



Guidance for Test Coordinators on Adding and Managing User Accounts in TIDE

Contents

TIDE.....	2
User Accounts and Roles	2
Setting Up User Accounts.....	4
User Accounts from 2017-2018.....	4
New User Management Approaches	4
1. DTC manages all accounts	4
2. DTC delegates to school building personnel	5
3. DTC delegates to district personnel	5
Working with the Users Task in TIDE.....	6
Using the Upload Users Task to Add New Users	6
Other Options for Managing Users	8
Managing TA Certified Users	10
Establishing Passwords for New User Accounts.....	10

TIDE

Test coordinators will access the Test Information Distribution Engine, or **TIDE**, to complete tasks for Ohio's State Tests, the Alternate Assessment for Students with Significant Cognitive Disabilities (AASCD) and the Ohio English Language Proficiency Assessment (OELPA) at <http://oh.tide.airast.org> or via the Ohio's State Tests Portal (www.ohiostatetests.org). Test coordinators will use TIDE to manage user accounts for online testing, enable student accessibility features and indicate test eligibility, manage rosters, submit test status requests for online testing, and more.

User Accounts and Roles

One District Test Coordinator (DTC) account will be permitted per district (or school treated as a district) for TIDE, and the DTC is responsible for managing the user accounts for other district- and building-level users. A summary of the user account roles is below. Please see the "User Roles Matrix" document, located on the Portals, for a complete list of which systems and tasks each user account can access.

Users may have more than one user role across schools and districts. For example, a teacher may be given the "Teacher" role in one school and assigned the "Test Administrator" role in another school or district. Each test coordinator should assign the role that is appropriate for their district or school. Test coordinators should carefully consider the level of access given to each user.

Each user's username will be his/her email address. Each user who needs access to one or more of Ohio's online systems should have his/her own account of the appropriate role type.

District Test Coordinator (DTC) – This person has primary responsibility for uploading student information files, ordering test materials and overseeing the administration of state assessments. The DTC is the primary point of contact between the district and the Department and much of the communication concerning Ohio's State Tests, AASCD and OELPA will be directed to the DTC. The DTC has the authority to create user accounts for all roles listed below. Note that only the DTC can create DA and DRU accounts. Any change to the DTC user must be processed through the Ohio Help Desk.

District Administrator (DA) – This optional user role allows the DTC to delegate many tasks to one or more district personnel (e.g., special education coordinator, curriculum coordinator) who will assist with the administration and oversight of the systems. The DA can create building-level user accounts, but not district-level accounts.

District Reporting User (DRU) – This user role only has access to the Online Reporting System. This user role is appropriate for district staff authorized to access reporting data, but not involved in any other aspect of the administration (e.g., superintendent).

EMIS Coordinator (EC) – This user role has the ability to upload and edit student information in TIDE, as well as download student results data files from the Online Reporting System. This user role is appropriate for district staff serving as the EMIS coordinator (or similar data oriented position), but not involved in any other aspect of the administration.

Building Test Coordinator (BTC) – This person is responsible for coordinating the administration of state assessments in a school building. Depending on the preference of the DTC, the BTC may also be responsible for creating and maintaining user accounts in his/her school building (BRUs, TEs, TAs and SRs).

BTCs are able to manually add students to TIDE for Ohio's State Tests, the Alternate Assessment and OELPA.

Building Reporting User (BRU) – This user role only has access to the Online Reporting System. This user role is appropriate for school staff authorized to access reporting data, but not involved in any other aspect of the administration (e.g., school principal).

Teacher (TE) – This user role is available to personnel who will administer Ohio’s State Tests, AASCD and OELPA to students. For online testing, this person is responsible for setting up test sessions in the Test Administrator Interface, assisting students with signing into the Student Testing Site and proctoring the test. Additionally, this user role is also able to enter the students’ scores in the Data Entry Interface (DEI) for applicable assessments. The Teacher role also has access to test progress reports for online testers in TIDE. Lastly, this user can access score reports in the Online Reporting System.

