



# Frequently Asked Questions about TIDE

---

<b>Section I. Administrative Information .....</b>	<b>2</b>
What is TIDE?.....	2
Where do I change my password? .....	2
I can't log in to TIDE. Why not? .....	2
I forgot my password. How do I reset it? .....	3
I did not activate my account in time. What should I do? .....	3
<b>Section II. Managing Users .....</b>	<b>4</b>
Who should be added to TIDE? .....	4
I added a user who never received an activation e-mail. What should I do? .....	4
Can I add multiple users at one time? .....	4
How do I change someone's user role? .....	4
<b>Section III. About Student Information .....</b>	<b>5</b>
Which students are added to TIDE?.....	5
Can I edit students' demographic information? .....	5
Can I export a list of students? .....	5

## Section I. Administrative Information

### *What is TIDE?*

Test Information Distribution Engine (TIDE) performs the following functions:

- Managing user accounts
- Uploading Pre-ID files
- Managing student information and assessment eligibilities
- Viewing orders for testing materials
- Tracking order shipments
- Managing rosters of students

Depending on your user role, you may not have access to all of these functions.

### *Where do I change my password?*

After logging in to TIDE, click **My Account** at the top of the screen. You will need to enter your current (or temporary) password and then your new password twice. New passwords must be eight characters long and have three of the following: one lowercase alphabetic character, one uppercase alphabetic character, one number, and one special character %, #, or !. The new password cannot be the same as your current or previous password.

### *I can't log in to TIDE. Why not?*

There are two primary reasons you may not be able to log in to TIDE:

- You are not entering the e-mail address that you received in your activation e-mail.
- You did not activate your account and establish a new password within 30 days of receiving your account notification email. See [I did not activate my account in time. What should I do?](#) for instructions.
- You are not using the correct password for your account. If you forgot your password, you can reset it. See [I forgot my password. How do I reset it?](#) for instructions.

If you still cannot log in, contact the help desk at 1-888-897-8024 or [wyalhelpdesk@air.org](mailto:wyalhelpdesk@air.org).

### *I forgot my password. How do I reset it?*

1. On the login page, click **Forgot Your Password?**. The Forgot Password page opens.
2. Enter your e-mail address in the **Email Address** field. Then click **Next** and answer the security question that you selected when you activated your account. Click **OK**.
3. You will be sent an email with temporary password. Log into TIDE with the temporary password and follow the instructions to reset your password. You will need to enter your temporary password in the **Old Password** field and then your new password twice. New passwords must be eight characters long and have three of the following: one lowercase alphabetic character, one uppercase alphabetic character, one number, and one special character %, #, or !. The new password cannot be the same as your current or previous password.

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

If you did not activate your account before your password expired, you will need to contact the Wy-ALT Help Desk at 1-888-897-8024 or [wyalthelpdesk@air.org](mailto:wyalthelpdesk@air.org) to receive a new temporary password.

## Section II. Managing Users

### *Who should be added to TIDE?*

Building coordinators should add all personnel who will serve as test administrators or second scorers for the Wy-ALT. Additionally, you should add users who need access to reporting data with the appropriate user roles. When added to TIDE, new users are granted various levels of access to the Data Entry Interface and Online Reporting System. Review the User Role Matrix, available on the portal (<http://wyoassessment.org>), for information regarding user roles and access to Wy-ALT online systems.

### *I added a user who never received an activation e-mail. What should I do?*

1. Check the user's e-mail spam folder. The account activation e-mail comes from [WyAlt-DoNotReply@airast.org](mailto:WyAlt-DoNotReply@airast.org).
2. Verify that the e-mail address in TIDE is correct. Use the View/Edit Users page to search for the user and check the e-mail address. If the e-mail address is incorrect, delete and then add the user.

### *Can I add multiple users at one time?*

Yes. You can compose a list of users in an Excel file, and then upload that file to TIDE. You can add users only to those districts or schools with which you are associated. (For example, if you are associated with School A, then you can add users only to School A, not to School B.) The *TIDE User Guide* contains instructions for composing the upload file.

### *How do I change someone's user role?*

If you need to change a user's role, you must delete and then re-add that user with the new role. Use the View/Edit Users page to search for and delete the user. Next, use the Add User or Upload Users page to re-add the user with the new role. For additional information, refer to the *TIDE User Guide*.

### *Can users belong to more than one school or district?*

Yes. Personnel who administer assessments to students in multiple schools must have an account associated with each school. In addition, a user may be associated with multiple schools and have a different role for each school. For example, John Smith with username [jsmith@email.com](mailto:jsmith@email.com) may have a View Only role in School A and a Building Coordinator role in School B. You can use the same username (email address) to associate the user with multiple schools.

Use the Add User task to re-add that user to TIDE with the same (or a different) role for each school needed. Alternatively, use the Upload Users task to add a user to multiple schools; include a row in the upload file for each school to which you want to add the user. For additional information, refer to the *TIDE User Guide*.

## Section III. About Student Information

### *Which students are added to TIDE?*

All students who participate in the Wyoming Alternate Assessment must be added (pre-identified) to TIDE. Students must exist in TIDE so that test administrators and second scorers can enter data for students in the Data Entry Interface.

You can add students individually or add them by file upload. The *TIDE User Guide* contains instructions for adding students both ways.

### *Can I edit students' demographic information?*

District- and building-level users can view and edit a student's personal and demographic information. You can edit students individually or edit them by file upload. The *TIDE User Guide* contains instructions for editing students both ways.

Test administrators and second scorers can only view a student's personal and demographic information. Users can only view student information for the schools in which they are associated.

### *Can I export a list of students?*

You can use the View/Edit Students task to search for student records and export the list of results. The *TIDE User Guide* contains instructions for exporting student records.