



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

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## TIDE

Test coordinators will access the Test Information Distribution Engine, or [TIDE](#), to complete tasks for Ohio's State Tests (OST), the Alternate Assessment for Students with Significant Cognitive Disabilities (AASCD), the Ohio English Language Proficiency Assessment (OELPA), the ELPA21 Screener and the Ohio Graduation Tests (OGT) via the [Ohio's State Tests Portal](#). 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.

**Note:** User roles are hierarchical and higher-level roles have the same access to the testing systems as their subordinate roles (plus more). A district level user only needs one role in their district and does not need any roles 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 does not need to add themselves as a TE or TA their school. Likewise, a DA user does not need to add themselves as a BTC for any school within their district.

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 assessments 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 any Ohio assessment.

**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 any Ohio assessment 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 or responses 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 any Ohio assessment 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 or responses 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 the scores 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 2018-2019

All user account passwords have been reset for the 2018-2019 school year. All user accounts that had access to Ohio’s online systems in 2017-2018 will continue to have access for the 2018-2019 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 2017-2018 school year will be expired for the 2018-2019 school year. All users will need to create a new password for the 2018-2019 school year to access any Ohio assessment system.

To request a new password for the school year, existing users will:

1. Select one of the user cards on the [portal](#).
2. From the user [page](#), select any available systems card.
3. On the system login page, click on the link to “Request a new one for this school year.”
4. Enter the email address that is associated with your user account and click submit.
5. An email (from [AIRAST-DoNotReply@airast.org](mailto:AIRAST-DoNotReply@airast.org)), which contains a clickable link, will be sent to the email associated with your account.
6. Click on the link. You will be directed to a page where you can enter a new password. **The link will expire in 15 minutes;** if you do not create your new password within 15 minutes you will need to request a new link.  
**Note:** 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.
7. Follow the on-screen prompts to create a new password.

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

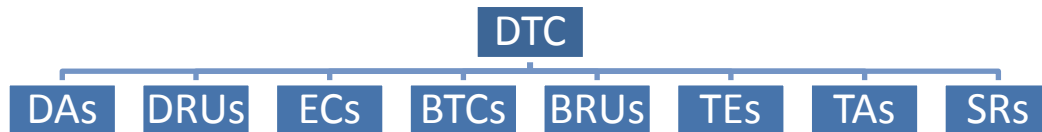
**Important:** There has been a change in process from previous years. With the opening of the 2018-2019 assessment systems, several changes have been made to improve security. Upon logging into an available assessment system, an “Enter Code” page may appear. An authentication code will automatically be sent to your email address. You must enter this code into the “Enter Emailed Code” field and select the ‘Submit’ button, **within 15 minutes** of receiving the authentication code email.

## New User Management Approaches

DTCs are responsible for ensuring all users who will administer any Ohio assessment 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.

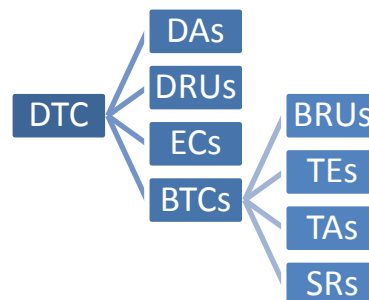
### 1. DTC manages all accounts

- 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.



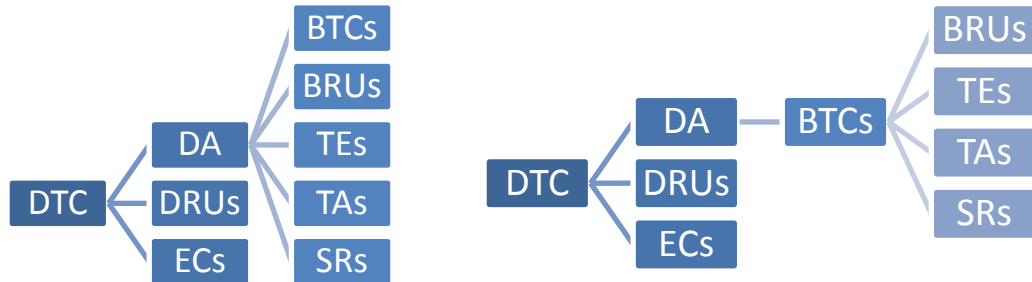
### 2. DTC delegates to school building personnel

- 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 2018-2019 school year when TIDE reopens on **Aug. 21**, 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 2018-2019” 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 2018-2019 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.

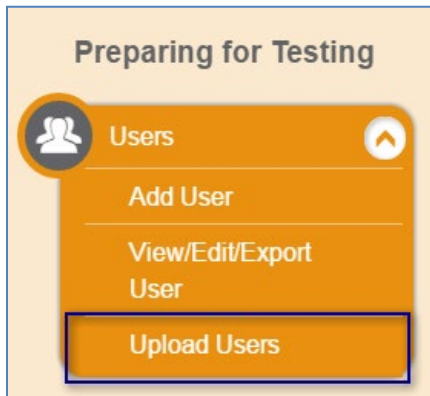
Key information is listed below. Additional information on using the features of the Users task can be found in the *TIDE User Guide*.