Test Administrator (TA) – This user role is available to personnel who will administer Ohio’s State Tests, AASCD and OELPA to students. For online testing, this person is responsible for setting up test sessions in the Test Administrator Interface, assisting students with signing into the Student Testing Site and proctoring the test. Additionally, this user role is also able to enter the students’ scores in the Data Entry Interface (DEI) for applicable assessments.

The Test Administrator role also has access to test progress reports for online testers in TIDE. However, this user does not have access to score reports in the Online Reporting System. This role is appropriate for personnel who proctor a test but do not need access to score data.

Second Rater (SR) – This user role is for personnel who will observe an AASCD administration and independently score the student’s responses and enter them in the Data Entry Interface. This person also has access to test progress reports in TIDE. This user does not have access to score data in the Online Reporting System.

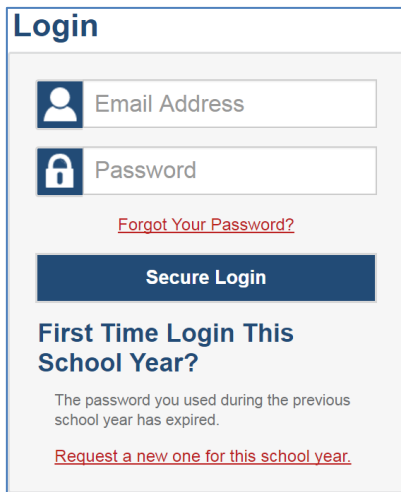
Information Technology Center (ITC) – ITC users can upload Pre-ID files only for districts with which they are associated. ITC accounts cannot be created by district personnel. Changes to the ITC account must be processed through the Ohio Help Desk.

Setting Up User Accounts

User Accounts from 2017-2018

All user account passwords have been reset for the 2017-2018 school year. All user accounts that had access to Ohio’s online systems in 2017-2018 will continue to have access for the 2017-2018 school year, after resetting their user password

Authorized district and school users must delete user accounts for personnel who are no longer associated with the district or school. District test coordinators are responsible for using the Users task in TIDE to ensure their district and school user accounts are accurate, or for delegating this task to a district administrator and/or to the building test coordinator(s).



Passwords used during the 2016-2017 school year will be expired for the 2017-2018 school year. After TIDE opens on Aug. 22, all users will need to request a new password for the 2017-2018 school year. To request a new password, existing users will:

1. Navigate to the [TIDE login page](#).
2. Select the “Request a new one for this school year.” link on the login screen.
3. Follow the steps to create a new password, which cannot be the same as any previous password.

Refer to the “[Establishing Passwords for New User Accounts](#)” section of this document for more information.

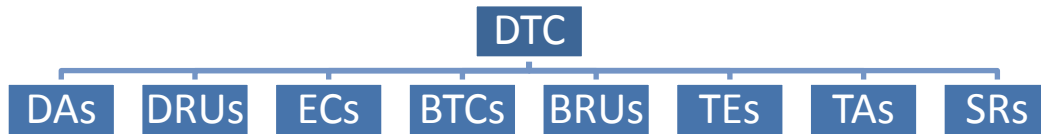
Important: This is a change in process from previous years. Previously, a temporary password was sent in the activation email. That temporary password expired in 30 days. Due to increased security, the new process sends a temporary link which must be clicked by the user with **15 minutes**. If the user does not click the temporary link within 15 minutes, a new link must be requested. For this reason, it is strongly recommended that test coordinators communicate with new users *before* setting up their accounts so they are aware of this requirement and prepared to act in a timely manner.

New User Management Approaches

DTCs are responsible for ensuring all users who will administer Ohio’s State Tests, the AASCD or OELPA have the appropriate account. There are three basic approaches that DTCs can take to setting up user accounts. DTCs should review and determine which approach they will follow.

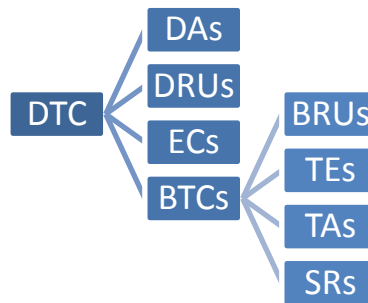
1. DTC manages all accounts

- a. The DTC may elect to manage all user accounts in the district. With this approach, the DTC determines the DAs, DRUs, ECs, BTCs, BRUs, TEs, TAs, and SRs for his/her entire district and creates an account for each user following the steps provided in the next section.
- b. The DTC manages the addition, deletion and edits of all user accounts.



