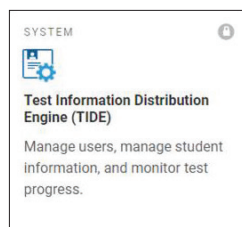
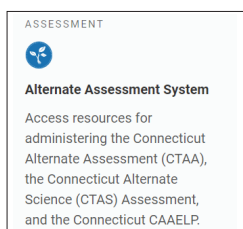
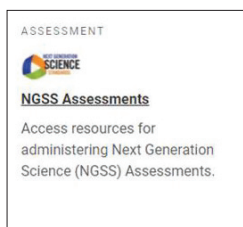


ACCESSING TIDE

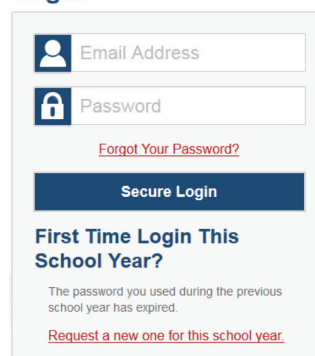
School administrators use the Test Information Distribution Engine (TIDE) to manage user accounts, manage rosters, file and/or view appeals, monitor testing progress, and manage test settings for student who participate in Connecticut Comprehensive Assessment Program online assessments. School personnel will need to use TIDE account credentials to access the following secure systems: **TIDE, Assessment Viewing Application (AVA), Test Administration (TA) Interface, TA Practice & Training Site**, the **Centralized Reporting System (CRS)**, and the **Data Entry Interface (DEI)**. This brochure provides a brief overview of user management in TIDE and how to log in to the system. Complete information about TIDE is available in the [TIDE User Guide](#).

RESETTING YOUR TIDE ACCOUNT FROM A PREVIOUS SCHOOL YEAR

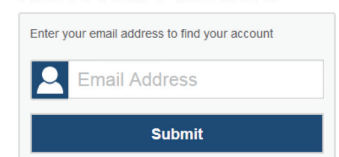
1. From the Connecticut Comprehensive Assessment Program portal (<https://ct.portal.cambiumast.com/>), select a program card.
2. Click on the **TIDE** card. The TIDE login page appears.
3. On the **Login** page, under **First Time Login This School Year?**, click the **Request a new one for this school year** link. The **Reset Your Password** page appears.
4. Enter the email address you use to access TIDE and all Connecticut Comprehensive Assessment Program online systems in the **Email Address** field. Click **Submit**. You are returned to the **Login** page.



Login



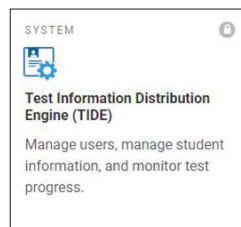
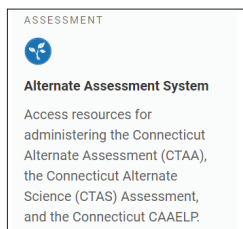
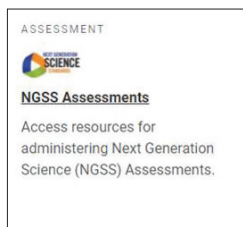

Reset Your Password



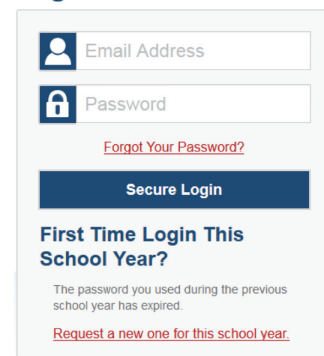
5. If the email address that you entered in Step 4 is a registered CAI Assessment email account, you will receive an email with a link to reset your password from the email address DoNotReply@cambiumast.com. ***If you do not see the email, check your spam or junk folder. It is important that this email address is added to your list of trusted senders to receive emails from TIDE.***
6. Within 15 minutes, click the link provided in the password reset email to go to the **Reset Password** page. ***This link must be accessed within 15 minutes of receiving the email, or you will need to restart the password reset process.***
7. Enter and confirm a new password. The password must be at least eight characters long and must include **at least** one of **each** of the following: one number, one lowercase alphabetic character, one uppercase alphabetic character, and one special character (e.g. %, #, or !).
8. Click **Submit**. The Connecticut Comprehensive Assessment Program Portal appears.
9. The TIDE reset password process is complete. You may proceed to TIDE by following the instructions in [Logging in to TIDE](#).

LOGGING IN TO TIDE

1. Select a **Program Card**.
2. Click on the **TIDE** card. The login page appears.
3. Enter your username and password, then click **Secure Login**.



