CLAYTON COUNTY PUBLIC SCHOOLS
DEPARTMENT OF TECHNOLOGY

New Hire Information

Welcome!

From the Department of Technology, we want to welcome you to the district!

Network Login Credentials

As a new employee, you must claim your account in the Identity Automation Management System. This will allow you access to Clayton County Public System's computers and applications. In order to complete this process, please follow the steps in the attached document labeled "Claim Your Account."

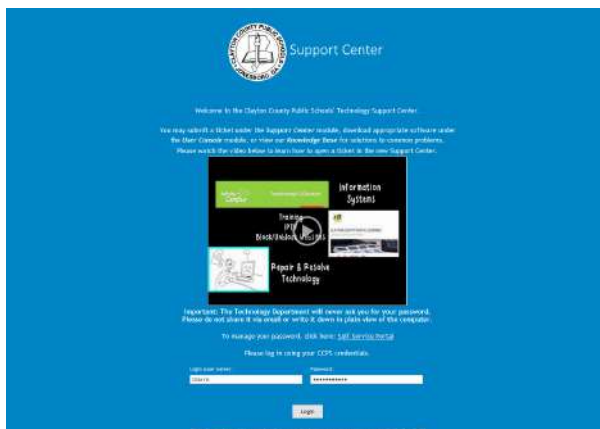### Equipment Distribution (Laptops, Cell Phones, etc.)

All equipment requests must be made using the Technology Support Center by your immediate supervisor.

Work Orders

The most efficient way to notify the Department of Technology concerning technical difficulties, access, requests, etc. is by entering a Technology Work Order (commonly referred as "t-ticket") using our Technology Support Center (as shown in the image below). A tutorial video is available to show you how to navigate the site. Once a t-ticket is entered, you will be notified via email every time the ticket is updated.

Have Additional Technology Questions?

You'll find answers to most of your technology questions by accessing the support site at https://supportcenter.clayton.k12.ga.us. From there, login using your CCPS credentials, and then click on Knowledge Base.

Department of Technology
1380 Arnold Street
Jonesboro, GA 30236
Phone: (770) 473-2772 Fax:(770) 473-6175
Email: ITHelp@clayton.k12.ga.us

Claim Your Account

Step 1

Go to
https://my.clayton.k12.ga.us
Press Claim My Account.

Step 2

Enter your last and first name in the provided fields. Next, enter zeroes and your employee ID number. This field has a requirement of six digits; for example, 0+employee ID or 00+ employee ID.

Step 3

Create a password using 8 characters (numbers, letters, or characters).

Step 4

In order to secure your account and retrieve forgotten password or username, answer three of the challenge questions.

Claim Your Account

You Have Claimed Your Account

Complete

Your challenge questions were successfully updated.

Please retain your username for future use: e77777

Powered by Identity Automation

Please remember your username and password in order to log into your account.

Retrieving Lost Username and Passwords Part 1

Login   Need help?

Username

Password   ⊙

Go   >

Don't have an account yet? Claim your account.

Claim My Account

Return to my.clayton.k12.ga.us if you cannot remember your username or password, and click need help.

Retrieving Lost Username and Passwords Part 2

Help Links   Back

Forgot My Username

Forgot My Password

You now have two options. You may retrieve your username or password.

- To retrieve forgotten **username,** you will need your Clayton County email address. Your username will be emailed to you.
- To retrieve forgotten **password,** answer your three challenge questions that you chose during the "Claim My Account" process. Next, create a new password.