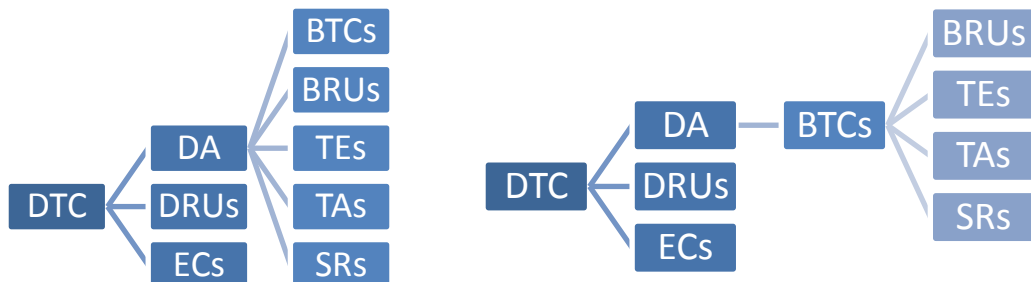
2. DTC delegates to school building personnel

- a. The DTC may elect to delegate the creation of building-level accounts to BTCs.
 - i. The DTC determines the district-level users and BTCs for his/her district and creates an account for each user following the steps provided in the next section.
 - ii. The DTC should provide guidance on setting up user accounts and the information in the next section to the BTC.
 - iii. The DTC manages the addition, deletion, and edits of all BTC and district-level user accounts.
- b. Each BTC determines the BRUs, TEs, TAs, and SRs for his/her school and creates an account for each user following the steps provided in the next section.
 - i. Each BTC manages the addition, deletion and edits of all BRU, TE, TA, and SR user accounts for his/her school.



3. DTC delegates to district personnel

- a. The DTC may elect to designate other district-level personnel as district administrators (DAs). The DTC determines the district-level users for his/her district and creates an account for each user following the steps provided in the next section.
 - i. The DTC may delegate responsibilities to one or more DAs along any lines he or she deems appropriate. The DTC may have one DA or multiple DAs. The DA can be responsible for creating all user roles, or delegating that task to BTCs.



- b. The DTC should provide guidance on setting up user accounts and the information in the next section to the DAs.
- c. The DTC manages the addition, deletion and edits of all district-level user accounts.

Working with the Users Task in TIDE

Test coordinators will be able to add new users for the 2017-2018 school year when TIDE reopens on **Aug. 22**, and will be able to make updates to user accounts throughout the school year.

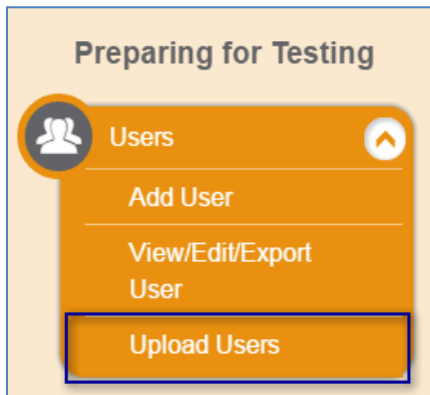
Authorized users will access the **Users** task in TIDE under the “Ohio State Tests 2017-2018” administration. The Users task allows DTCs, DAs and BTCs to add new users or modify existing users. This can be done individually or through a file upload process. To initially update TIDE with 2017-2018 users, it is recommended, but not required, that DTCs and other authorized users follow the file upload process to add, delete or edits users in the system.

Key information is listed below. Additional information on using the features of the Users task can be found in the *TIDE User Guide*.

Using the Upload Users Task to Add New Users

The Upload Users task allows authorized users to upload multiple user accounts with one data file upload. Key steps are listed below; complete information can be found in the *TIDE User Guide*.

- Use the information from the “[User Accounts and Roles](#)” section to identify who will serve each user account role.
- Log into TIDE and navigate to Upload Users.



