

Quick Guide to TIDE: Activating Your Account, Logging In, and Adding Users

This Quick Guide provides a brief overview of the steps for activating your TIDE account, logging into TIDE, and adding user accounts (if allowed). Complete information about TIDE is available in the *TIDE User Guide*.

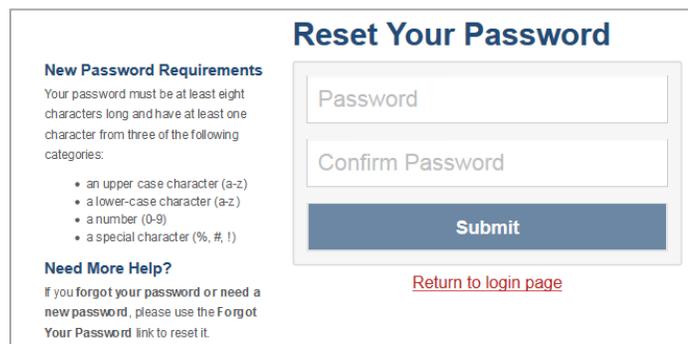
Activating your TIDE Account

Your TIDE administrator (a Principal if you are a Test Coordinator, or a Test Coordinator if you are a Test Administrator or Teacher) needs to create your account in TIDE, and then TIDE sends you an activation email. All users who had access to AIR systems in 2016-2017 will continue to have access in 2017-2018, after resetting their password.

To activate your account:

1. Click the link in the activation email. The **Reset Password** page appears (see Figure 1).
 - a. If you have not received the activation email, please check your junk or SPAM email folders.
 - b. If you require assistance with activation, or a new password, please call the Help Desk at (866) 648-3712 or email the Help Desk at hsaphelpdesk@air.org.
2. In the *Password* and *Confirm Password* fields, enter a new password. The password must be eight characters long and have at least three of the following: one lowercase alphabetic character, one uppercase alphabetic character, one number, and one special character %, #, or !
3. Click **Submit**. The **Select a Security Question** page appears (see Figure 2).

Figure 1. Fields in the Login Page



Reset Your Password

New Password Requirements
Your password must be at least eight characters long and have at least one character from three of the following categories:

- an upper case character (a-z)
- a lower-case character (a-z)
- a number (0-9)
- a special character (% , # , !)

Need More Help?
If you forgot your password or need a new password, please use the [Forgot Your Password](#) link to reset it.

Fields:
Password
Confirm Password
Submit
[Return to login page](#)

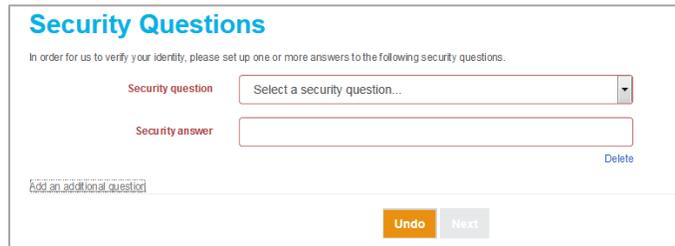
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4. From the *Security Question* drop-down list, select a security question, and enter an answer.

5. *Optional:* To add an additional security question, click **Add an additional question**, select a security question and enter your answer. You can add multiple security questions, if desired.

6. Click **Next**. The HSAP portal page appears

Figure 2. Fields in the Select a Security Question Page



Logging in to TIDE

Once you have activated your account you may log into TIDE via the HSAP portal.

To log into TIDE:

1. Open your web browser and navigate to the HSAP portal at alohahsap.org.
2. Click on the User Role card (see Figure 4) on the portal page.

Figure 3. User Role Card



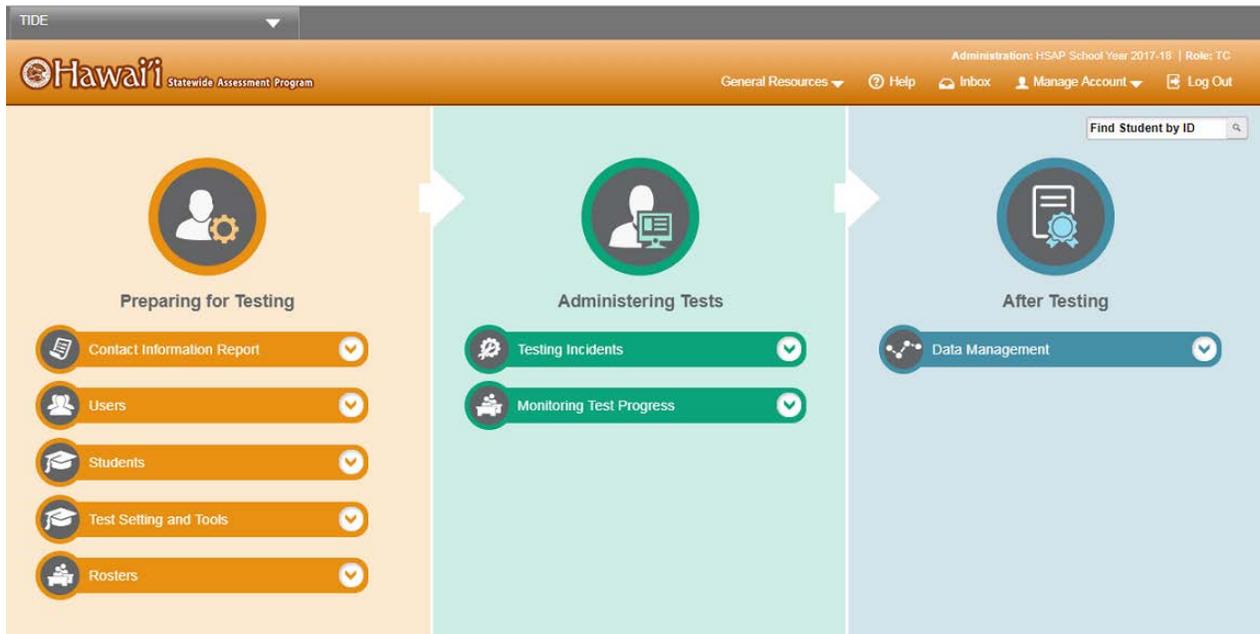
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3. Click the **TIDE** card. The **Login** page appears.
4. Enter your email address and password.
5. Click **Secure Login**. Depending on your user role, TIDE may prompt you to select a role, state, complex area, complex, or school.
6. Click **Submit**. The TIDE dashboard appears. The menu items displayed depend on the role selected.

