Idaho Migrant Education Program   Updated 11/2015

How to Use OTIS to Correct MSIS Data

OTIS will allow you to directly submit a ticket to the Idaho State Department of Education technology staff. Contact the Migrant Education Coordinator, Sarah Seamount, at 332-6958 or sseamount@sde.idaho.gov if you have questions.

1. Go to www.sde.idaho.gov
2. On the blue bar on the left, click on ISEE.
3. In the top middle of the screen, click on ISEE Portal.
4. On the drop down menu, select Other or your district.
5. Log in using your ISEE user name and password.
6. On the right, under MY APPLICATIONS, click on OTIS – Online Tool for IT Support.
7. On the left, click on Create a Ticket.

WARNING:
This process is intended to correct MSIS to match the COE. **If there are any changes to the COE and in the past they required parent initials or signatures, they still do.**

If the ticket includes any corrections to the COE itself, please attach a copy to the ticket showing the changes and appropriate initials on the COE.

8.   Under requester, verify that your information is correct.
9.   Under priority, click on 5 – Standard in most cases.
10.   Under Type, select SDE Website or Web Application.
11.   Under Action/Issue, select Data Fix.
12.   Under Category, select MSIS/MSIX.
13.   In the Summary box, briefly describe action needed (i.e. MSIS Name Correction).
14.   Under attachments, attach the spreadsheet with the student information. Or include supporting information. OTIS is secure and you can include student data.
15.   Click on Create Ticket.

You will get an email asking you to respond if more information is needed. You look at this information by clicking on My Tickets. There you can read notes from tech support and you can type information in response.

You will also get an email telling you when the ticket has been closed, letting you know that the request has been completed. EASY!