FLORIDA DEPARTMENT OF
EDUCATION
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Test Information Distribution Engine User Guide

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Introduction to the TIDE User Guide

The information in this section reviews the intended audience and common visual conventions for information call outs that you'll find across the guide.

Before you get started, please review the information below to make sure you can access all content in the guide the way it's intended.

Intended Audience

This user guide is intended for users who manage the assessment effort. You should be familiar with the concepts of test eligibility, test settings, accommodations, and general management of user accounts for an enterprise-wide system.

To use TIDE, you need to be familiar with using a web browser to retrieve data and with filling out web forms. If you want to use the file upload and download features, you also need to be familiar with using a spreadsheet application, such as Microsoft Excel, or working with comma-separated values (CSV) files.

Document Conventions

Table 1 describes the typographical conventions appearing in this user guide.

Table 1. Document Conventions

Icon	Description
	Caution: This symbol accompanies important information regarding a task that may cause minor errors.
	Note: This symbol accompanies helpful information or reminders.
bold italic	Boldface italic indicates a page name.
bold	Boldface indicates an item you select or a drop-down list selection.
Italic	Italic indicates the name of something on the screen that you do not interact with.

Overview of the Test Information Distribution Engine

The primary purpose of the Test Information Distribution Engine (TIDE) is to manage user and student information. Tasks available in TIDE include:

1. Preparing for Testing:
    - Managing student information
    - Managing rosters
    - Managing users
2. During Testing:
    - Printing test tickets and PreID labels
    - Monitoring test progress
    - Managing invalidations and requests
3. After Testing
    - Reviewing test completion rates
    - Managing Family Portal access codes
    - Data cleanup

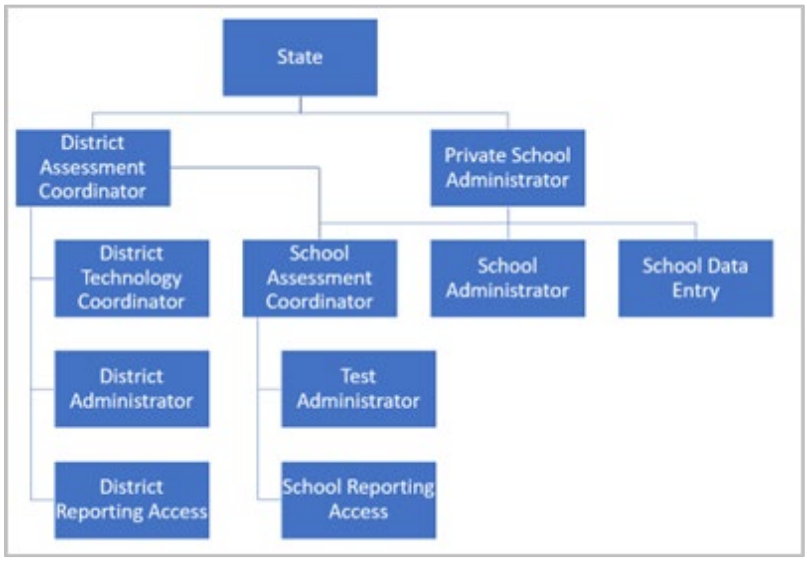
This section provides a description of the TIDE system and an overview of user roles and permissions.

Understanding User Roles and Permissions

Access to tasks in TIDE is determined by the role assigned to each user. Each role has a list of permissions to access certain features within TIDE. This means that you may not have access to all features in the system.

To understand the permissions for your user role, view the Hierarchy of User Roles chart (Figure 1) and the accompanying User Role Permissions (Table 2), which describes TIDE's user roles. The top row contains the various roles, and the subsequent rows indicate the permissions each role has for each function in TIDE, the Test Administrator (TA) Interface, Response Entry Interface (REI), and the Florida Reporting System.

Figure 1. Hierarchy of User Roles



Within the table, the following acronyms are used to specify the associated user roles:

DAC (District Assessment Coordinator)—Accounts with this role have access to student information at schools within his/her district and can view student results in the Florida Reporting System. The DAC role can also create user accounts at the district and school level.

DA (District Administrator)—Accounts with this role have limited access to view information in TIDE and have access to student results in the Florida Reporting System for all students in their district.

DHAA (District Hotline Alert Access)—Accounts with this role can access Hotline Direct at the District level for forwarded alerts.

DHAM (District Hotline Alert Manager)—Accounts with this role can access Hotline Direct at the District level.

DTC (District Technology Coordinator)—Accounts with this role can manage user accounts and student information in TIDE for all schools in the district but cannot view student results in the Florida Reporting System.

DRA (District Reporting Access)—Accounts with this role will only have access to the Florida Reporting System for all students within their district. Only DAC and DTC users can provide DRA access.

HAA (Hotline Alert Access)—Accounts with this role can access Hotline Direct at the School level for forwarded alerts.

PSA (Private School Administrator)—Accounts with this role are assigned to private school administrators who manage assessments for their school. PSAs can manage school level user

accounts, access student information in TIDE for their school, place orders, and view student results in the Florida Reporting System.

SAC (School Assessment Coordinator)—Accounts with this role are assigned to the school assessment coordinator. School Assessment Coordinators manage user accounts and student information in TIDE for their assigned school(s).

SA (School Administrator)—Accounts with this role have limited access to view information in TIDE and have access to student results in the Florida Reporting System for all students in their school.

SDE (School Data Entry)—Accounts with this role have access to the Response Entry Interface (REI) but do not allow access to TIDE or the TA Interface. Only DAC, DTC, and PSA users can provide SDE access.

SRA (School Reporting Access)— Accounts with this role will only have access to the Florida Reporting System for all students within their school. Only DAC, DTC, PSA, and SAC users can provide SRA access.

TA (Test Administrator)—Accounts with this role have limited access to view information in TIDE. Test administrators need a TIDE account in order to access the TA Interface for operational testing. Accounts with the TA role will also have access to test scores for students in the TA's roster(s).