### 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								

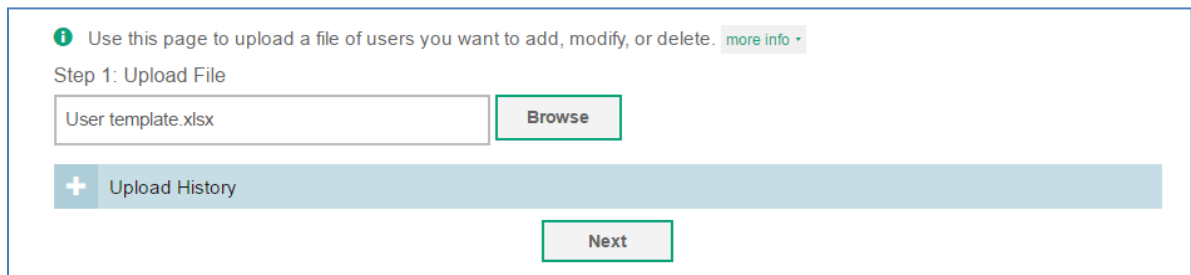
Enter data in the columns as follows:

- DistrictID: Your district’s IRN (e.g., 009999). Be sure to preserve the leading zeroes. **Error!**  
**Bookmark not defined.**
- 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.
- 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 as this could prevent the file from uploading.**

- Upload users following the steps listed in TIDE.

1. Browse to find the file then choose “Next”.



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

**i** 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



Enter search terms to filter search result

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 [AIRAST-DoNotReply@airast.org](mailto:AIRAST-DoNotReply@airast.org). This email contains a temporary link that the user must click on **within 15 minutes** 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 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 2018-2019 school year.

Upload Users

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

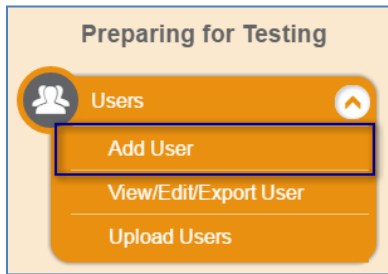
Step 4: Confirmation

Results: 4 records are committed.

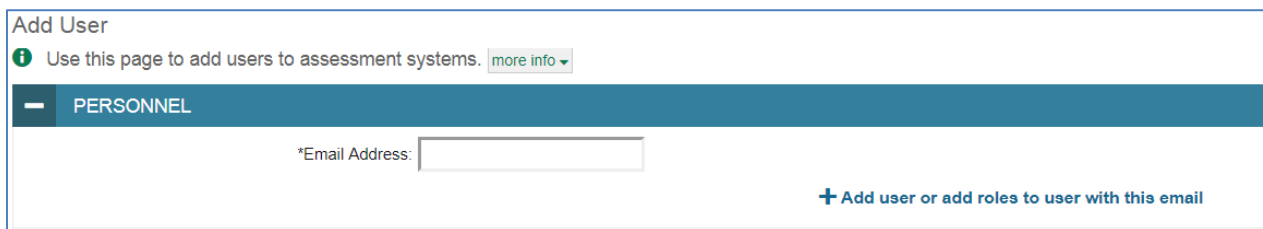


## Other Options for Managing Users

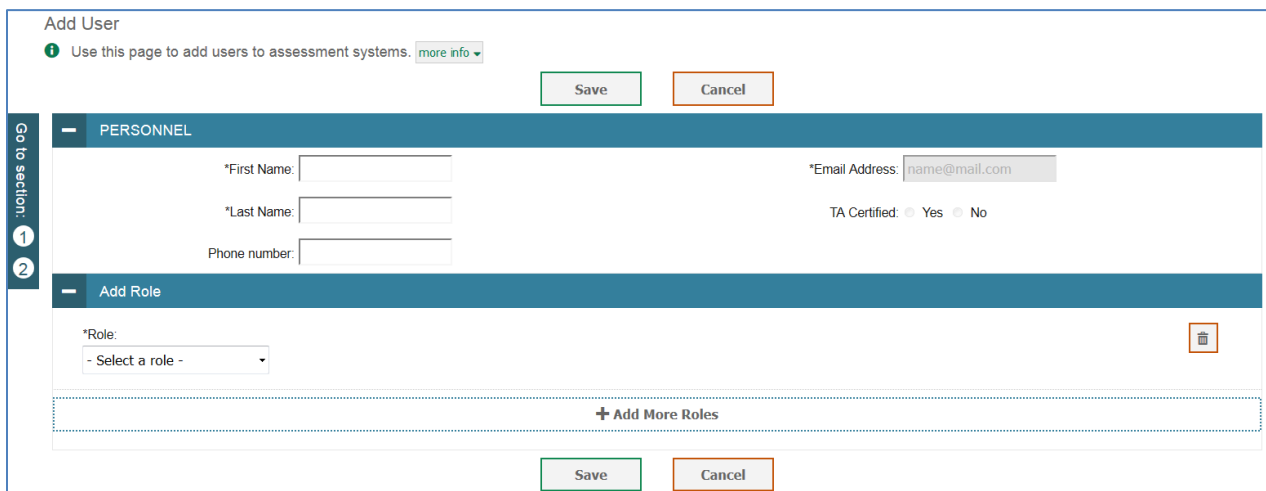
Authorized users may elect to add and edit user accounts one at a time. A summary of these options is listed below; complete information can be found in the *TIDE User Guide*.



