device location information, and a clear explanation of the issue, as well as any other relevant information. Please note that incomplete details may result in delays in ticket processing.

A black arrow points to the text input field.

Step 11: Account Operation (Indicate Type of Request)

Select one:

- *New Account*
- *Modify Account*
- *Deactivate Account* (must use “Reporting for Other Staff” in Step 6)



5 **Additional Information required.**

Account Operation *

Select

Select

New Account

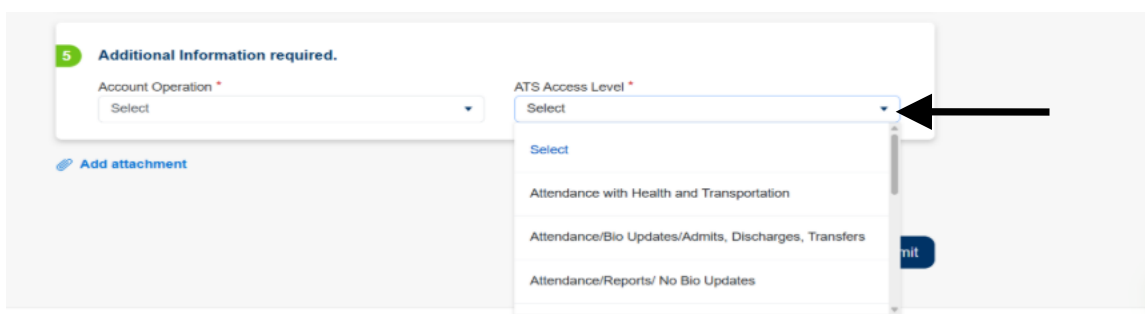
Modify Account

Deactivate Account

A black arrow points to the dropdown menu.

Step 12: Select Access Level

Choose the appropriate access level.



5 **Additional Information required.**

Account Operation *

Select

ATS Access Level *

Select

Attendance with Health and Transportation

Attendance/Bio Updates/Admits, Discharges, Transfers

Attendance/Reports/ No Bio Updates

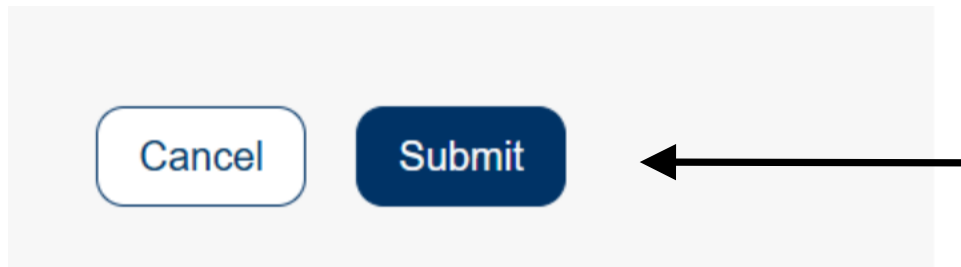
Add attachment

Submit

A black arrow points to the dropdown menu.

Step 13: Submit Request

Click Submit.



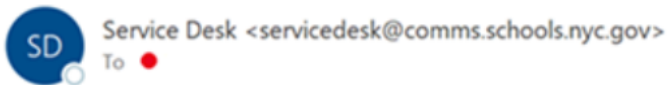
Step 14: Principal/Supervisor Approval

An email will be sent to your Principal/Supervisor.

Remind them they must approve or reject the request via the link in the email.

Reminder emails are sent daily for 3 consecutive days until a response is received.

Incident INC1778347 Approval Request



Your approval is required to process this request.

Request Summary:

Ticket ID: INC1778347

Requestor: Debbie

Site Code: X488@X160

Action: Access to Application - Application Software

Technology / Application: Automate the Schools (ATS)

Description: I am unable to change my password. (Please see screenshot attached)

Choose an action:

[Click here to approve through email INC1778347](#)



[Click here to reject through email INC1778347](#)



Please refer to the following list on where to send requests for Central/Non-School Personnel Access

1. [ATS Access Request](#): Email your request form and [Mayoral Directive](#) to ATS@schools.nyc.gov
2. [FAMIS Requests](#): Email your request form and [Mayoral Directive](#) to FAMIS@schools.nyc.gov
3. [GALAXY Access Request](#): Email your request form and [Mayoral Directive](#) to GalaxySecurityCentral@schools.nyc.gov
4. [Payroll Access Request](#): Email your request form and [Mayoral Directive](#) to Changes@schools.nyc.gov
5. [CPS Access Request](#): Email your request form and [Mayoral Directive](#) to cpscentralaccessrequest@schools.nyc.gov
6. [STARS Access Request](#): Email your request for and Mayoral Directive to OAPS@schools.nyc.gov

If you are requesting access to systems other than ATS, FAMIS, CPS and EIS:

1. Please email your [GALAXY request form](#), [Mayoral Directive](#) and GALAXY inquiries to your School Budget Director.
 - a. [System Access Request Form for myGalaxy DOE School/Borough Office Staff ONLY \(No Charter Schools\)](#)
 - b. [System Access Request Form for myGalaxy \(Central/Supt \(D85\) Staff\)](#)
2. If you already have ATS access and are having issues accessing RTE/Webconnect; please reach out to the helpdesk at 718 935 5100 or open the ticket at: <https://supporthub.schools.nyc/>
3. EIS Portal/Per-Session Waiver access: cpscentralaccessrequest@schools.nyc.gov
4. If you are requesting access for District 75/97, Please email your ATS & STARS access request to DGong@schools.nyc.gov. Please email CPS, FAMIS, & PAYROLL (EIS, Per Diem & Per-Session) access requests to KSalfar@schools.nyc.gov.
5. If you are requesting ATS, STARS, CPS, FAMIS, & PAYROLL access to District 79, 88, and Alternative High Schools & Programs (GED), email your requests to JWalsh38@schools.nyc.gov
 - a. [STARS Access Request](#)
 - b. [CPS Access Request](#)
 - c. [FAMIS Request](#)
 - d. [PAYROLL \(EIS, Per Diem & Per-Session\) Requests](#)