Table 2. User Role Permissions

TIDE Tasks	DAC	DA	DHAA	DHAM	DTC	DRA	HAA	PSA	SAC	SA	SDE	SRA	TA
Manage Users	**DAC**	**DA**	**DHAA**	**DHAM**	**DTC**	**DRA**	**HAA**	**PSA**	**SAC**	**SA**	**SDE**	**SRA**	**TA**
Add New Users	✓				✓			✓	✓*				
Modify Existing Users	✓	✓			✓			✓	✓	✓			
Upload Users	✓				✓			✓	✓				
Student Information	**DAC**	**DA**	**DHAA**	**DHAM**	**DTC**	**DRA**	**HAA**	**PSA**	**SAC**	**SA**	**SDE**	**SRA**	**TA**
Add New Students	✓				✓			✓	✓				
Modify Existing Students	✓	✓			✓			✓	✓				
Upload Students	✓				✓			✓					

TIDE Tasks	DAC	DA	DHAA	DHAM	DTC	DRA	HAA	PSA	SAC	SA	SDE	SRA	TA
Move Students Between Schools	✓				✓			✓*	✓*				
Set Student Accommodations	✓												
Upload Student Accommodations	✓				✓			✓	✓				
View Student Frequency Distribution Reports	✓				✓			✓					
Print PreID Labels	✓				✓			✓	✓				
Reset Access Codes	✓							✓	✓				
Rosters	**DAC**	**DA**	**DHAA**	**DHAM**	**DTC**	**DRA**	**HAA**	**PSA**	**SAC**	**SA**	**SDE**	**SRA**	**TA**
Add New Rosters	✓				✓			✓	✓				
Modify Existing Rosters	✓				✓			✓	✓				✓
Upload Rosters	✓				✓			✓	✓				
Orders	**DAC**	**DA**	**DHAA**	**DHAM**	**DTC**	**DRA**	**HAA**	**PSA**	**SAC**	**SA**	**SDE**	**SRA**	**TA**
Place Orders for Additional Materials	✓							✓					
View Order History Reports	✓	✓			✓			✓	✓	✓			
View Order Summary Reports	✓	✓			✓			✓	✓	✓			
Test Tickets	**DAC**	**DA**	**DHAA**	**DHAM**	**DTC**	**DRA**	**HAA**	**PSA**	**SAC**	**SA**	**SDE**	**SRA**	**TA**
Print Test Tickets from Student Lists	✓				✓			✓	✓				
Print Test Tickets from Roster Lists	✓				✓			✓	✓				

TIDE Tasks	DAC	DA	DHAA	DHAM	DTC	DRA	HAA	PSA	SAC	SA	SDE	SRA	TA
Invalidations and Requests	**DAC**	**DA**	**DHAA**	**DHAM**	**DTC**	**DRA**	**HAA**	**PSA**	**SAC**	**SA**	**SDE**	**SRA**	**TA**
Add New Invalidations and Requests	✓				✓			✓	✓				
Modify Existing Invalidations and Requests	✓	✓			✓			✓	✓	✓			✓
Upload Invalidations and Requests	✓				✓			✓	✓				
Process Invalidations and Requests	✓				✓			✓					
Monitoring Test Progress	**DAC**	**DA**	**DHAA**	**DHAM**	**DTC**	**DRA**	**HAA**	**PSA**	**SAC**	**SA**	**SDE**	**SRA**	**TA**
View Participation Reports	✓	✓			✓			✓	✓	✓			
View Reports of Students' Current Test Status by FLEID	✓	✓			✓			✓	✓	✓			
View Session Monitoring	✓							✓	✓				
View Test Status Reports	✓	✓			✓			✓	✓	✓			
Resolving Discrepancies	**DAC**	**DA**	**DHAA**	**DHAM**	**DTC**	**DRA**	**HAA**	**PSA**	**SAC**	**SA**	**SDE**	**SRA**	**TA**
Resolve Discrepancies	✓				✓								
Secure Material Tracking Reports	**DAC**	**DA**	**DHAA**	**DHAM**	**DTC**	**DRA**	**HAA**	**PSA**	**SAC**	**SA**	**SDE**	**SRA**	**TA**
Track Return Shipments	✓				✓			✓	✓				
Test Completion Rates	**DAC**	**DA**	**DHAA**	**DHAM**	**DTC**	**DRA**	**HAA**	**PSA**	**SAC**	**SA**	**SDE**	**SRA**	**TA**
View Test Completion Rates	✓	✓			✓			✓	✓	✓			

TIDE Tasks	DAC	DA	DHAA	DHAM	DTC	DRA	HAA	PSA	SAC	SA	SDE	SRA	TA
TA Interface	**DAC**	**DA**	**DHAA**	**DHAM**	**DTC**	**DRA**	**HAA**	**PSA**	**SAC**	**SA**	**SDE**	**SRA**	**TA**
Access TA Interface	✓				✓			✓	✓				✓
Administer Tests	✓				✓			✓	✓				✓
Response Entry Interface (REI)	**DAC**	**DA**	**DHAA**	**DHAM**	**DTC**	**DRA**	**HAA**	**PSA**	**SAC**	**SA**	**SDE**	**SRA**	**TA**
Access REI	✓										✓		
Florida Reporting System Tasks	**DAC**	**DA**	**DHAA**	**DHAM**	**DTC**	**DRA**	**HAA**	**PSA**	**SAC**	**SA**	**SDE**	**SRA**	**TA**
Access Reports	✓	✓				✓		✓	✓	✓		✓	✓
Hotline Direct	**DAC**	**DA**	**DHAA**	**DHAM**	**DTC**	**DRA**	**HAA**	**PSA**	**SAC**	**SA**	**SDE**	**SRA**	**TA**
Access Hotline Direct			✓	✓			✓						

*School Assessment Coordinators and Private School Administrators can only move students between schools if they have access to more than one school. School Assessment Coordinators cannot add or upload School Assessment Coordinators and TA certifications.

Accessing TIDE

This section explains how to activate your TIDE account, log in to TIDE, reset a forgotten password, and log out.

Note: User accounts for all Cambium Assessment, Inc. (CAI) systems are created in TIDE and can be used to access other assessment systems through Single Sign-On (SSO).

Activating Your Account

Your school or district assessment coordinator creates your user account, and then TIDE sends you an activation email. This email contains a link that takes you to the ***Reset Your Password*** page where you can set up your password for logging in to TIDE and other applicable CAI systems. This link expires 15 minutes after the email was sent. If you do not set up your password within 15 minutes, you need to request a new link as described in About Usernames and Passwords.

