Quick Start Guide
TIDE User Account Maintenance

This Quick Start Guide provides instructions for key tasks required for proper maintenance of the TIDE User accounts. For more complete information regarding the TIDE application, refer to the *TIDE User Guide* located
http://mt.portal.airast.org/resources/?section=2 and
http://opi.mt.gov/pdf/Assessment/SMART/16SmarterTIDE_UserGuide.pdf

This guide covers
1. Updating account information
2. Resetting User accounts and activation emails

Key staff at each level of access, or role, should regularly review the active accounts within their entity (school or system) and verify that the user data remains current. This process will assist the school or system in maintaining the security and privacy of student data, as well as keep the system orderly and easy for you to maintain.

To begin, log into **TIDE** at by clicking on the TIDE icon located at the following link:
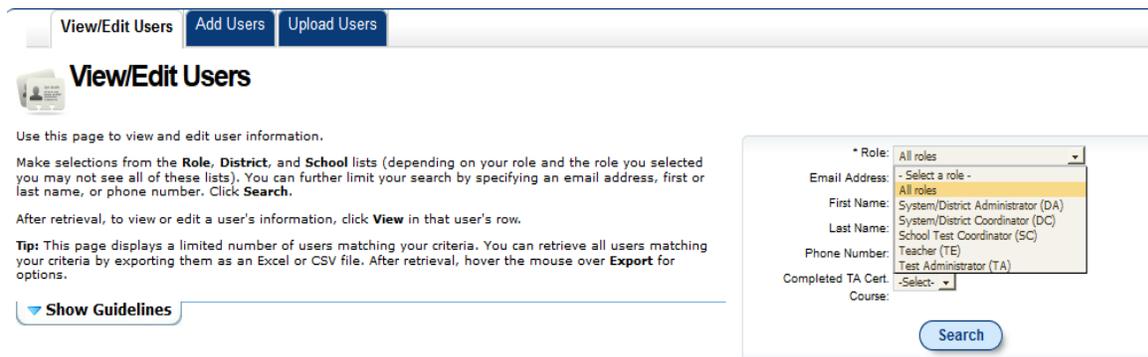http://mt.portal.airast.org/system-administrators/

Reviewing User Accounts: Before September 16

Once logged in, go to the **Manage Users** area from the Home page.

To view the user accounts, stay on the **View/Edit** tab of the screens and select the applicable search criteria from the pull-down box. For example, to search for all accounts in your school or system, you can select "All roles" and click **Search**.

You may use the search options to narrow the search results by a specific attribute (i.e. Role= School Test Coordinator), and the export function will allow you to export those search results.

The roles can then be viewed on the screen or exported into a spreadsheet by selecting each or all with a checkmark and clicking the **Export** button at the top of the list.

Unneeded Roles can also be deleted by utilizing these check boxes.

Roles that are deleted will automatically update any Rosters that the user was previously on.

Account Maintenance: Review/Verification

For each account

1. **Verify that users are current staff members.**
   a. If yes, continue to step 2.
   b. If no, delete the account.
2. **Verify that users are assigned to the correct role:** *System Coordinator (DA or DC), School Test Coordinator (SC), Teacher (TE) or Test Administrator (TA).*
   a. If yes, leave as is.
   b. If no, add the appropriate role for the user using the "Add Users" tab. And then delete the old role. *Please keep in mind that users may have multiple roles for multiple schools. To add multiple roles for one account, you must utilize the "Add Users" tab for each new role.*
   c. If you have many new users to add, you may use the "Upload Users" tab to upload an Excel Spreadsheet or CSV file using the template provided on TIDE (instructions for upload are below)*.
3. **Verify that the user's correct, current email address is listed.**
   a. If the user's email address is correct, leave as is.
   b. If the user's email address is incorrect, you must create a new account for the user with the updated email address and delete the old one.

*Adding/Editing users with upload file: excel or csv

- Exporting all users is a quick way to change roles and/or add new users – **(The export of information will have the name of the system and school next to the code number. The system and school name columns need to be removed or an error will occur in the validation step and you will not be able to upload the file.)**
  o Edit as needed
    - Delete from the list those who will not have a role in the current year (or move to another list so you will have those names to go back in to delete)
    - Add any new names, emails, phone numbers and roles.

Order of information for successful upload by column for excel

System #	School Code #	First Name	Last Name	Email	Phone	Role	Add

Notifications - SYSTEM Password Reset for 2016-2017

On September 16, all user passwords will be cleared so they can be reset. When TIDE opens after 2:00pm MT on September 19, all users will receive an email with the steps below to create a new password:

1. From the portal, navigate to the TIDE login page.
2. On the TIDE login page, select the "Forgot Your Password?" link just below the login prompt.
3. Enter the email address you use for all ASSESSMENT systems.
4. An email (from EMAIL-DoNotReply@airast.org) which contains a new, temporary password will be sent to the email address associated with the account.
5. Return to the TIDE login page to enter the username and the temporary password.
   Follow the on-screen prompts to create a new password. *Users from last year carried over will be able to set their account with their old password, if preferred.*

NOTES:

- **All user accounts which had access in 2015-2016 will continue to have access this year, although users are required to reset their password. If a user should no longer have an account you should follow the process above for deleting an account to remove their system access.**
- **System Test Coordinators, please send the above Password Reset information to all staff with current access.** *Thank you.*

New for this year

➢ Please encourage the use of institution-specific email addresses. This verifies that the email will go to an active address and verifies the user in case of employment changes. Once a user moves to an institution-specific email address, a new account will need to be created for these users to access the testing and reports systems.

➢ The Test Administrator Certification is mandatory this year. All users will need to complete the training to refresh and learn about any new features of the Test Delivery System.

➢ For technical help, please call the Montana Help Desk at 1-888-792-2741.

Important Tip

Ongoing review of the TIDE accounts is strongly recommended to maintain proper security of student information. Please contact OPI if you have additional questions, or need assistance.