



# NEW YORK CITY DEPARTMENT OF EDUCATION

JOEL I. KLEIN, CHANCELLOR

## Region Nine

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## Instruction to obtaining a “Magic ID” for contacting the NYCDOE Helpdesk

1. Go to the url <http://helpdesk.nycenet.edu>
2. Click on the “Self Support” link on the left column.
3. Click on the link at the bottom of the page that says  
“If you do not know your login information click [here](#).”
4. Fill in the info requested in the next screen.
5. If you have already been assigned a “Magic ID”, the info will pop up immediately.
6. If not, you will get a message at the bottom that says

No records were found. Please refine the search parameters and try again  
Still need help? Send in a request to ask for your Magic ID by click [here](#)

7. Click on the link “[here](#)” and another screen will appear.
8. Fill in the info requested there then click the “Submit” button.
9. You will get an incident number sent to your email.
10. It takes about two days to have your “Magic ID” sent to your email address.