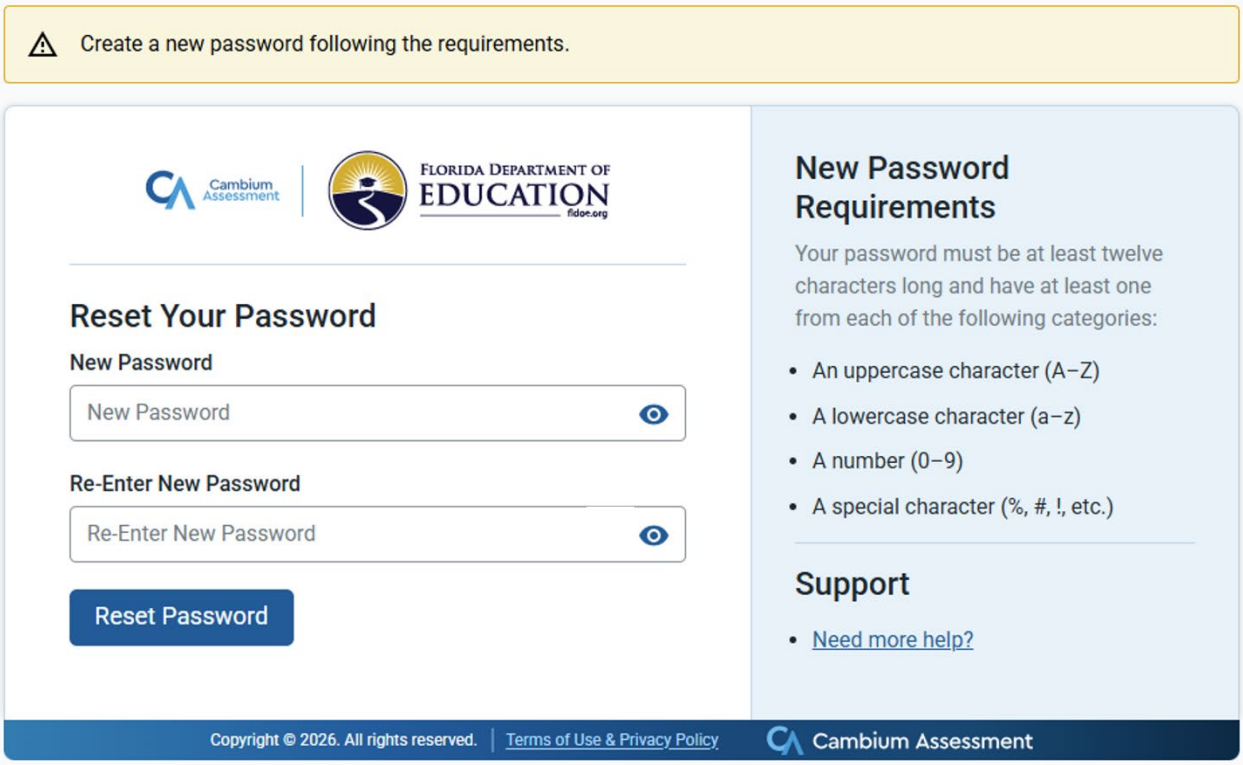
If you do not receive an activation email, check your spam or junk folder. Emails are sent from DoNotReply@cambiumassessment.com, so you may need to add this address to your contact list.

Note: All users will be required to do a one-time reset password update at the beginning of every school year. CAI automatically resets all user accounts at the beginning of the school year, for security purposes. Refer to Reactivating Your TIDE Account at the Beginning of the School Year for more information.

To activate your account:

1. Select the link in the activation email. The ***Reset Your Password*** page appears (Figure 2).

Figure 2. Reset Your Password Page



2. In the *New Password* and *Re-Enter New Password* fields, enter a new password. The password must be at least 12 characters long and must include at least one lowercase alphabetic character, one uppercase alphabetic character, one number, and one special character (e.g., %, #, !).
3. Select **Reset Password**.

Your account activation is complete.

Log in to TIDE

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

About Usernames and Passwords

Your username is the email address associated with your account in TIDE. When you are added to TIDE, you receive an activation email containing a temporary link to the ***Reset Your Password*** page. To activate your account, you must set your password within 15 minutes of the email being sent.

- **If your first temporary link expired:**

  In the activation email you received, select the second link provided and proceed to request a new temporary link.

- **If you forgot your password:**

  On the ***Secure Login*** page, select **Reset Password** and then enter your email address in the *Email Address* field. You will receive an email with a new temporary link to reset your password.

- **If you did not receive an email containing a temporary link:**

  - Search your email for this address: DoNotReply@cambiumassessment.com

    The message may end up in junk, spam, or another holding area, so check those as well.

  - Add DoNotReply@cambiumassessment.com to your contact list.

  - If you still do not have an email, contact your TIDE administrator to make sure you are listed in TIDE.

  - If your account was set up recently, ask the person who created it to verify your email address.

  - Ask your IT staff to add DoNotReply@cambiumassessment.com to your allowed email list so future emails get through.

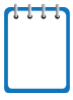
- **Additional help:**

  If you are unable to log in, contact the Florida Statewide Assessments Help Desk for assistance. You must provide your name and email address. Contact information is available in the User Support section of this online guide.

Log in after Setting up Your Account

Open your web browser and navigate to the Portal: https://flfast.org/fsa.html

1. Click the **TIDE** card. The ***Secure Login*** page appears.
2. On the ***Secure Login*** page, enter your email address and password.
3. Click **Log In**.
   a. If you have not logged in using this browser before, or if you have cleared your browser cache, the ***Confirm Account*** page appears and an email is sent to your address. This applies every time you access TIDE with a new browser. The email contains a confirmation code, which you must use within fifteen minutes of the email being sent.
      i. In the *Emailed Code* field, enter the emailed code.
      ii. Click **Submit**.



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

4. On the ***Administration Details*** page, make selections for your user role, the test administration, state, district, and school. Depending on your user role, some of the drop-down lists may not be available. The district and/or school selections you make on the ***Administration Details*** page will automatically populate when you add or search for records.
5. Click **Submit**. The TIDE dashboard appears.

Request a Password Reset

You'll need to reset your password in any of the following situations:

- It's the beginning of a new school year.
- You forgot your password.
- You didn't activate your account within 15 minutes of receiving the activation email.

To request a password reset:

1. Click either of the links included in the activation email. Alternatively, display the ***Secure Login*** page by following steps in the section Log in to TIDE and select **Reset Password**. The ***Reset Your Password*** page appears.
2. Enter your TIDE email address and select **Send Link to Email**. TIDE sends you an email containing a link to reset your password.
3. Click the link in the email to go to the ***Reset Your Password*** page in TIDE.
4. In the *New Password* and *Re-Enter New Password* fields, enter a new password. The password must be at least 12 characters long and must include at least one lowercase alphabetic character, one uppercase alphabetic character, one number, and one special character (e.g., %, #, !). Your new password cannot be the same as your previous 24 passwords.
5. Click **Reset Password**. TIDE resets your password.

