Frequently Asked Questions about TIDE

Key Dates

For key dates for Ohio's State Tests and OELPA, visit http://oh.portal.airast.org/ocba/important-dates/.

For key dates for Ohio's Alternate Assessment, visit http://oh.portal.airast.org/oh_alt/important-dates.

Administrative Information

How do I access TIDE?

District and building personnel access TIDE for online administrations 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). TIDE for online administrations is accessed at http://oh.tide.airast.org or via the Ohio's State Tests Portal (www.ohiostatetests.org).

District test coordinators access TIDE for the Ohio Graduation Tests (OGT), at www.ohtide.org.

Where do I find the TIDE User Guide?

The *TIDE User Guide* provides comprehensive information on how to navigate TIDE and perform tasks. You can access the online version of the *TIDE User Guide* by clicking the [**Help**] button at the top right corner of the screen in TIDE. You can also download a PDF version of the user guide from Ohio's State Tests Portal (www.ohiostatetests.org). You will need Adobe Reader or another PDF viewer to open the file. You can save the user guide to your computer or print it for easy reference.

Activating User Accounts and Passwords

I received an activation email to set up my account. What should I do?

To activate your account:

1. Click the link in the activation email to bring up the Login Page.

2. Enter your email address and temporary password.

3. Click **Secure Login**. The *Reset Password* page will appear.

4. In the *Old Password* field, enter the temporary password in the activation email.

5. In the *New Password* and *Confirm Password* fields, enter your new password. The password must be at least eight (8) characters long, cannot be the same as your current or previous password and must have three of the following:

   - one lowercase alphabetic character

   - one uppercase alphabetic character

   - one number

   - one of the following special characters: %, #, or !

6. Click the [**Submit**] button. The *Select a Security Question* page will open.

7. Mark the checkbox next to a question, and enter an answer.

8. Click the [**Save**] button. You will be directed to the Ohio Online Portal from where you can access the required assessment and system.

I did not activate my account in time. What should I do?

If you did not log in within 30 days of receiving the first password email and activate your account, follow the steps outlined below to have a new temporary password email sent to you so you may activate your account.

1. Go to the [TIDE login page](#).

2. Select the "Request a new one" 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 password. You can then use the temporary password to establish your new password.

4. If you have previously established a password you may be asked to answer a security question. Once the security question has been correctly answered, an email will be sent with a temporary password. When you login with the temporary password, you will be prompted to create a new password. The new password cannot be the same as any previous password.

I can't log into TIDE. Why not?

There are three primary reasons you may not be able to log into TIDE.

1. You are not entering the email address that was entered when your account was created.

   Ask the person who created your account to verify your user record in TIDE. If your email address was entered incorrectly, he or she will need to delete your record and add you back to TIDE with your correct email address.

2. You are not using the correct password for your account. If you have forgotten your password, you can reset it. (See below for instructions.)

3. You did not activate your account within 30 days of your account being created. Follow the steps outlined in the question above, "I did not activate my account in time. What should I do?"

I forgot my password. How do I reset it?

1. On the login page, click the [**Forgot Your Password?**] link. The **Password Reset** page will open.

2. Enter your TIDE email address in the User Name field and click the [**Next**] button. The **Password Question** page will open displaying the security question you had set up when you first accessed TIDE.

3. Enter the answer to the security question and click the [**OK**] button. A confirmation message will be displayed to inform you that your password has been reset. A link to return to the Login page will also be displayed.

4. You will get an email that contains a temporary password. (If you do not see an email, check your spam folder. The email will come from AIRAST-DoNotReply@airast.org.

5. Click the link in the confirmation message to access the **Login** page.

6. Enter your username and temporary password and click the [**Secure Login**] button. The **Password Reset** page will open.

7. In the Old Password field, enter your temporary password.

8. In the New Password and Confirm Password fields, enter your new password. The password must be at least eight (8) characters long, cannot be the same as your current or previous password and must have three of the following:

   - one lowercase alphabetic character

   - one uppercase alphabetic character

   - one number

   - one of the following special characters: %, #, or !

9. Click the [**Submit**] button. TIDE resets your password. The *Select a Security Question* page appears.

10. Review and modify your answers to the security question as necessary, and click **Save**. You will be directed to the Ohio Online Portal from where you can access the required assessment and system.