Login

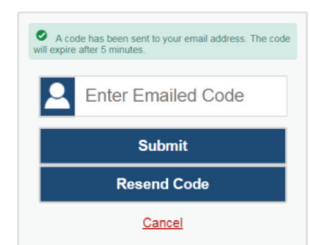


4. If this is your first time logging into TIDE for the school year, from a new device, or after clearing your browser's cache, the **Enter Code** page appears. If this page does not appear, proceed to Step 5.

If the **Enter Code** page appears, an authentication code is automatically sent to your email address. You must enter this code in the *Enter Emailed Code* field and click **Submit** within five minutes of receiving the code via email.

5. The TIDE dashboard appears.

Enter Code



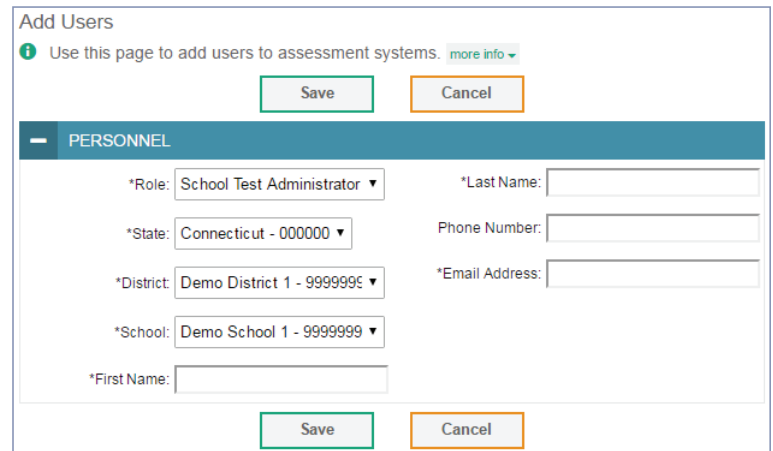
ADDING/DELETING USERS IN TIDE

You can add users one at a time, as described in [Adding Individual Users into TIDE](#). You can also add many users at one time, as described in [Uploading Multiple Users into TIDE](#). You can delete users following the process in [Deleting/Exporting Users in TIDE](#).



ADDING INDIVIDUAL USERS INTO TIDE

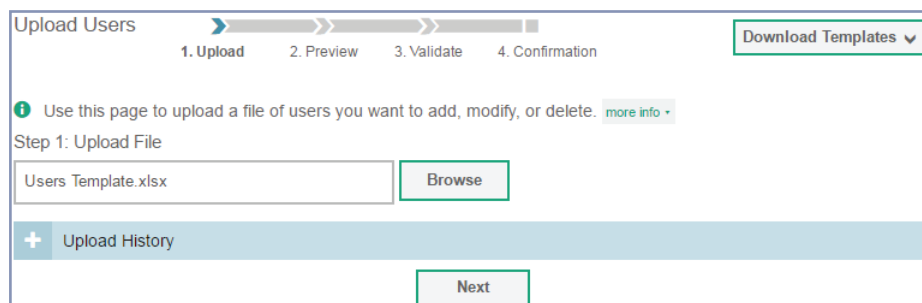
1. Click the **Users** task menu.
 2. Click **Add Users**. The **Add Users** page will appear.
 3. Select the new user's role from the **Role** drop-down list.
 4. Verify the state, district, and school are correct. Then, add the user's first name, last name, and school/district email address. Phone number is optional.
- Note:** The school/district email address entered in this step will become the user's login for TIDE and the TA Interface and cannot be edited later. Ensure that you enter all information correctly.
5. Click **Save**.




UPLOADING MULTIPLE USERS INTO TIDE

Retrieve the Upload File Template

1. Click the **Users** task menu.
2. Click **Upload Users**. The **Upload Users** page appears.



3. Download the Excel or CSV template from the **Download Templates** drop-down menu. You will use this template file to compose the upload file.

Refer to the TIDE User Guide for information about the difference between the Excel and CSV file types to determine which file type to use.

Entering User Information into the Upload File

Each row represents one user. Populate each column of the spreadsheet, including the district ID, school ID, first name, last name, email address, phone number, and role. In the action column, enter ADD to add or edit users, or enter DELETE to delete users.

	A	B	C	D	E	F	G	H
1	District ID	School ID	FirstName	LastName	Email	Phone	Role	Action
2								
3								
4								
5								

Refer to the TIDE User Guide for detailed information about how to compose the upload file.

Uploading the User File

Step 1: Upload File

- 1.1 In the **Upload File** step, click **Browse** and navigate to the file that is saved on your computer. Click **Open**.
- 1.2 Click **Next** to begin the process.

Step 1: Upload File

Users Template.xlsx

+ Upload History

Step 2: Preview

- 2.1 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.
- 2.2 Click **Next** to begin the process.