Reactivating Your TIDE Account at the Beginning of the School Year

At the beginning of a new school year, your TIDE password and security details will be automatically reset. You will receive an email from DoNotReply@cambiumassessment.com to notify you of this occurrence and to alert you that you will not be able to log in to TIDE or any other system until you reactivate your account for the new school year.

To reactivate your account:

1. Display the ***Secure Login*** page by following steps in the section Log in to TIDE and select **Reset Password**. The ***Reset Your Password*** page appears.

2. Enter your TIDE email address and select **Send Link to Email**. TIDE sends you an email containing a link to reset your password.
3. Follow steps in the section Activating Your Account to reactivate your account.

Note: During the reactivation process, you may be taken to the ***Confirm Account*** page and asked to provide the authentication code sent to your email.

- In the *Emailed Code* field, enter the emailed code and select **Submit**.
- You must enter the code within fifteen minutes of the email being sent. If your code expires, you can request for a new code by clicking **Resend Code** on the ***Confirm Account*** page.

Logging Out of TIDE

To log out of TIDE:

- From the **User Account** dropdown menu in the header, select **Log Out**.

Note: Logging out of TIDE also logs you out of most CAI systems, with the exception of the TDS TA Interface. You will remain logged in to TDS to prevent the accidental interruption of active testing sessions.

Understanding the User Interface

This section describes how TIDE is set up and how to move around the system to access the tasks you need to complete.

Note: The **Accessibility Widget** [ ] in the lower-right corner of the screen allows you to adjust various settings—including color saturation, text spacing, options to make the mouse cursor easier to find on the screen, and an option to minimize this Widget. Click on the Widget to open the options. See Applying Accessibility Tools to TIDE for more information.

About the Header

A header appears at the top of most pages in TIDE, except when you are adding or editing records.

Figure 3. Header

The header includes the following features:

- **Switch Applications** menu button (on top bar, upper-left) [ ]
  This drop-down menu allows you to switch to other Cambium Assessment systems without having to log in again.
- **Secure File Center** button (on top bar, upper-right)
  This link opens the Secure File Center and provides access to the student data files you exported in TIDE, as well as any secure documents, if available.
- Logo button (on left below **Switch Applications**) [ ]
  This button returns you to the TIDE home page where you can access the Dashboard.
- **Help** button
  This button opens the online TIDE User Guide for information about tasks across the system.

Note: The **Help** button is designed to display information relevant to the page where you selected the button. However, not every page in TIDE has a **Help** button. You can find information in the guide about all aspects of the system by using the table of contents or searching in the guide.

- **User Account** drop-down
  This drop-down menu shows the name associated with your account. This menu lets you do the following:
  - Change your role and administration
  - View and edit your contact information
  - Log out of TIDE

Caution: Logging out of TIDE also logs you out of most CAI systems, with the exception of the TDS TA Interface. You will remain logged in to TDS to prevent the accidental interruption of active testing sessions.

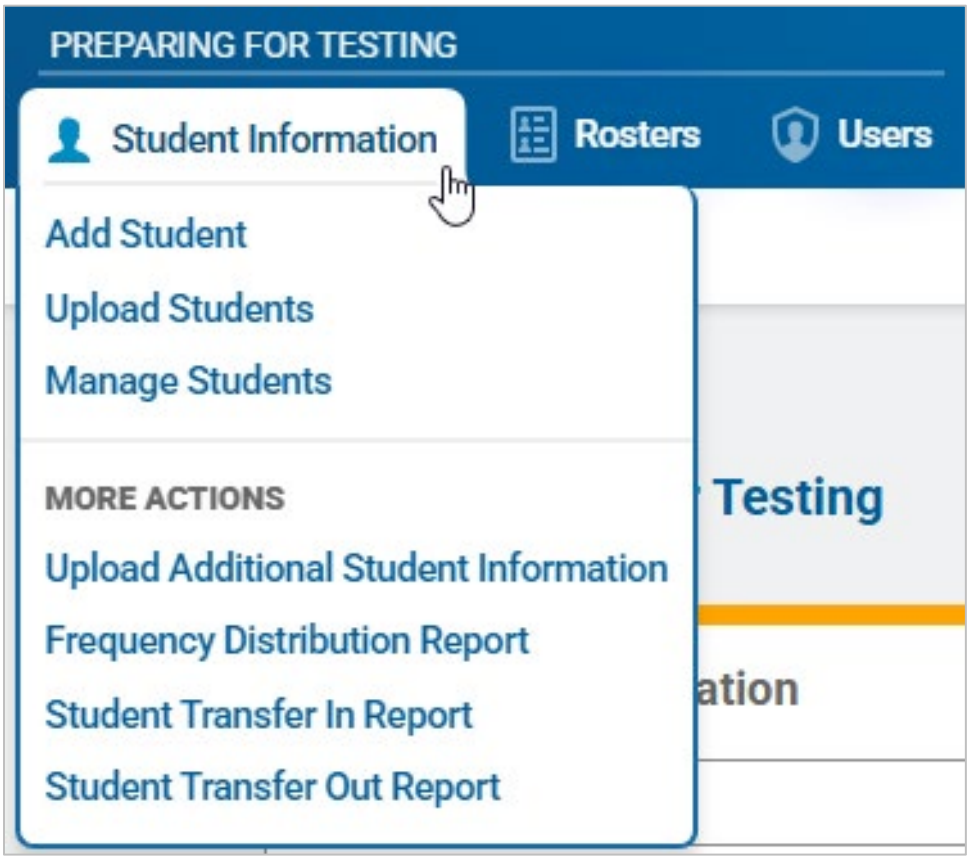
Navigation in TIDE

The Navigation Bar is accessible from most pages in TIDE, except when you are adding or editing a record (Figure 4).

Figure 4. Navigation Bar with Task Group Tabs with Dashboard Selected

Hover over a task group tab to display a drop-down menu of tasks (Figure 5). If you select the tab directly, the menu closes.

Figure 5. Task Menu Drop-down



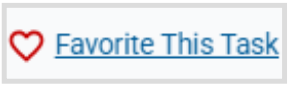
After you make your selection, the other tasks from the task group drop-down menu populate below the tabs so they can be accessed easily. (Figure 6).

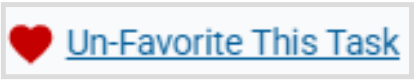
Figure 6. Student Information Task Group Task Menu

The horizontal task menu uses shortened task names for main tasks, such as Add, Upload, and Manage, while the full name appears in the task menu drop-down. The task is the same regardless of the label you select to access it.

Another navigation option is to return to the Dashboard to access tasks. **Dashboard** is the only tab you can select directly since it does not have a drop-down menu.

