

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*.

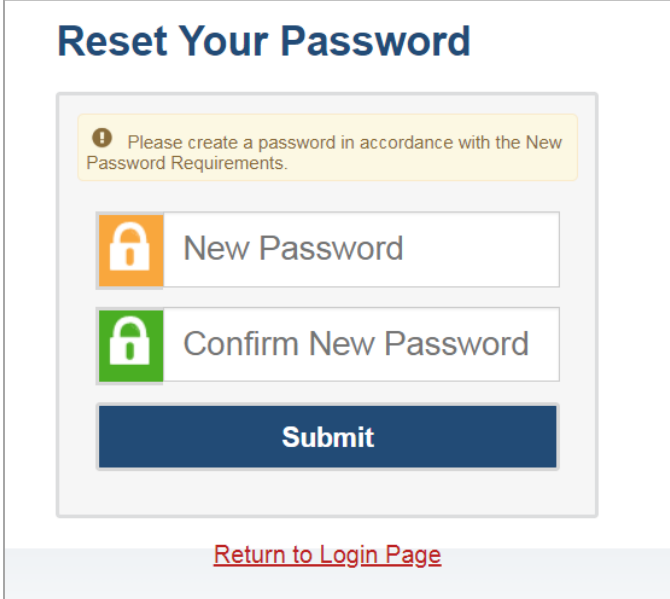
Activating your TIDE Account

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 2018-2019 will continue to have access in 2019-2020, after resetting their password.

To activate your account:

1. Click the link in the activation email. The **Reset Your 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 must include one lowercase alphabetic character, one uppercase alphabetic character, one number, and one special character (e.g., %, #, or !).
3. Click **Submit**.

Figure 1. Fields in the Login Page



Reset Your Password

Please create a password in accordance with the New Password Requirements.

New Password

Confirm New Password

Submit

[Return to Login Page](#)

Account activation is complete. You can proceed to TIDE by clicking the TIDE card (see [Figure 3](#). TIDE Card) in the portal page.

Quick Guide to TIDE

Logging in to TIDE

This section describes how to log in to TIDE.



Warning: Do not share your login information with anyone. All HSAP systems provide access to student information, which must be protected in accordance with federal privacy laws.

To log in to TIDE:

1. Open your web browser and navigate to the HSAP portal at alohahsap.org.
2. Click the assessment or exam you will be administering.
3. Click the **Teachers** or **Test Coordinators / Administrators** card (see [Figure 2](#)).

Figure 2. User Role Card



4. Click **TIDE** (see [Figure 3](#)). The **Login** page appears.

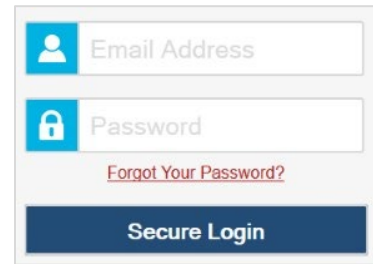
Figure 3. TIDE Card



Quick Guide to TIDE

5. On the **Login** page (see [Figure 4](#)) enter the email address and password you use to access all AIR systems.

Figure 4. Login Page

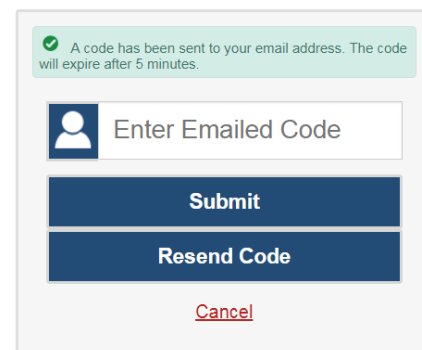


6. Click **Secure Login**.

a. If you have not logged in to TIDE using this computer or browser before, or if you have cleared your browser cache, the **Enter Code** page appears (see [Figure 5](#)) and an email is sent to your address. This applies every time you access TIDE using a new computer or a new browser. The email contains an authentication code, which you must use within 15 minutes of the email being sent.

