MySPS FAQ's

1. **What is MySPS?**

    MySPS is the Springfield Public Schools Employee Portal. It is an employee's source for news, announcements, forms and policies, contact details, and much more.

2. **What content is on MySPS?**

    The initial launch of MySPS contains the following departments:

    - Business Office
    - Communications
    - Facilities
    - Human Resources
    - Instruction
    - OITA
    - Safety & Security

    In addition to the content for departments listed above there is a district level front page providing announcements, events, documents, and a dedicated applications page containing links to all frequently used systems. Additional departments will be incorporated in the next phase of MySPS:

    - Office of Grants Management
    - PACE
    - Pupil Services
    - Transportation
    - Volunteers

3. **Will MySPS replace the existing SPS website?**

    No, MySPS will complement the SPS website and create a split between public facing and staff content.

4. **Can I access MySPS from home?**

    Currently MySPS is only available on the SPS network. We are actively working to make the site available as part of the full launch in the future.

5. **How do I access MySPS?**

    There are two ways to access MySPS:
    a. Click the new MySPS icon on your desktop

    b. Click the MySPS link from the Staff page on the SPS website

6. **What can be posted to District Announcements and Calendar?**

District wide announcements and event postings will be limited to:

- District wide news and developments from the Office of the Superintendent
- Citywide news and developments from the Office of the Mayor
- Department newsletters with district wide relevance
- SPS and City of Springfield surveys
- Other information deemed appropriate by the Office of Communication

District wide postings will not be used as a venue to communicate:

- School-based functions (even if they are open to the public)
- Department-based events
- Profit-based businesses (even if they offer SPS employee discounts)
- Employee specific developments (such as awards and recognition, retirement, death)

**District Calendar and Announcement requests will be reviewed within 48-72 hours of the request

7. **What can be posted to District Documents?**

School Committee approved documents only.

8. **Who do I contact to add a district announcement, calendar or document?**

Contact the MySPS site administrator for your department who will be able to submit a request on your behalf. Requests require approval before being available at the district level.

9. **How do I locate and contact the MySPS Site Administrator for a given department?**

There are two options for identifying MySPS Site Administrators:

a. Click on the department name from the list of departments. The contact person for that department will be listed at the bottom of the main page.
b. Within a department's page click on the Staff page. Department Site Administrators are identified with a * next to their name.

10. **I have a question on a District announcement, calendar event, or document. Who do I contact?**

The site administrator is listed at the bottom of each district level page (announcements, calendar, and documents). This information can also be found on the MySPS help page. https://my.sps.springfield.ma.us/SitePages/Help.aspx

11. **How do I save a copy of a file?**

Click on the required file to open within MySPS. Once open click download located at the top of the screen, then click save if prompted.

12. **I'm looking for a file and it is not on MySPS?**

   Questions relating to content on the site should be directed to the appropriate site admin listed in the help section of MySPS.   https://my.sps.springfield.ma.us/SitePages/Help.aspx

13. **What is Contact Info?**

   The Contact Info page is a searchable staff directory containing phone numbers and emails. You can search by staff name or department by typing in the search box.

14. **How do I get help?**

   Questions relating to content on the site should be directed to the appropriate site admin listed in the help section of MySPS. https://my.sps.springfield.ma.us/SitePages/Help.aspx

   All technical issues should be directed to info-sys-support@sps.springfield.ma.us and a member of the support team will investigate and respond.