Save and Manage Your Favorite Tasks as Navigation Options

If there are tasks that you regularly visit, it is possible to save up to 5 frequently used tasks as **Favorite Tasks** on the Navigation Bar for quick access. From within the task, click the **Favorite This Task** [] button in the upper-right of the task to save it as a Favorite

Task. To un-save a Favorite Task, from within the task, click the **Un-Favorite This Task** [

] button in the upper-right corner of the task. Click **My Favorite Tasks** on the Navigation Bar to expand or collapse your **Favorite Tasks** (Figure 4).

Note: To save space on smaller screens, the icons associated with each task are removed when viewing in a size-restricted screen or zoom level.

About the Dashboard

The Dashboard appears after you log in to TIDE. The page setup reflects the stages of the testing process, with tasks organized based on common time frames when users will perform the actions.

There are two views of the Dashboard: Card View (Figure 7) and List View (Figure 8).

Note: The tasks displayed on the Dashboard depend on your user role and may vary from what is shown in the example images.

Figure 7. Example of a TIDE Dashboard with Common Tasks in Card View

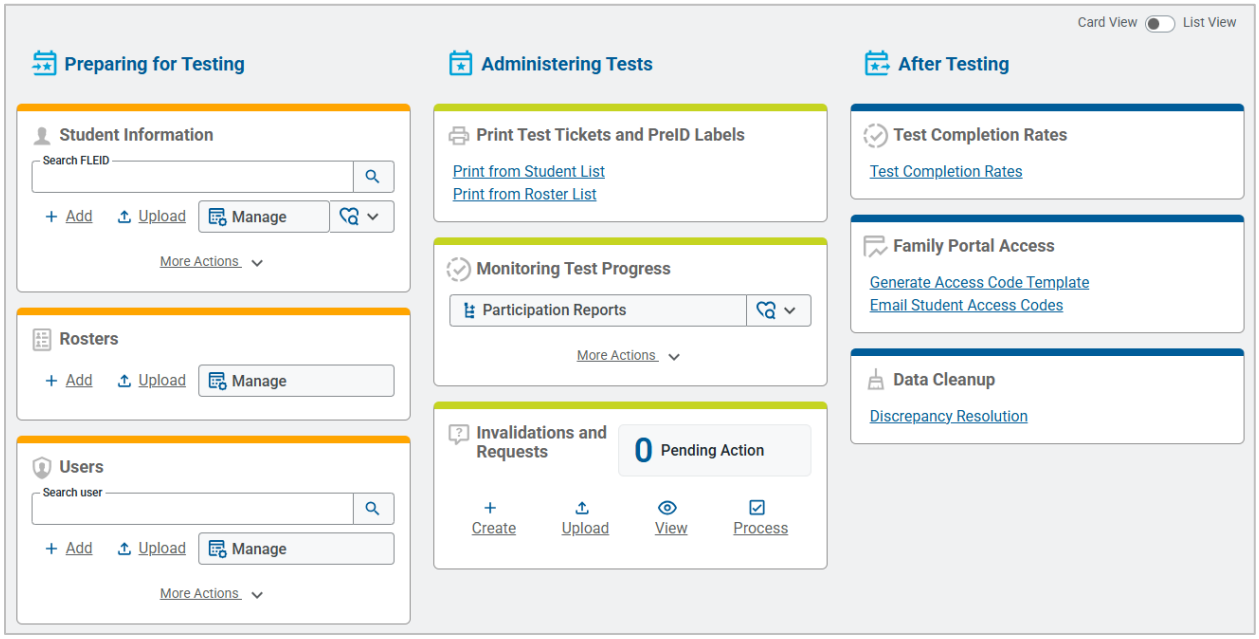
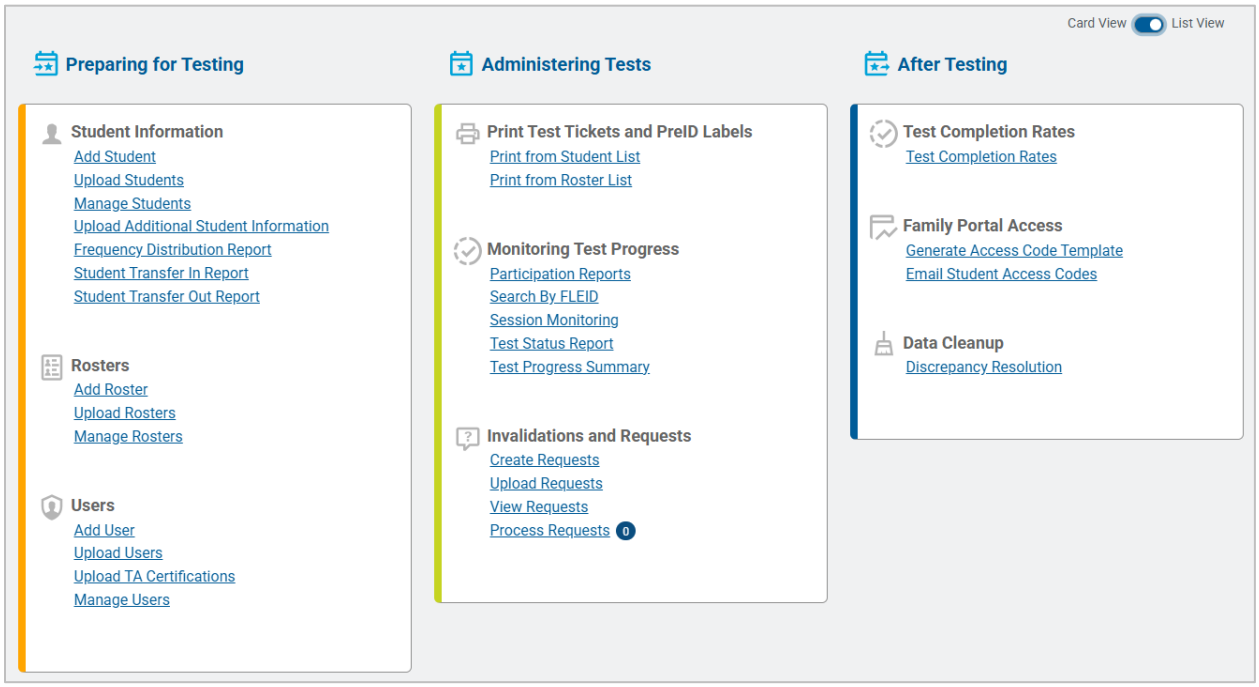