1. **Add User** -- This feature allows DTCs, DAs or BTCs to create new user accounts individually. To add an account, enter the user’s email address. Click “Add user or add roles to user with this email.”




A screenshot of the "Add User" form. At the top, it says "Add User" and "Use this page to add users to assessment systems. [more info]". Below this is a blue header for "PERSONNEL". Underneath, there is a field for "\*Email Address:" with a text input box. To the right of the input box is a button that says "+ Add user or add roles to user with this email".



Additional fields will appear. Enter the user’s first name, last name and phone number. Under the “Role” dropdown, select the role you want the user to be associated with.

A screenshot of the "Add User" form, showing more fields. At the top, it says "Add User" and "Use this page to add users to assessment systems. [more info]". Below this are "Save" and "Cancel" buttons. The "PERSONNEL" section is expanded, showing fields for "\*First Name:", "\*Last Name:", and "Phone number:". There is also a field for "\*Email Address:" with the value "name@mail.com" and a "TA Certified:" section with radio buttons for "Yes" and "No". Below the "PERSONNEL" section is an "Add Role" section with a "\*Role:" dropdown menu showing "- Select a role -". To the right of the dropdown is a trash icon. Below the "Add Role" section is a button that says "+ Add More Roles". At the bottom of the form are "Save" and "Cancel" buttons. On the left side of the form, there is a vertical sidebar with "Go to section:" and two numbered circles (1 and 2).

Click “Save.” The user will receive an email from [AIRAST-DoNotReply@airast.org](mailto:AIRAST-DoNotReply@airast.org). This email contains a secure link that the user must click on to establish his/her password.

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.

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.

	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

### Managing TA Certified Users

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.

**Note:** With the release of 2018-2019 TIDE on August 21, the TA Certified flags for the 2017-2018 school year have been reset.

If the “TA Certified” flag is marked No, the user has not completed the TA Certification Course for the 2018-2019 school year. If the “TA Certified” flag is marked Yes, the user has completed the TA Certification Course for the 2018-2019 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

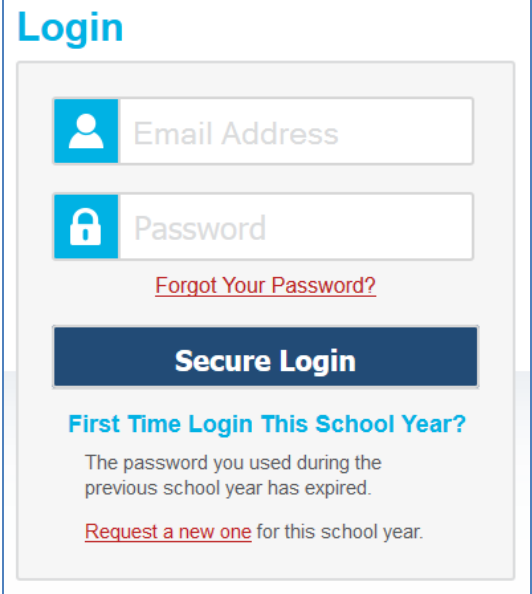
When a new user account is created, an activation email is sent to the user. The email contains a clickable link and instructions on setting up the user's account. Users must activate their account within **15 minutes** of receiving the original message to establish a password. The account does not become 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 **all** of the following:
  - one lowercase alphabetic character
  - one uppercase alphabetic character
  - one number
  - a special characters such as %, #, or !
3. Click Submit

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. 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.



The screenshot shows a login interface with the following elements:

- Login** header in blue.
- Input field for **Email Address** with a person icon.
- Input field for **Password** with a lock icon.
- [Forgot Your Password?](#) link in red.
- Secure Login** button in a dark blue box.
- First Time Login This School Year?** section in blue.
- Text: "The password you used during the previous school year has expired."
- [Request a new one](#) link in red for this school year.