- Prepare the data file of user information based on the Excel or CSV templates available under Upload Users. Save in either Excel or CSV format.

	A	B	C	D	E	F	G	H
1	DISTRICTID	SCHOOLID	FIRSTNAME	LASTNAME	EMAIL	ROLE	PHONE	ACTION
2								
3								
4								
5								

Enter data in the columns as follows:

- DistrictID: Your district’s IRN (e.g., 009999). Be sure to preserve the leading zeroes.¹
- SchoolID: Your school’s IRN (e.g., 000999). Be sure to preserve the leading zeroes.
- FirstName: The first name of the user you are adding.
- LastName: The last name of the user you are adding.
- Email: The email address for the user.

¹ To preserve leading zeroes in an Excel spreadsheet, format the IRN fields as a custom number with six digits, 000000.

- Phone: Use the format xxx-xxx-xxxx. An extension can also be appended.
- Role: See [pages 2-3](#), and enter the correct acronym for each user.
- Action: Enter **ADD** in this column to create new accounts or modify existing accounts. To remove accounts, enter **DELETE** in the Action column.
- **Note: Do not change or move the column headers in the first row.**

□ Upload users following the steps listed in TIDE.

1. Browse to find the file, and choose “Next”

2. Preview the file to ensure you have selected the correct file.

Verify you uploaded the correct file. Click **Next**. If the values in the columns are incorrect, try re-creating your upload file using one of the available templates from the previous [Upload Users](#) page.



Step 2: Preview

Row Number	District IRN	School IRN	First name	Last name	Email	Role	Phone number	Action
1	000002	000003	DTC	user	DTCuser12345008@air.org	BTC	999-222-0303	ADD
2	000002	000003	BTC	user	BTCuser12345008@air.org	BTC	999-222-0303	ADD
3	000002	000003	DA	user	DAuser12345008@air.org	DA	999-222-0303	ADD
4	000002	000003	TE	user	TEuser12345008@air.org	TE	999-222-0303	ADD

3. Validate the file to ensure there are no errors in the file.


Step 3: Validate

Legend:

-  Error: The file can be uploaded, but this row will not be included.
-  Warning: This field is invalid, but the row will be uploaded.

4. After reaching Confirmation of the upload process, new accounts will be created for all valid new user records. Each new user will receive an email from the Ohio Help Desk on behalf of TIDE. This email contains a temporary link that the user must click on to establish his/her password. Ohio’s online systems cannot be accessed until the new user establishes his/her password.

Users who already have an account will not receive an email from the Ohio Help Desk if their user role changes or they are associated to additional buildings. They can continue to use the password established at the beginning of the 2017-2018 school year.

Upload Users 

1. Upload 2. Preview 3. Validate 4. Confirmation

Step 4: Confirmation



Results: **4** records are committed.

[Upload New File](#)

Other Options for Managing Users

Authorized users may elect to add and edit user accounts one at a time. A summary of these options is listed below; complete information can be found in the *TIDE User Guide*.

Preparing for Testing

 Users 

- Add User
- View/Edit/Export User
- Upload Users

1. **Add User** -- This feature allows DTCs, DAs or BTCs to create new user accounts individually. To enter an account, select the user’s role and enter his/her first and last name, phone number and email address. Click “Add User.” The user will receive an email from TIDE. This email contains a secure link that the user must click on to establish his/her password.

Add User
 Use this page to add users to assessment systems. [more info](#)

PERSONNEL

*Role:

*Last Name:

*First Name:

Phone number:

*Email Address:

2. **View/Edit/Export Users** -- This feature allows DTCs, DAs and BTCs to view user accounts, edit user accounts individually and export listings of current users.

View/Edit/Export User
 Use this page to view, edit, or export users. [more info](#)

Search users

*Role:

Last Name:




First Name:

Phone number:

Email Address:



TA Certified: Yes No

After entering search criteria, the results will display as follows. Click the check box to the left of the record

then the Delete icon  to remove an account or the Export icon  to export an account. Click the Edit icon  to edit an account. Note that user account email addresses and school IRNs cannot be changed using this feature. User accounts that require a change to the email address field or SIRN field must be modified using the Upload Users task. See the *TIDE User Guide* for complete instructions.