Figure 8. Example of a TIDE Dashboard with Common Tasks in List View

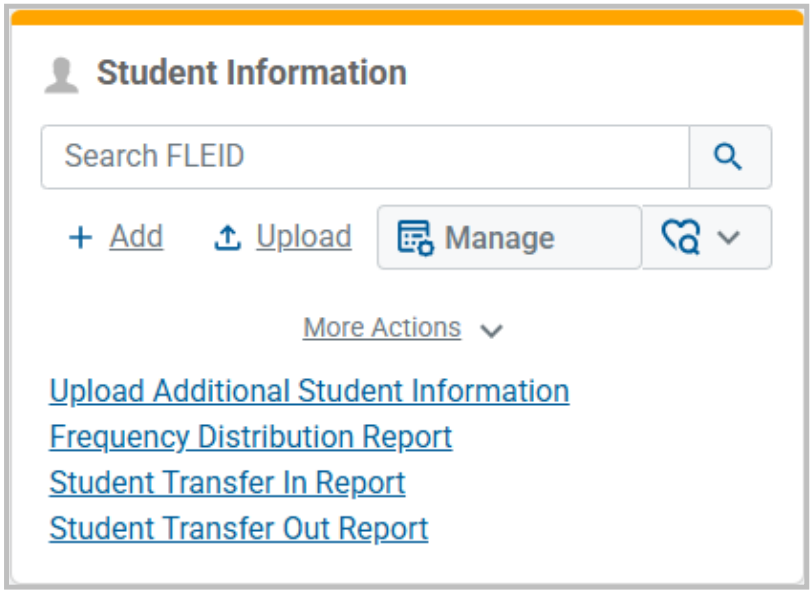


Card View

This view is designed to provide easy access to commonly used tasks. Frequently accessed tasks are displayed prominently, while other tasks can be accessed by expanding the **More Actions** section. Main tasks have buttons at the top of each card (e.g., Add, Upload, Manage Student Information), while other tasks or reports may be accessed from a drop-down or through a More Actions link (e.g., Upload Additional Student Information, Frequency Distribution Report, Student Transfer In Report, Student Transfer Out Report).

Card View uses shortened task names for main tasks, such as Add, Upload, and Manage, while the full name appears in List View. The task is the same regardless of the label.

Figure 9. Card with More Actions Expanded to Show Options



List View

This view does not give visual preference to commonly used tasks and simply lists all tasks in a task group.

Accessing Global Features

Regardless of where you are in the platform, certain features appear globally.

Applying Accessibility Tools to TIDE

You can modify visual aspects of TIDE to make the site easier to use. These tools are available throughout the system and persist across your login sessions.

If the Accessibility Widget button [ ] obscures part of the page, it can be dragged and dropped to a different location on the screen.

1. Sign in to TIDE.
2. From any page, open the Accessibility Widget [ ] that appears by default in the lower-right corner.
3. Modify the settings as needed. Except for the setting to minimize the widget, all settings take effect immediately.
   - **Saturation**: Changes the page colors.
   - **Text Spacing**: Changes spacing between the characters on the page.
   - **Minimize Widget**: Makes the accessibility widget button smaller and places it in the footer.
4. *Optiona*l: To restore defaults, click **Reset All Accessibility Tools** [

].
5. Click [ ] at the top right to close the widget.

Accessing Secure Notifications

The Secure Notification Banner displays alerts, warnings, and informational messages from Cambium Assessment, Inc. (CAI). The banner displays at the top of pages in TIDE when active notifications are published (Figure 10). Often, the messages will contain time-sensitive information, such as dates for system downtime or test window extensions due to inclement weather. These secure notifications can only be accessed after logging in to TIDE.

All user roles can view all secure notifications. Only CAI staff can add notifications to TIDE.

Figure 10. Example Notification on Secure Notification Banner

Distinguishing Notification Types

Notification types are differentiated by an icon and the background color.

- Informational notifications are marked with and appear over blue backgrounds.
- Warnings are marked with and appear over yellow backgrounds.
- Alerts are marked with and appear over red backgrounds.

Interacting with Secure Notifications

Active notifications appear each time you log in to TIDE and can be dismissed once read. However, depending on how you dismiss the notification, the same notification may display the next time you log in if it is during the notification's scheduled display period. Review information about **Mark as Read** and the **Close icon** to understand the difference.

Mark as Read removes the notification from the top of the page and closes the notification window if open. These notifications can be viewed again by clearing your browser cache during the scheduled display period for the individual notification or if the same notification is unpublished and republished by CAI.

Details displays a window with the full contents of the notification.

The **Close icon** [ ] removes the notification from the top of the page for the duration of your active session and closes the notification window if open. Notifications closed using this icon return when you refresh the page or the next time you log in during the scheduled display period for the individual notification.

The **Arrows** [ ] move to the next or previous notification. Only appears when multiple notifications are active, indicated by current/total notifications beside the notification name.

Change a Test Administration, Role, District, and/or School

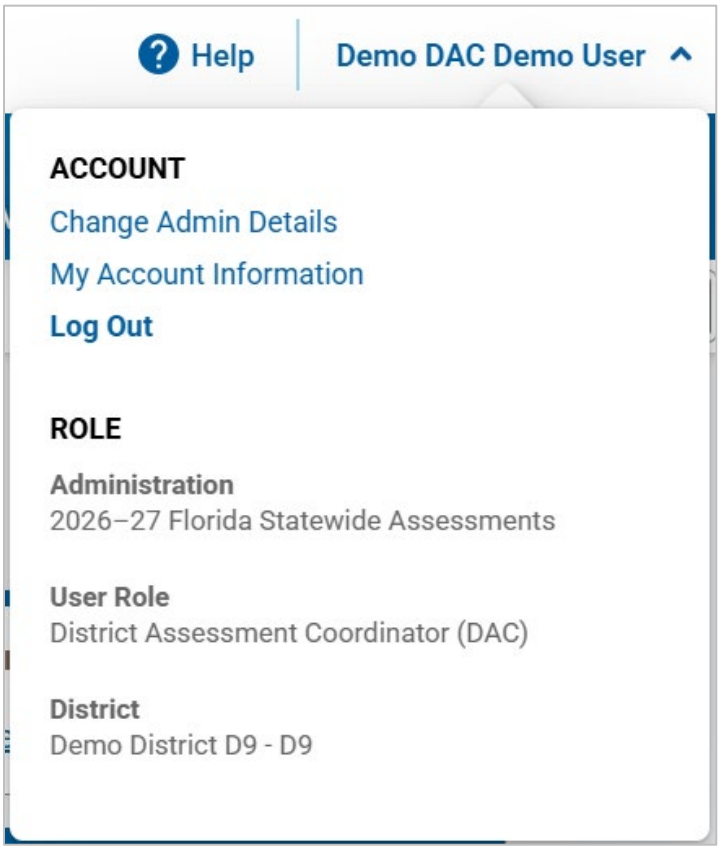
Depending on your user role permissions, you may be able to switch administrations, district and/or school, or role. However, all these options may not be available for every user.

