Accessing the Self-Service Portal

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The Self-Service Portal was built to put solutions at your fingertips. Find answers by way of how-to guides, FAQs, tutorials, and technical documentation. Easily navigate the portal using any web browser, where you can browse the catalog by subject or search by keywords.

LOGGING IN

Existing ADEConnect Account

An ADEConnect account is required to use the Self-Service Portal. If you are an ADEConnect user, you can access the portal in one of two ways:

- Click on the Self-Service Portal link on your **ADEConnect home screen**
  (under your name in top-right corner of header)

- **OR** visit **https://help.azed.gov** and log in with your ADEConnect credentials
  - Federated accounts use their SIS or network credentials
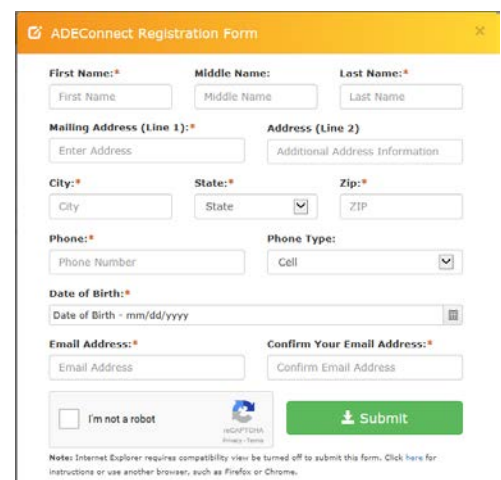 - Self-registration account logins are also valid

New ADEConnect Account

ADEConnect entity administrators can create user accounts without associating users to an entity (LEA or school) and without assigning any roles to these users. The Self-Service Portal is available to all ADEConnect account holders, regardless of role or affiliation.

ADEConnect Self-Registration

A user can create an independent ADEConnect account by self-registering via ADE's EMS system:

- Complete the ADEConnect Registration Form found on Event Management System website

- Once you have completed the self-registration process, you will be able to access the Self-Service Portal using that account

Self-Service Portal

APPLICATION NAVIGATION

Side Navigation Ribbon

Once logged into the site, use the navigation ribbon on left to access portal functions. Either click on the desired icon or click on the menu icon (three horizontal lines) to expand the ribbon and see navigation titles and ADE Support contact information.

1) Service Catalog (book icon) to lists available services/categories and create new requests/tickets

    a. To create a new request (submit a ticket):

        i. Click on the Create Request button at the bottom of the Service Catalog list (see below) *or*

        ii. Click on an available request within your selected category

2) My Requests (person-plus-three-lines icon) displays all your requests/tickets (opened, closed, all)

3) My Activities (stacked lines with checkmarks) … *(function coming soon)*

4) The Help Articles (question mark in circle icon) section allows you to search the knowledge base by keyword.

    a. You can also search articles and services using the search box in the application header