View/Edit/Export User
 Use this page to view, edit, or export users. [more info](#)

Search users

Number of users found: 3

Enter search terms to filter search

<input type="checkbox"/>	Edit	Role	District	School	First Name	Last Name	Phone number	Email Address
<input type="checkbox"/>		DA	000002-AIR District	000003-AIR School	Andy	Anderson	614-555-9876	aanderson@email.com
<input type="checkbox"/>		BTC	000002-AIR District	000003-AIR School	John	Smith	614-555-5678	jsmith@email.com
<input type="checkbox"/>		TA	000002-AIR District	000003-AIR School	Jane	Doe	614-555-1234	jdoe@email.com

Managing TA Certified Users

Starting with the 2017-2018 school year, users must have a TIDE account in order to access the **optional** TA Certification Course. TIDE will track which users have completed the course and Test Coordinators can view this information in the View/Edit/Export Users task with the new “TA Certified” flag. If the “TA Certified” flag is marked No, the user has not completed the TA Certification Course for the 2017-2018 school year. If the “TA Certified” flag is marked Yes, the user has completed the TA Certification Course for the 2017-2018 school year. This information is for district reference only and is not used by the system to grant access the Test Administrator Site.

Establishing Passwords for New User Accounts

When a new user account is created, an activation email is sent to the user. The email contains a clickable link and instructions on setting up the user’s account. Users must activate their account within **15 minutes** of receiving the original message to establish a password. The account does not become active until a password is established.

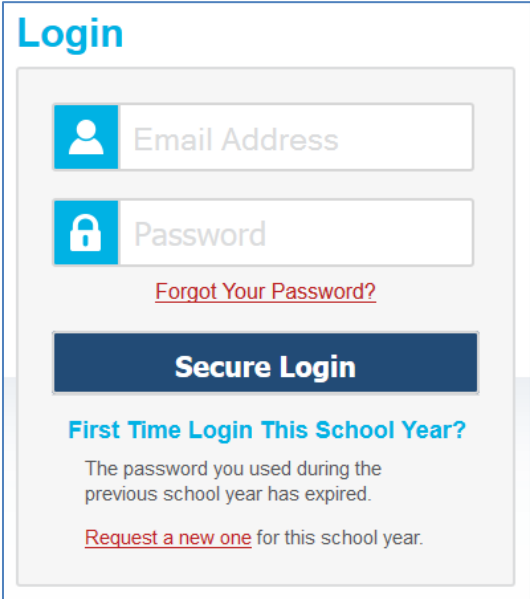
The user will follow these steps to activate the account:

1. Click on the link contained within the activation email.
2. In the *Password* and *Confirm Password* fields, enter a new password. The new password must be at least 8 characters long and have at least **three** of the following:
 - one lowercase alphabetic character
 - one uppercase alphabetic character
 - one number
 - one of the following special characters: %, #, or !
3. Create a security question and answer to be used if the user forgets their password or wants to reset it.

If a user fails to establish their password within 15 minutes of receiving the activation email, he/she may request to have a new temporary link sent by doing the following.

1. Go to the [TIDE login page](#).
2. Click the “Request a new one for this school year” link.
3. The Password Reset page will appear. Enter in your email address and select the Next button. Doing so will resend an email with a new temporary link. You can then use the temporary link to establish your new password.
4. Users who have previously established a password may be asked to answer a security question. Once the security question has been correctly answered, an email will be sent with a temporary link. After selecting the temporary link, you will be prompted to create a new password. The new password cannot be the same as any previous password.

Please note that passwords will automatically expire 350 days after the password is established.



The screenshot shows the TIDE Login interface. At the top, the word "Login" is displayed in blue. Below it are two input fields: "Email Address" with a person icon and "Password" with a lock icon. A red link "Forgot Your Password?" is positioned below the password field. A dark blue button with the text "Secure Login" is centered below the fields. Underneath the button, a blue heading reads "First Time Login This School Year?". Below this heading, a message states: "The password you used during the previous school year has expired." At the bottom, a red link says "Request a new one for this school year."