Note: Most TIDE functions are available regardless of the administration selected when logging in, but some TIDE functions, such as material orders and appeals, require selecting a specific administration.

To change test administration or user role:

1. On the header, select the **User Account** drop-down, as shown in Figure 11.

Figure 11. User Account Drop-Down



2. From the menu, select **Change Admin Details**. The ***Administration Details*** pop-up appears.
3. Update the information as necessary.
4. Select **Submit**. A new dashboard appears that is associated with your selections.
5. *Optional*: You can check if you've successfully switched roles and/or administrations by selecting the **User Account** drop-down again.

Note: The district and/or school selections you make on the ***Administration Details*** page will automatically populate for you when you add or search for records.

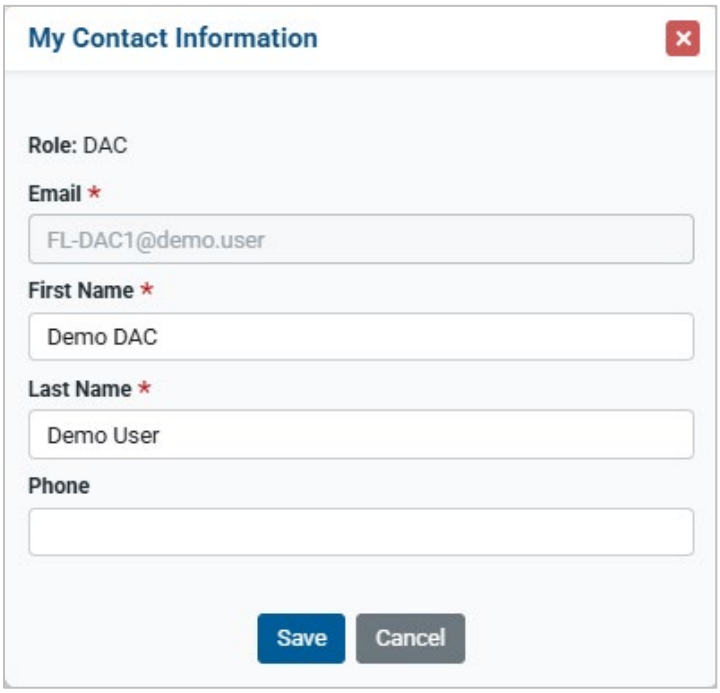
Modify Your Contact Information

You can modify your name, phone number, and other account information in TIDE. To change your email address, your school or district assessment coordinator must create a new account with the updated email address.

To modify account information:

1. From the **User Account** drop-down menu in the header, select **My Account Information**. The ***My Contact Information*** screen appears, as shown in Figure 12.

Figure 12. My Contact Information Screen



2. Enter updates as necessary.
3. Select **Save**.
4. TIDE saves your changes.

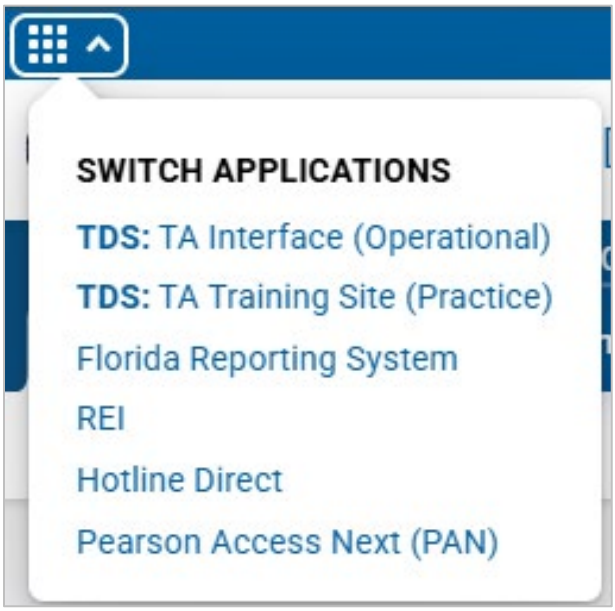
Switch Between CAI Systems

If your user role permits, you may be able to navigate to other CAI systems after logging in to TIDE. This feature is available to TIDE users who have permission to access other CAI systems.

To switch to another CAI system:

- Select the **Switch Applications** menu in the top left of the header, then select the other system you want to use from the list that appears, as shown in Figure 13.

Figure 13. Switch Application Menu



Note: Although you can navigate to TDS for test administration if your role has access, the navigation menu does not appear in TDS. This prevents test sessions from being closed inadvertently.

Downloading Files from the Secure File Center

When conducting searches across TIDE, you can choose to export the search results to your Secure File Center. The Secure File Center, available across assessment systems, serves as a password-protected repository that lists files containing the data you have exported from TIDE and other systems. When you choose to export search results to the Secure File Center, TIDE sends an email to your email address that is registered in TIDE when the export task is completed and the file is available in the Secure File Center for download.

The Secure File Center also lists any protected documents that have been externally uploaded to the Secure File Center and that you have privileges to view.

- The files in the Secure File Center are listed in the order in which they were created but can be sorted in other ways. The file creation and file expiration dates appear, if applicable.
- The number of days remaining until a file expires is also displayed next to a file. By default, exported files are available for 30 days.
- You can access the Secure File Center from any page in TIDE. You can also download, archive, or delete files, unless the files have been added by an admin user.

Viewing Documents in the Secure File Center

The files in the Secure File Center are listed in the order in which they were created, and users can sort files by selecting the headers of each column in the Secure File Center. The file creation and file expiration dates appear, if applicable. The number of days remaining until a file expires is also displayed next to a file. By default, exported files are available for 30 days while secure documents are available for 14 days. You can access the Secure File Center from any page in TIDE to either download the file or archive the file. You can also delete the files you have exported, but not files added by admin users.

1. From the TIDE header, select **Secure File Center**. The ***Secure File Center*** page appears. By default, TIDE displays the *View Files* tab.

