

An updated version of TIDE is now available for the 2019-20 school year. All HODOE employee logins (except Charter school user logins) have been updated to reflect the new email format, [employeeID#@k12.hi.us](mailto:employeeID#@k12.hi.us). Charter school user logins have not changed and will remain in their existing format.

All users, whether they have an updated user login or not, who have not already done so will need to complete the steps below to create a new password to gain access to TIDE for school year 2019-2020. Please reset your password at your convenience.

1. From the [Hawaii Statewide Assessment Program \(HSAP\) portal](#) home page, select any assessment card.
2. Select the Teachers or Test Coordinators/Administrators card, followed by the [TIDE](#) card.
3. Select the "Request a new one for this school year" link just below the login prompt.
4. On the "Reset Your Password" page, non-charter school, HODOE employees should enter their newly formatted ([employeeID#@k12.hi.us](mailto:employeeID#@k12.hi.us)) login. Charter school users should enter their existing login.
5. Select the 'Submit' button.
6. An email (from [AIRAST-DoNotReply@airast.org](mailto:AIRAST-DoNotReply@airast.org)) which contains a link to reset your password will be sent to the email address associated with the account. This link must be accessed within 15 minutes or you will need to restart the password reset process.
7. Within 15 minutes, select the link in the email and follow the on-screen prompts to create a new password. Press the 'Submit' button.

After entering your new username and password via the secure login prompt, you will be prompted to enter a verification code. An automated, verification code email will be sent to the email address associated with the account. Within 15 minutes of receiving the verification code email, please enter the code into the "Enter Emailed Code" prompt and press the 'Submit' button.

During the school year, if you are accessing HSAP systems from a new device or browser, or have cleared the cache on a previously-used browser, you will be required to enter an emailed verification code upon login.

All users who had access to HSAP systems in 2018-2019 will continue to have access this year after the above process has been followed to reset their password. If a user should no longer have an account, the principal or test coordinator should follow the process in the TIDE user guide to remove system access for that user. Please contact the HSAP Help Desk at 866-648-3712 or [hsaphelpdesk@air.org](mailto:hsaphelpdesk@air.org) with any questions.

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