



# Magic: Client Version Request for Services (RFS)

## User Guide

Version 2  
Updated 2/15/05

## Table of Contents

Introduction	2
Login to Client Magic	3
Searching for an Existing Magic ID	4
Create a New RFS	6
Search for Existing RFSs	13

## **Introduction**

This manual has been written by the Project Management Office (PMO) to aid clients/users of the client version of Magic in submitting and tracking all requests which they submit to the Project Management Office.

The client version of Magic is a web-based client application that is run from a standard Internet Explorer browser window.

This manual is divided into 3 sections:

- (1) Login to Client Magic**
- (2) Create a new Request For Services (RFS)**
- (3) Search for an existing RFS**

***To obtain a Magic ID, please call the Help Desk at 718-935-5100 or email [helpdesk@nycboe.net](mailto:helpdesk@nycboe.net).***

## Login to Client Magic

In order to login to use client Magic to submit or track RFSs, you must:

- § Have Microsoft Internet Explorer loaded on your computer
- § Have a Magic login ID with full access to RFS.

### **To Activate Full Access to Submit a Request for Services (RFS) for an existing Magic ID**

*(If you have a Magic ID but do not have access to Magic Request for Services, contact Thelma Clive, Coordinator for Service Requests, Project Management Office, at: [tclive@nycboe.net](mailto:tclive@nycboe.net).)*

To login go to the internet and type the following URL into the address section of the Explorer window:

<http://magic75.nycenet.edu/selfsupport>

You do NOT need to be in the INTRAnet.

This will display the following login screen.

After login with a valid Magic ID turn to the instructions in the chapter, “Create a New RFS”.

If you do not have a Magic ID continue as instructed in the next screen.

## How to Search for an Existing Magic ID

here.'"/>

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Monday, January 10, 2005

Help Desk Phone: (718) 935-5100  
Help Desk Email:

Login

Please enter your login information below and click "Login".

Magic ID:

Login

If you do not know your login information click [here](#).

If you do NOT KNOW your Magic ID, click here

A search will be performed using all populated fields in this form.

NOTE: You MUST provide information in the all of the fields.

here'."/>

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Help Desk Phone: (718) 935-5100  
Help Desk Email:

Magic ID Search

Please enter your personal information below and click "Search".

First Name: Thel

Last Name: Clee

Borough: [dropdown menu]

Site ID: [dropdown menu]

Last 4 digits of your phone number: [text input]

Search

No records were found. Please refine the search parameters and try again

Still need help? To send in a request your Magic ID click [here](#)

Site ID will be active only after Borough is selected.

Click here to start search

## How to Search for an Existing Magic ID (continued)

**Magic ID Search**

Please enter your personal information below and click "Search".

First Name:	<input type="text" value="Thelma"/>
Last Name:	<input type="text" value="Clive"/>
Borough:	<input type="text" value="Brooklyn"/> *
Site ID:	<input type="text" value="49K335 - BOE CENTRAL OFFICES"/>
Last 4 digits of your phone number:	<input type="text" value="5726"/>

First Name	Last Name	Magic ID
THELMA	CLIVE	TCLIVE

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In case of a **match** found by the search the Magic ID is displayed

Click here to continue with the login process

This window will pop up. Click "here" to go back to the login

Thursday, January 13, 2005

**Magic ID**

This is your (THELMA CLIVE) login information for Magic:

Magic ID: TCLIVE

Click [here](#) to automatically login.

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## ***How to Search for an Existing Magic ID (continued)***

In case of a non-match, correct the personal information and resubmit.

Tuesday, February 01, 2005		Help Desk Phone: (718) 935-51 Help Desk Email:	
<b>Magic ID Search</b>			
Please enter your personal information below and click "Search".			
First Name:	<input type="text" value="telm"/>		
Last Name:	<input type="text" value="cli"/>		
Borough:	<input type="text" value=""/>	<input type="button" value="v"/>	*
Site ID:	<input type="text" value=""/>	<input type="button" value="v"/>	
Last 4 digits of your phone number:	<input type="text" value=""/>		
<input type="button" value="Search"/>			
No records were found. Please refine the search parameters and try again			
Still need help? To send in a request your Magic ID click <a href="#">here</a>			

In the event on a non-match this screen appears to allow correction of typographical errors or adding information in more fields. Again submit the Search foir an existing Magic ID.

***To obtain a Magic ID, please call the Help Desk at 718-935-5100 or email [helpdesk@nycboe.net](mailto:helpdesk@nycboe.net).***

## Create a New RFS

The following section will guide the user through the procedure to create or **submit** an RFS.

Below is the Main Menu screen.

You can:

1. Create and submit a new RFS
2. Track or search for existing RFSs as a list of all RFSs or details of individual RFSs.

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Joel I. Klein, Chancellor

Monday, January 10, 2005

Help Desk Phone: (718) 935-5100  
Help Desk Email:

Main Menu

Help Desk Tickets

- [Search Existing Incidents](#) - Finds opened or closed incidents
- [Submit an Incident](#) - Creates a new incident

Request For Services (RFS-Formerly PMO)

- [Submit an RFS](#) - Creates a new RFS
- [Search for an Existing RFS](#) - Finds open or closed RFSs

Click here to create and submit a new RFS.