Figure 5. Enter Code Page

Enter Code



i. In the *Enter Emailed Code* field, enter the emailed code.

ii. Click **Submit**.



Note: If the code has expired, click **Resend Code** to request a new code.

The **Dashboard** for your user role appears. Depending on your user role, TIDE may prompt you to select a role, client, state, district, or school to complete the login.



Caution: Loss of Data: Working with TIDE in more than one browser tab or window may result in changes in one tab overwriting changes made in another tab. Do not have more than one TIDE browser tab or window open at one time to prevent loss of data.

Quick Guide to TIDE

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](#).



Note: When you add a user account, its role must be lower in the hierarchy than your role. Furthermore, you can add only those users that fall within your institution. For example, For example, complex-level users can create school-level accounts only for schools within their complex.

Adding Individual Users to TIDE

1. On the dashboard, open **Users**.
2. Click **Add Users** (see [Figure 6](#)).
3. In the *Email Address* field, enter the new user's email address.
4. Click **+ Add user or add roles to user with this email**. Additional fields appear.

Figure 6. Fields in the Add Users Page

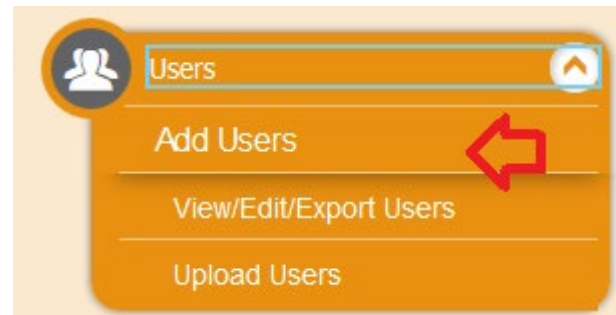



Figure 7. Fields in the Add Users Page

5. Enter the user's first name and last name in the required fields and other details in the optional fields.
6. From the *Role* drop-down, select a role.
7. From the drop-downs that appear, select a state, Complex Area, Complex, and school, if applicable.
8. *Optional:* To add multiple roles, click **+ Add More Roles** and repeat steps [6](#) and [7](#).

Quick Guide to TIDE

9. *Optional:* To delete a role, click  next to that role.
10. Click **Save**.
11. In the affirmation dialog box, click **Continue** to return to the **Add Users** page. TIDE adds the account and sends the new user an activation email from AIRAST-DoNotReply@airast.org. New users should check their junk mail folder if they do not receive an activation email.

Uploading Multiple Users to TIDE

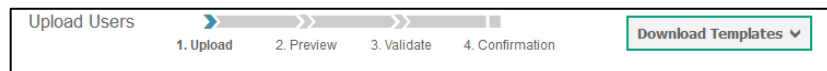
Retrieve the Upload File Template

1. On the dashboard, open **Users**.
2. Click **Upload Users** (see [Figure 8](#)).
3. Click **Download Templates** and select the Excel or CSV template. Use this template to compose the upload file (see [Figure 9](#)).

Figure 8. Upload User



Figure 9. Uploading Users, Retrieving the Template



Quick Guide to TIDE

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 10. Uploading Users, Using 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										

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 11. Uploading Users – Step 1: Select File to Upload

Step 1: Upload File

IA_Users_UAT.xlsx

+ Upload History

Quick Guide to TIDE

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.

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	11111111	ADD
2	999	999	999	Thomas	Walker	tw@air.org	TA	808-555-1111	11111111	ADD
3	999	999	999	Thomas	Walker	tw@air.org	TA	808-555-1111	11111111	DELETE
4	999	999	998	Patricia	Martin	pm@air.org	TE	808-555-1111	11111112	ADD

Figure 12. Uploading Users – Step 2: Preview File

2. Click **Next**.

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*.




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

Figure 13. Uploading Users – Step 3: Validate File

2. If no errors exist, click **Continue with Upload**.

Step 4: Confirmation

A confirmation message indicates that TIDE successfully uploaded the file.

Figure 14. Uploading Users – Step 4: Confirmation

Results: 11 records committed, 3 records excluded