Step 2: Preview


Row Number	District ID	School ID	First Name	Last Name	Email address	Phone Number
1	9999999999	9999999999	DEMO	USER	demouser@demo.com	8442027583

Step 3: Validate

- 3.1 TIDE validates the file to ensure there are no data or layout errors. For information about correcting errors, refer to the *TIDE User Guide*.
- 3.2 If no errors exist, click **Continue with Upload** to add new users.

Step 3: Validate

Legend:  Error: The file can be uploaded, but this row will not be included. 
Warning: This field is invalid, but the row will be uploaded.

Row Number	District ID	School ID	First Name	Last Name	Email address
1	9999999999	 9999999999	DEMO	USER	demouser@demo.com

Step 4: Confirmation



- 4.1 A confirmation message indicates how many files TIDE successfully committed.

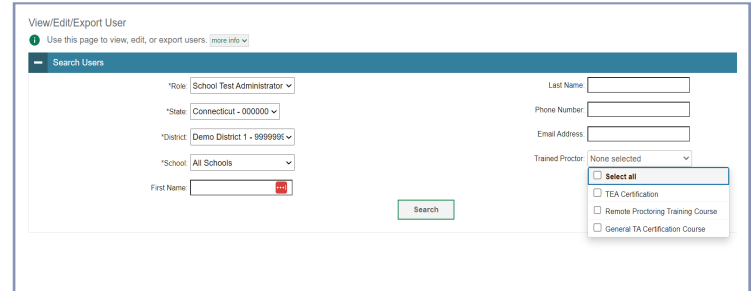
Step 4: Confirmation

Results: 3 records are committed.



DELETING/EXPORTING USERS IN TIDE

1. Click the **Users** task menu, then click **View/Edit Users**. The **View/Edit/Export User** page will appear.
2. From the drop-down lists, select search criteria and add any optional additional search criteria such as First Name, Last Name, Phone Number, or Email Address.
3. Click **Search**.
4. From the list of users that populate the **View/Edit/Export User** page, do one of the following:
 - Mark the checkbox next to the accounts you want to delete or export.
 - Mark the checkbox at the top of the table to delete or export all retrieved user accounts.
5. Click  to delete or  to export user.



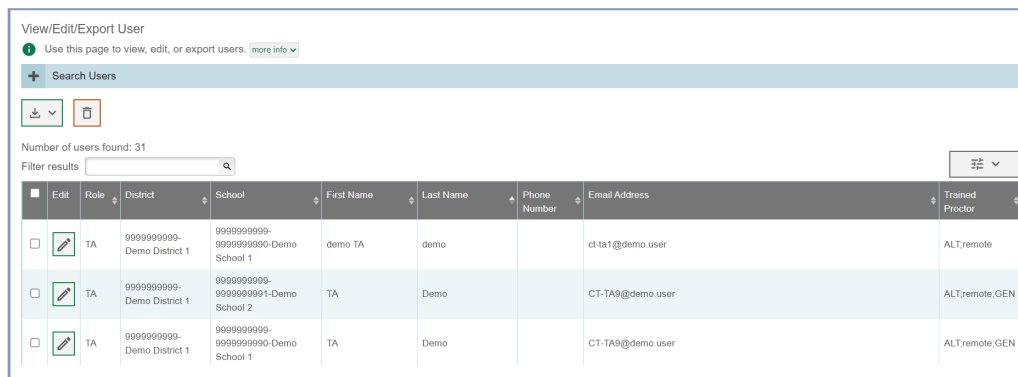
View/Edit/Export User
Use this page to view, edit, or export users. [more info](#)

Search Users

*Role: School Test Administrator
*State: Connecticut - 000000
*District: Demo District 1 - 99999995
*School: All Schools
First Name:
Last Name:
Phone Number:
Email Address:
Trained Proctor: None selected

☐ Select all
☐ TEA Certification
☐ Remote Proctoring Training Course
☐ General TA Certification Course

Please note that only the following user roles have the permissions to delete users in TIDE: District Administrator (DA), District Test Coordinator (DC), and School Test Coordinator (SC).



View/Edit/Export User
Use this page to view, edit, or export users. [more info](#)

Search Users

Number of users found: 31
Filter results:

	Edit	Role	District	School	First Name	Last Name	Phone Number	Email Address	Trained Proctor
<input type="checkbox"/>		TA	9999999999-Demo District 1	9999999999-9999999999-Demo School 1	demo TA	demo		ct-ta1@demo user	ALT,remote
<input type="checkbox"/>		TA	9999999999-Demo District 1	9999999999-9999999999-1-Demo School 2	TA	Demo		CT-TA9@demo user	ALT,remote,GEN
<input type="checkbox"/>		TA	9999999999-Demo District 1	9999999999-9999999999-Demo School 1	TA	Demo		CT-TA9@demo user	ALT,remote,GEN

Contact the Connecticut Comprehensive Assessment Program Help Desk for additional guidance.

Email: cthelpdesk@cambiumassessment.com

Phone: 1.844.202.7583