**Stop!**

**If you do not see this section when you are at this point in the login, refer to page 3. [Note: How to Apply for Access to Submit a Request for Services (RFS)]**

## Create a New RFS (continued)

This section of the RFS form records client details

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Monday, January 10, 2005

Help Desk Phone: (718) 935-5100  
Help Desk Email:

Submit an RFS

\* Denotes field is required

Email Address: @nycboe.net\* ex: example@nycboe.net

Phone: (123)456-7890\* ex: (123)456-7890

Borough: [dropdown]\*

Site ID: [dropdown]\*

Next

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Make sure to use the correct format for the phone number

NOTE: To submit an RFS all fields must be filled before clicking on **Next**.



## Create a New RFS (continued)

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Monday, January 10, 2005 Help Desk Phone: (718) 935-5100

Please select your Site ID.

Submit an RFS

\* Denotes field is required

Email Address:  \* ex: example@nycboe.net

Phone:  \* ex: (123)456-7890

Borough:  \*

Site ID:  \*

Next

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port - Microsoft Internet Ex

000000 - NO SITE IN MAGIC

000D06 - Instructional Leadership Division 6

000D08 - Instructional Leadership Division 8

000D5B - Instructional Leadership Division 5B

000D7A - Instructional Leadership Division 7A

000NSA - Suspension Center A

000NSB - Suspension Center B

000OPE - Operations Center E

13K000 - CSD 13 OFFICE

13K003 - THE BEDFORD VILLAGE

13K008 - ROBERT FULTON\_SCHOOL

13K009 - TEUNIS G. BERGEN

13K011 - PURVIS J. BEHAN

13K020 - THE CLINTON HILL

13K044 - MARCUS GARVEY

13K046 - EDWARD C. BLUM

13K054 - SAMUEL C. BARNES

13K056 - LEWIS H. LATIMER

13K067 - CHARLES A. DORSEY SCHOOL

13K093 - WILLIAM H. PRESCOTT

13K093A - WILLIAM H. PRESCOTT ANNEX

13K103 - SATELLITE THREE @ PS 56

13K113 - RONALD EDMONDS

13K117 - FRANCIS SCOTT KEY

13K133 - WILLIAM A. BUTLER

13K256 - BENJAMIN BANNEKER

13K258 - DAVID RUGGLES

13K265 - MCKINNEY SECONDARY SCHOOL

Please select your Site ID.

Submit an RFS

\* Denotes field is required

Email Address:

Phone:

Borough:

Site ID:

Next

Thursday, January 13, 2005

NYC

Use this site ID if your particular site is not listed; otherwise double click on your site ID from this list

Once all fields are filled click Next to continue with the Request Details section.

## Create a New RFS (continued)

The next 3 screens display drop down lists for the fields Request type, Priority, and Application.

This is the Request Details section of the RFS form.

Monday, January 10, 2005

Help Desk Phone: (718) 935-5100  
Help Desk Email:

Submit an RFS (Form cont'd)

\* Denotes field is required

Request Type:  \*

Priority:

Application:

Synopsis:

Details

Submit

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Click to choose request type:  
Ad hoc  
For majority of the new requests

Bug/Fix  
For modifications to existing applications

Enhancement  
For additions to existing applications

Training  
For any request for training.

**(click on *Submit ONLY* after all fields are completed!)**

Monday, January 10, 2005

Help Desk Phone: (718) 935-5100  
Help Desk Email:

Submit an RFS (Form cont'd)

\* Denotes field is required

Request Type:  \*

Priority:  \*

Application:  \*

Synopsis:  \*

Details  \*

Submit

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Click to select the appropriate priority of your request

## Create a New RFS (continued)

support - Microsoft Internet Explorer

AMS - Attrition Management System  
APRL - Administrative Payroll  
ATS - ATS  
BEDS - BEDS  
BOB18 - Student State Aid  
CAFS - CAFS  
CAP - CAP  
CBST - Central Based Support Team  
CHANCEL\_CORR - Chancellor's Correspondence  
CLEP - College Level Examination Program  
CLIENT\_MAGIC - Client Magic (PMO WEB Client)  
DATA REPOSITORY - Requests for reports from the data repository  
DFO - DFO migration requests  
DORO - DORO  
DRS/ORO - Data Repository for Office of Revenue  
DSS - DSS  
EIS - EIS  
HRS - HRS  
HSST - HSST  
LCGMS - LCGMS  
LIVESCAN - LiveScan  
NCLB - NCLB  
NPSIS - NPSIS  
OLP/OLS - OLP/OLS  
ORCS - Office of Related & Contractual Services  
P&G CREDIT - Professional Development  
PAR/IMPACT - PAR/Impact Aid  
PAR\_LINE - Parent Line  
PAR\_PORTAL - Parent Portal