Where do I change my password?

The procedure for changing your password is the same as for resetting it. See the previous FAQ "I forgot my password. How do I reset it?"

Managing Users

Who should be added to TIDE?

District and Building Test Coordinators should consult the *Ohio Online User Role Matrix* and the *TIDE User Management Guidance* Document, located on Ohio's State Tests portal (www.ohiostatetests.org), for more information regarding user roles and access Ohio's online systems.

Note: You cannot add or upload users who are associated with a different district or school than you are.

Can I add multiple users at one time?

Yes. For additional information and instructions on managing users in TIDE, refer to the *TIDE User Guide* by clicking the [**Help**] button at the top right corner of the screen in TIDE. You can also download a PDF version of the user guide from Ohio's State Tests Portal (www.ohiostatetests.org).

Note: You cannot add or upload users who are associated with a different district or school than you.

How do I change someone's user role?

If you created a person's account in error (e.g., if you added a user with a TA role who needs to have the TE role), that person's account must be deleted and a new one created. For additional information and instructions on Managing Users in TIDE, refer to the *TIDE User Guide*.

Note: A single person (e.g., username) may be associated with multiple schools and have a different user role for each school. For example, John Smith may have a Teacher (TE) role in School A and a Test Administrator (TA) role in School B.

How do I add someone to multiple schools?

Personnel who will be administering assessments to students in multiple schools need a user account that is associated to each school. The same username (email address) can be used to associate the user with multiple schools.

Under the Users task in TIDE, use the **Add User** sub-task to re-add that person to TIDE with the same (or a different) role for each school needed. Alternatively, you may use the **Upload Users** task to add someone to multiple schools; include a row in the upload file for each school (SIRN) the user should be added to. For additional information and instructions, refer to the *TIDE User Guide*.

I added a user, but he or she never got an email with login information. What should we do?

Have the person check his or her email account's spam folder. The account activation email comes from AIRAST-DoNotReply@airast.org. If the email is not in the spam folder, check to make sure that AIRAST-DoNotReply@airast.org is whitelisted by the school or district's Technology Coordinator.

If the user does not see the email, then verify with him or her that the email address was entered in TIDE correctly. You can use the **View/Edit/Export User** task to search for the user's information and check the email address. If the email address is incorrect, you will need to delete the user's record and re-add him or her to TIDE with the correct email address.

About Student Information

Which students must be added to TIDE?

All students who will participate in either the AASCD, OELPA or Ohio's State Tests must be added to TIDE. Refer to the *Guidance Document for 2015-16 Ohio Pre-ID Files*, located on the portals, for more information.

Am I required to add students to TIDE using a Pre-ID file?

No. Districts have the option to add students manually to TIDE using the **Add Student** task.

Can I use the Pre-ID layout from the 2015-2016 administration?

No, districts must use the NEW 2016-2017 Ohio Pre-ID File Layout for Ohio's State Tests, the Alternate Assessment and the OELPA located on the portal.

Can I edit students' demographic information and test eligibility?

Only District Test Coordinators, District Administrators, EMIS Coordinators, Building Test Coordinators and ITCs can edit student information, test eligibility and test mode selections. For information about determining a student's test eligibility and test mode, please refer to the Ohio Online Pre-ID Guidance Document located on the portals, for more information.

Can I edit students' test settings for Ohio's State Tests?

Only District Test Coordinators, District Administrators, EMIS Coordinators, Building Test Coordinators, Teachers, and Test Administrators, can edit a student's test settings (e.g., print size, color choice) in TIDE. Test settings can be manually marked using the **View/Edit/Export Student** task or imported through the Student Settings file upload. Directions for adding, editing or uploading student test settings can be found in the *TIDE User Guide*.

Note: Test settings can also be marked or updated in the TA Interface at the time of testing.

Can I export a list of students?

Yes. You can use the **View/Edit/Export Student** task to search for student records and export the list of results. The *TIDE User Guide* contains instructions for exporting student records. It is important to remember that FERPA requirements prohibit the unauthorized release of student information, so exported files must be kept in a secure place and disposed of properly when no longer needed.