

## Account Information & Passwords

### **Q. How do I get an account for the West Virginia General Summative Assessment System?**

A. If you are a user who has recently been added to the Test Information Distribution Engine (TIDE), you should receive an e-mail that contains a temporary password and a link to log in to West Virginia General Summative Assessment systems. You must log in with your temporary password within **three days** of receiving the email in order to activate your account. You must update your password, then select and answer a security question.

If you have an account, you can reset your temporary password by going to the First Time User section of the login page and entering the email address used when creating your account. You will receive a new temporary password email. The email containing your password is sent from **MAAC-DoNotReply@airast.org**.

If you have been added to TIDE and have not received an email from **MAAC-DoNotReply@airast.org** you can still activate your account by going to the **First Time User** section of the login page and entering your email address. You will receive a new temporary password email. The email containing your password is sent from **MAAC-DoNotReply@airast.org**.

Do not delete the email with the temporary password until you have confirmed you can log in, answered your security question, and changed your password.

### **Q. Did your first temporary password expire?**

A. If you did not log in within **three days** of receiving the first password email and activating your account, you can request a new temporary password by going to the **First Time User** section of the login page and entering your email address. You will receive a new temporary password email. The email containing your password is sent from **MAAC-DoNotReply@airast.org**.

### **Q. How do I reset my password?**

A. If you forget your password, you can reset it. Click the **Forgot Your Password?** link from the system login page and then enter your email address in the *Email Address* field on the subsequent page. You will receive another email containing a temporary password once you answer the previously selected security question.

### **Q. Why is my account locked?**

A. If you enter your password incorrectly **five** times, your account will be locked. You will be able to access your account after **10 minutes**. If you need to access your account immediately, please contact the Help Desk.

### **Q. Why do I see the Security Question screen every time I log into TIDE?**

A. This is the expected behavior of the system. Once you are logged in, you have the opportunity to confirm or change your security question.

- Click **Save** to keep your existing answer.
- You may also update your existing response or select a different security question. Type in your

response, click **Save**.

- To restore your previously saved Security Question and response, click **Reset**, and then click **Save**.

Once you have saved your response, you will be redirected to the TIDE home page.

## **Test Information Distribution Engine (TIDE)**

### **Q. What are the user roles in TIDE?**

#### **A. DC = District Coordinator**

- District test coordinators and superintendents
- Have access to all functions in TIDE
- Can add/edit/delete SCs, TEs and TAs

#### **SC = School Coordinator**

- Principals, building level coordinators, assistant principals, counselors and tech coordinators
- Can add/edit/delete TEs and TAs

#### **TE = Teacher**

- All teachers who instruct ELA, math, science and social studies

#### **TA = Test Administrator**

- Anyone who has the credentials, per Policy 2340, to administer the general summative assessment

### **Q. What is the difference between a TE and a TA?**

A. TEs are able to access all systems. TAs are not able to access the Online Reporting System.

### **Q. Who has been added to TIDE by the WVDE?**

A.

- As DCs — District test coordinators and superintendents
- As SCs — Principals
- As TEs — all teachers who instruct ELA, math, science and social studies
- As TAs — none

### **Q. Who has permission to Add/Edit/Delete users in TIDE?**

A.

- DCs can add/edit/delete SCs, TEs and TAs
- SCs can add/edit/delete TEs and TAs
- TEs and TAs cannot affect other users

**Please note:** you cannot add/edit/delete your peers. For changes to users at the DC level please fill in the TIDE User Form and email to [mdmullins@k12.wv.us](mailto:mdmullins@k12.wv.us)

### **Q. Can teachers have access to multiple schools?**

A. Yes. Teachers were loaded to the school to which they are affiliated in WVEIS, but the SC or the DC can add them to other schools.

**Q. How do you add non-core content area teachers as test administrators?**

A. If a teacher, aide, or other person with the valid credentials to act as an examiner, per Policy 2340, is not currently in TIDE, the SC can add him/her to the system.

**Q. Does every user need an @k12.wv.us email address?**

A. Yes. See your technology coordinator or principal about arranging for a temporary email address for those users who will be test administrators only, and who do not currently have an @k12.wv.us address.

**Q. How do you retrieve user accounts?**

A. **To retrieve user accounts (pgs. 13-14 in the TIDE User Guide):**

1. Click the **Manage Users** tab, then click **View Users**. The **View Users** page appears.
2. From the drop-down lists, select search criteria.
3. *Optional:* Refine the search by specifying an email address, first name, last name, or phone number.
4. Click **Search**. TIDE displays the found users at the bottom of the **View Users** page.

**Q. How do you view and edit user details?**

A. **To view and edit user details (pg. 15 in the TIDE User Guide): Retrieving User Accounts.**

1. In the listing of retrieved users, click **View** corresponding to the desired user.
2. The **Edit User** page appears.
3. If the user role allows it, modify the user's details as required.
4. Click **Save**.
5. To return to the listing of user accounts, click **Go Back to Search Results**. (Do not use the browser's Back button to return to the listing.)