Frequently Asked Questions about TIDE
(Test Information Distribution Engine)

Important Dates

For important dates for Ohio's State Tests (OST), Ohio Graduation Tests (OGT), Ohio English Language Proficiency Assessment (OELPA) and the Ohio English Language Proficiency Screener (OELPS), visit https://oh.portal.airast.org/important-dates/.

For important dates for Ohio's Alternate Assessment for Students with Significant Cognitive Disabilities (AASCD), visit https://oh-alt.portal.airast.org/important-dates/.

Administrative Information

How do I access TIDE?

District and building personnel access TIDE to complete tasks for Ohio's State Tests, OGT, AASCD OELPA and the OELPS. TIDE is accessed at http://oh.tide.airast.org or via the Ohio's State Tests Portal (www.ohiostatetests.org).

Is there a User Guide for TIDE?

Yes, the TIDE User Guide provides comprehensive information on how to navigate TIDE and perform tasks and can be accessed as follows:

- 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 to your computer or print it for easy reference from the Ohio's State Tests Portal (www.ohiostatetests.org). After selecting an assessment system, click **Resources**, then click **Online Systems Resources**. You will need Adobe Reader or another PDF viewer to open the file.

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 **Reset Your Password** page.

2. In the *Password* and *Confirm Password* fields, enter a 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 each of the following:
   - one lowercase alphabetic character
   - one uppercase alphabetic character
   - one number
   - one of the following special characters: %, #, or !

3. Click the [**Submit**] button.

4. You will be directed to the Ohio's State Tests 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 activate your account within 15 minutes of receiving the activation email, follow the steps outlined below to have a new temporary link emailed to you so you may activate your account.

1. Go to the TIDE login page.
2. Select 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 Submit button. Doing so will resend an email with a new temporary link. Click the link in the email to go to the Reset Your Password page in TIDE.

Note: New passwords cannot be the same as any previous password.

Why am I unable to log into TIDE?

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 15 minutes 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 [**Forgot Your Password?**] link. The **Reset Your Password** page will open.
2. Enter your TIDE email address in the User Name field and click the [**Submit**] button.
3. A confirmation message will be displayed to inform you that a link to reset your password was sent to your email address. A link to return to the Login page will also be displayed.
4. You will get an email that contains a temporary link. (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 email to access the **Reset Password** page.
6. In the 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 each of the following:
   - one lowercase alphabetic character
   - one uppercase alphabetic character
   - one number
   - one of the following special characters: %, #, or !
7. Click the [**Submit**] button. TIDE sets your password to the new password.
8. You will be directed to the Ohio's State Tests 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 can add users to TIDE and what role should they be set up with?

District Test Coordinators (DTC), District Administrators (DA), and Building Test Coordinators (BTC) can add users to TIDE. Before adding a user to TIDE, consult the Ohio Online User Role Matrix and the Online User Management Guidance Document, located on Ohio's State Tests portal (www.ohiostatetests.org), for more information regarding user roles and access to Ohio's online systems.

Note: You must be associated with the same district or school as the users you are trying to manually add or upload.

Note: To update a District Test Coordinator user role, call the Ohio Help Desk at 1-877-231-7809.

Can multiple users be added 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 must be associated with the same district or school as the users you are trying to add or upload.

How can a user's role be changed?

If you created a person's account in error (e.g., 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 is a user added to multiple schools?

Personnel who administer assessments to students in multiple schools only need a single user account that is associated with each of the schools. The same username (email address) can be associated with each school to which the user needs access.

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.

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I am a Test Coordinator that will be administering tests, do I also need to create a TA role for myself?

No, user roles are hierarchical and higher-level roles have the same access to the testing systems as their subordinate roles (plus the additional access granted by their higher role). A district level user only needs one role in their district and should **not** be assigned a role in any of their subordinate schools. A school level user only needs one role in each school with which they are associated. For example, a BTC user should **not** add themselves as a TE or TA in their school. Likewise, a DA user should **not** add themselves as a BTC for any school within their district. Refer to the User Role Matrix for full details on the access given to each user role in each system.

The user I added never received 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 OST, AASCD, OGT, OELPA or the OELPS administration must be added to TIDE. Refer to the Guidance Document for 2019-2020 Ohio Pre-ID Files, located on the portal, 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 the Pre-ID layout from a previous administration be used?

No, districts must use the 2019-2020 Ohio Pre-ID File Layout located on the portal. This Pre-ID layout is used for all students who will participate in OST, OGT, AASCD, OELPA or the OELPS administration.

Who can edit students' demographic information and test eligibility?

Only District Test Coordinators, District Administrators, EMIS Coordinators, Building Test Coordinators and Information Technology Centers (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 Ohio's State Tests portal for more information.

Who can 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. Some test settings can also be marked or updated in the TA Interface at the time of testing.

What user roles can export a list of students?

All TIDE user roles 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.

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