Figure 4. TIDE Card



Figure 5. TIDE Dashboard



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Adding Users to TIDE

Principals and Test Coordinators use TIDE to add and manage user accounts in the Hawai'i Statewide Assessment Program. You can add users one at a time, as described in [Adding Individual Users to TIDE](#). You can also add many users at one time, as described in [Uploading Multiple Users to TIDE](#).

Adding Individual Users to TIDE

1. On the dashboard, open **Users**.
2. Click **Add Users**.
3. Select the new user's role from the *Role* drop-down list.
4. Verify that the role, complex area, complex, and school are correct, and then add the user's first name, last name, phone number, and email address. Employee ID is optional. However, a teacher will not be able to view his/her students' scores in the Online Reporting System after testing has been completed if the Employee ID is not entered in TIDE.

The email address is the user's login for all HSAP applications. Because users cannot change their login names, ensure that you enter them correctly. You will need to delete a user who has an incorrect email address from TIDE and add this user again with the correct email address.

5. Click **Save**.
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Figure 6. Fields in the Add Users Page



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Uploading Multiple Users to TIDE

Retrieve the Upload File Template

1. On the dashboard, open **Users**.
2. Click **Upload Users**.
3. Download the Excel or CSV template. Use this template to compose the upload file.

Figure 7. Uploading Users, Retrieving the Template



Enter User Information into the Upload File

Fill in one row for each user. Populate each column in the row, including the Complex Area ID, Complex ID, School ID, first name, last name, email address, role, phone number, and employee ID. In the Action column, enter ADD to add or edit users, or enter DELETE to delete users. Save the file on your computer.

Refer to the *TIDE User Guide* for detailed information about composing the upload file.

Figure 8. Uploading Users, Using the Template

	A	B	C	D	E	F	G	H	I	J
1	Complex Area ID	Complex ID	School ID	FirstName	LastName	Email	Role	Phone	EmployeeID	Action
2										
3										
4										
5										

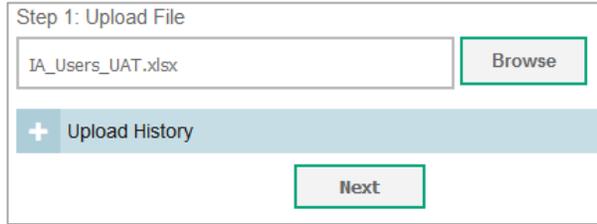
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Upload the User File

Step 1: Select Upload file

1. Click **Browse** and navigate to the file you saved on your computer. Click **OK**.
2. Click **Next**.

Figure 9. Uploading Users – Step 1: Select File to Upload



Step 2: Preview File

1. Preview the first few records from the file to ensure that you selected the correct file and that the information is in the appropriate columns.
2. Click **Next**.

Figure 10. Uploading Users – Step 2: Preview File

Row Number	Complex Area Code	complex code	School code	First Name	Last Name	EmailAddress	Role	Phone Number	Employee ID	Action
1	999	999	999	Thomas	Walker	tw@air.org	TC	808-555-1111	1111111	ADD
2	999	999	999	Thomas	Walker	tw@air.org	TA	808-555-1111	1111111	ADD
3	999	999	999	Thomas	Walker	tw@air.org	TA	808-555-1111	1111111	DELETE
4	999	999	998	Patricia	Martin	pm@air.org	TE	808-555-1111	1111112	ADD

Step 3: File Validation

1. TIDE validates the file to ensure that there are no data or layout errors. For information about correcting errors, refer to the *TIDE User Guide*.
2. If no errors exist, click **Continue with Upload**.

Figure 11. Uploading Users – Step 3: Validate File

 999	Thomas	Walker	 tw@air.org
 998	Patricia	Martin	pm@air.org

Step 4: Confirmation

A confirmation message indicates that TIDE successfully uploaded the file.

Figure 12. Uploading Users – Step 4: Confirmation

Results: 11 records committed, 3 records excluded