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Monday, January 10, 2005

Submit an RFS (Form cont'd)

\* Denotes field is required

Request Type:  
Priority:  
Application:  
Synopsis:  
Details

Submit

Click to select an Application that relates to the request

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Wednesday, January 19, 2005

Help Desk Phone: (718) 935-5100  
Help Desk Email:

Submit an RFS (Form cont'd)

\* Denotes field is required

Request Type: ADHOC \*

Priority: HIGH \*

Application: SPEC\_ED - Special Education \*

Synopsis: Need Training Manual \*

Details: Due to change in procedures for the current school year we need a training manual reflecting these changes. \*

Submit

Type a brief statement of request

Type a detailed set of requirements for this request

Click here after all required fields are complete

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## Create a New RFS (continued)

Wednesday, January 19, 2005	Help Desk Phone: (718) 935-5100 Help Desk Email:
<p><b>Incident/RFS Submitted</b></p> <p>Your temporary Incident/RFS Number is: WEB-RFS-TCLIVE-1/19/2005 10:45:03 AM</p> <p>The Permanent RFS # will be emailed to you shortly. If you do not receive the RFS # please use the temporary Incident/RFS Number as a reference.</p> <p>Please click <a href="#">here</a> to go back to the menu page.</p>	
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This is a confirmation of receipt of the current RFS submitted to the Project Management Office (as indicated by "WEB-RFS", which distinguishes this request from an "incident" submitted to the help desk.)

## Search for Existing RFSs (continued)

### Search by for ALL RFSs

Wednesday, January 19, 2005

RFS Search

- View RFSs with status:  Search
- To search for **ALL** of your RFSs, click [here](#)
- To go back to the main menu, click [here](#).

To search by RFS number, please enter the Sequence number below and click the "Next" button:

Next

'All' RFSs

Request #	Date Opened	Synopsis	Status	App ID
<a href="#">2520</a>	4/29/2004	Need Training Manual Revision	COMPLETED	ATS
<a href="#">2588</a>	5/10/2004	Post updates to web	COMPLETED	WEB

Clicking this link displays the list (below) of all RFSs submitted by the user

Click to view details of any listed request

Wednesday, January 19, 2005

Help Desk Phone: (718) 935-5100  
Help Desk Email:

RFS Detail

To go back to the main menu, click [here](#).

Request #:	2520
Request Type:	AD HOC
Priority:	MEDIUM
Application:	ATS
Synopsis:	Need Training Manual Revision
Details:	Manual has been submitted, please see version #2
Request Status:	COMPLETED
Open Date:	4/29/2004
Expected Completion Date:	4/29/2004
Close Date:	4/29/2004
CC Email:	

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## Search for Existing RFSs

The following section will guide the user through the procedure to track or **search** for any/all existing RFSs.

The screenshot shows the top of the NYC Department of Education website. It includes the department's logo, the name 'NYC Department Of Education', and the Chancellor's name 'Joel I. Klein, Chancellor'. A green bar displays the date 'Monday, January 10, 2005', and a red bar provides contact information: 'Help Desk Phone: (718) 935-5100' and 'Help Desk Email:'. Below this is a 'Main Menu' section with two categories: 'Help Desk Tickets' and 'Request For Services (RFS-Formerly PMO)'. Under 'Help Desk Tickets', there are links for 'Search Existing Incidents' and 'Submit an Incident'. Under 'Request For Services', there are links for 'Submit an RFS' and 'Search for an Existing RFS'.

This screenshot shows the 'RFS Search' page on the NYC Department of Education website. It features a search interface with a dropdown menu for 'View RFSs with status:' and a 'Search' button. Below this, there are two bullet points: 'To search for ALL of your RFSs, click here.' and 'To go back to the main menu, click here.'. A section titled 'To search by RFS number, please enter the Sequence number below and click the "Next" button:' includes a text input field and a 'Next' button. A callout box on the right side of the page provides instructions on how to perform the search. The footer contains copyright information for 2003, a privacy policy, disclaimer, legal, contact us, and thank you page, along with the NYC.GOV logo and links to the Mayor's Office and City News and Features.

The Search for RFSs can be performed:

1. By status (**Search** displays a list for select status)
2. By using this link (displays a complete list)
3. By request # (click **Next** to display details)

## Search for Existing RFSs (continued)

### Search by Status

Select the required status, then click **search**

RFS Search

- View RFSs with status:
- To search for **ALL** of your RFSs, click [here](#).
- To go back to the main menu, click [here](#).

To search by RFS number, please enter the Sequence number below and click the "Next" button:

RFS Search

- View RFSs with status:
- To search for **ALL** of your RFSs, click [here](#).
- To go back to the main menu, click [here](#).

To search by RFS number, please enter the Sequence number below and click the "Next" button:

'Received' RFS

Request #	Date Opened	Synopsis	Status	App ID
<a href="#">3793</a>	1/10/2005	Need Training Manual	RECEIVED	PAR/IMPACT

This list is the result of a search by "approved" status

Click to view details of request #3793