Frequently Asked Question's for PDSS

1. What is PDSS?
*In collaboration with ESS (Employee Self Service)/SAP (Systems Applications and Products) Support, ETS (Education Technology Services), HRD (Human Resource Development), and PD&A (Program Development and Alignment), a user-friendly registration system for professional development has been created for Broward County professional development events. It is called **Professional Development Services System (PDSS)**.*
*This system will replace all current systems used for registration including SAP GUI and ESS. **Beginning May 9th, 2007**, professional development participants may search for, register, and withdraw from events at: http://www.broward.k12.fl.us/hrd. Under Quicklinks on the left hand side, select **Registration - PDSS**.*

2. Why are we using this new system?
This system was created to make registration convenient and user-friendly for all professional development participants.

3. What are the minimum System requirements to use PDSS?
Macintosh Operating System 10.3 or 10.4
Use the following browsers for PDSS:
    Safari 2.0.4
    Firefox 1.5.0.4

PC Windows
Use the following browsers for PDSS:
    Internet Explorer 6.0
    Mozilla Firefox 2.0 (Proxy must be configured)

4. What is my Username?
SBBC Employees/Participants:
*Your Personnel Number can be found at the Top and Center of your Pay Stub. Please enter a P plus your 8-digit Personnel Number.. For example, **P00012345**.*
Non-SBBC participants (retired, charter, etc.):
*The first 5 characters of your last name, plus the first character of your first name, plus the last 4 digits of your social security number. For example, John Smithsonian = **smithj1234***

5. What is my Password?
All Participants:
*Your birthday in the format **yyyymmdd**. For example, i*f my birthday is October 25, 1968, my password would be: ***19681025**.*

6. Why don't we use the CAB account username and password?
Because not every participant has a CAB account.

7. Why do I have to enter an email account and which one should I use?
All correspondence from PDSS is sent to your email account of choice. It is suggested that you enter an email that you check frequently. This may or may not be your SBBC CAB account.

8. What should I do if I do not have an email account?
There are many free email accounts available to individuals. The following are merely suggestions, as there are many to choose from: www.google.com, www.yahoo.com, www.hotmail.com, etc.

9. How do I search for an event?
*Go to http://www.broward.k12.fl.us/hrd, under Quicklinks, find Registration-PDSS, enter your search criteria and click the **Search** button.*

10. What are some ways that I can search for an event?
*Search criteria can be any of the following: Business Event Type number, Business Event number, Program Title, Event Title, Target Audience, Area of Focus, Delivery Method, or Date Range. If you are having problems searching for an event by two or more fields, **Reset** the screen and then search using only **ONE** type of criteria.*

11. How do I register for an event?
*After searching for an event (items 9 & 10), click the title of the event to view the detail screen; once you see the event information and confirm this is what you want to attend, go to the bottom of the screen and click on the **Register** button. You will be asked to log-on to trigger the registration. You are not registered until you see an event confirmation on the screen. **Print** this confirmation and bring it with you to the event. You will receive a confirmation in your email inbox-you may print this out and bring to your event.*

12. How do I register for an online event?
*Go to http://www.broward.k12.fl.us/hrd, under Quicklinks, find Registration-PDSS, Choose the search criteria: **Delivery Method,** then select **Electronic, Interactive,** and click the **Search** button.*

13. Why did the system log me out?
The system automatically logs you out after 15 minutes of inactivity.

14. Why do I have to log back in every time I need to register for an event?
Registering for an event and then logging in automatically triggers an email; this must be done for each event.

15. If I register for an event and get an error message, what should I do?

*Check email for confirmation. Go back into PDSS and go to **Manage My Account** to see your event list. If the event in question does not show in the list, register again. If you still have problems registering for an event, please contact your Inservice Facilitator.*

16. Can I be place on a waitlist for an event?
Yes, there is a waitlist. You will be sent an email to let you know if you are on the waitlist and your position on the waitlist. You will be sent updates as they occur and a confirmation should you be moved from the waitlist into the event. This function operates on a "first come first served" basis. DO NOT PLAN TO ATTEND AN EVENT UNLESS YOU ARE CONFIRMED IN THE EVENT.

17. Can I register for more than one event on the same date/time.
You will only be allowed to register for one event on a certain day/time in order to allow others to register for similar events. Exceptions include Electronic, Interactive events (online courses).

18. What is "Manage My Account"?
This allows you to update email information, view event schedule and/or history (completed events), and withdraw from events.

19. What if I am not able to make it to an event and need to withdraw?
*Go to http://www.broward.k12.fl.us/hrd, under Quicklinks-click on **Registration – PDSS**. Go to **Manage My Account** and log in. You should see a list of events for which you are currently registered. At the far right of that event you have the option to withdraw. Click on **Withdraw,** you will receive a screen confirmation and receive a withdrawal confirmation by email.*

20. How and when should I withdraw from an event?
Delivery Method/Workshops*: You may withdraw from an event up to the event registration cut-off date. This may or may not be the same date as the first day of the actual event.*
Delivery Method/Electronic, Interactive*: You must withdraw prior to 14 days of the start date of the event. Within 14 days of the start of the event, you must contact the organizerr of the event to let him/her know that you will not be able to attend.*

21. How do I check my Inservice Record or Event History?
*You may check to see what events you are registered for or have attended in PDSS at **Manage My Account/Event History**.*
*SBBC Employees: Your official **Inservice Record** is accessed via **ESS** as you have done in the past.*
*Non-SBBC Participants: Please use **PDSS** to print an **Event History report**.*

22. When and where do I complete the BEAppraisal?

SBBC Employees-*After you have attended the event, you will be sent a reminder email that you will have 14 days to complete the BE Appraisal in ESS, as you have done in the past.*
Non-SBBC Participants *will be given instructions from the trainer of the event to complete a hard copy appraisal within 14 days and mail, fax or pony it back to the trainer.*

23. How and when will I get my inservice points?
*After participants have attended the event, completed all of the coursework, the follow-up requirements, **and** the BE Appraisal, then the event organizer closes the event. This may take anywhere from 15 to 30 days after the last requirement of the event was due. If after 30 days from the expected close date of an event and you have not received your points, please contact the **organizer** of the event.*

24. Non-SBBC participants: in the past I had to keep certificates for completion of an inservice activity. Will I still receive a certificate?
*No. You will now be able to print a "**My Event History"** record. However, you do need to keep all previous certificates within your 5 year renewal period in order to recertify.*

25. Whom do I contact with technical issues (e.g., browser, web-error messages, system requirements, etc.) if I am at my home computer?
We do not support home computers. Find a computer that has a functioning web browser. See number 3 for System Requirements.

26. Whom do I contact with technical issues (e.g., browser, web-error messages, system requirements, etc.) if I or on my school computer?
Contact the Technology Liaison Contact (TLC) for your department or school.

27. What if should I do if I can open the browser (e.g., Netscape or Firefox), but I cannot access PDSS?
Please contact your Technology Liaison Contact (TLC) who will then contact the ETS Service Desk or email pdssmail@browardschools.com.

28. What should I do if I need navigational/functional support within PDSS?
Please contact your Inservice Facilitator first. If you need further help, call the Inservice Hotline at 754-321-5055 or email your specific concern to pdssmail@browardschools.com.

29. Who do I call with questions regarding a specific event, location, etc.?
Please contact the organizer of the event. The contact information can be found on the event information page or in the email confirmation that you received when you registered for the event.

30. What if I need additional assistance?

Please contact your Inservice Facilitator first. If you still need assistance, call the Inservice Hotline at 754-321-5055 or email your specific concern to pdssmail@browardschools.com.