Figure 14. Secure File Center Button

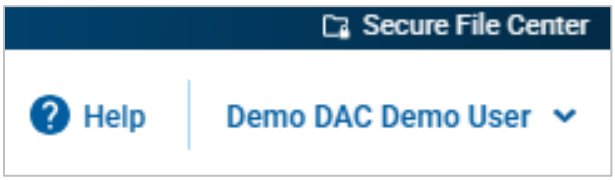
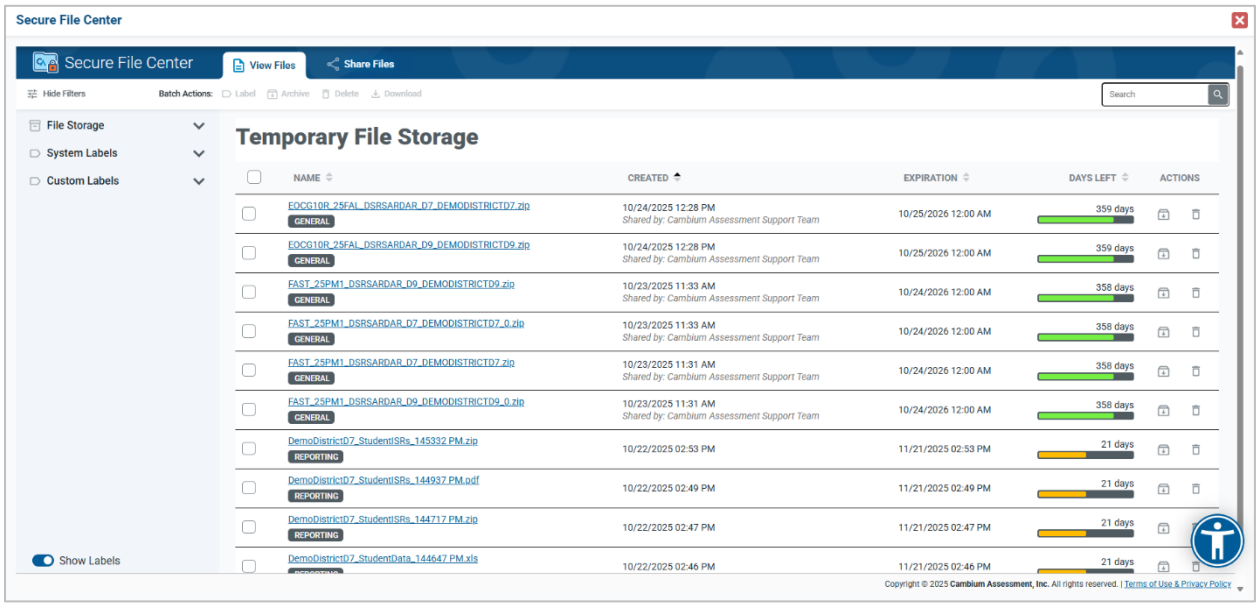


Figure 15. Secure File Center Page: View Files Tab



2. *Optional*: Select the **File Storage** view from the available tabs:

   - **Temporary**: This is the default view and displays all the files except for the ones that you have archived.
   - **Archived**: Displays the files that you have archived.

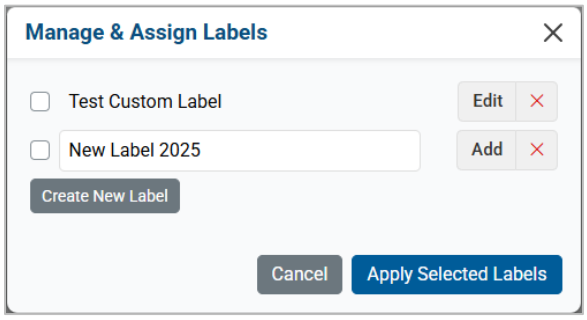
Note: The **Archived** file storage does not keep your files long-term. The same expiration period applies for files moved to **Archived** as for files in the **Temporary** storage area.

3. *Optional*: To filter the files by keyword, enter a search term in the text box above the list of files. TIDE displays only those files containing the entered file name.
4. *Optional*: To hide or display system or custom labels, use the **Show Labels** switch.
5. *Optional*: To hide files with a system or custom label, clear the checkbox for that label under *Custom Labels*.
6. To identify shared files, refer to the *Created* column.
    a. Files you've shared with other users display: *Owned by: your email address*.
    b. Files that have been shared with you by other users display: *Shared by: owner's email address*.
    c. Files that have been shared by Cambium Assessment staff display: *Cambium Assessment Support Team*.

Labeling and Categorizing Files in the Secure File Center

1. To add a new custom label, select the file(s), and then select **Label** [Label] from *Batch Actions* across the top.
    a. Select **Create New Label,** enter a label name, then select **Add** as shown in Figure 16.

Figure 16. Manage and Assign Labels



    b. To apply the label you just created, select the checkbox for the label, and then select **Apply Selected Labels.**
2. To apply an existing label, select the file(s), and then select **Label** [Label] from *Batch Actions* across the top.
    a. Select the checkbox for the label, and then select **Apply Selected Labels**. You may also select multiple labels. The custom labels appear next to the system labels.
3. To remove labels from the files, select the [ ] on the custom label.
4. To edit existing labels, select the file(s), and then select **Label** [Label] from *Batch Actions* across the top.
    a. Select **Edit** next to the label you wish to edit, edit the label name, then select **Update Label** [Update Label].

5. To remove labels from the Secure File Center, select any file, and then select **Label** [Label] from *Batch Actions* across the top. Select the [×] beside *Edit* for the label you would like to remove on the ***Manage & Assign Labels*** pop-up. This action removes the label from all files, even if they were not selected.

Download and Move Files in the Secure File Center

1. To download files, do one of the following:
   - To download one file, select the file name.
   - To download multiple files, select the checkboxes for the files and then select **Download** [Download] from *Batch Actions* across the top.
2. To archive a file, select the file and then select **Archive** [Archive] from *Batch Actions* across the top or select under the *Actions* column for the file. Hover over the button to display the icon's name. Remember that archived files have the same expiration period as unarchived files.
3. To return a file to **Temporary** storage from **Archived**, select [ ].

Sharing and Forwarding Files with the Secure File Center

You can share up to 10 files at a time from the ***Secure File Center*** to individual recipients by email address or to groups of recipients by user role. The files appear in each recipient's ***Secure File Center***.

Note: Your ability to share files may be limited by your user role.

1. To share files from ***Secure File Center***, you must either save them to your computer first or forward them from the View Files tab. From the TIDE banner, select **Secure File Center**. The ***Secure File Center*** page appears. By default, TIDE displays the *View Files* tab. Alternatively, you can forward files from the **View Files** tab by selecting the checkboxes beside the files and then clicking the **Forward** [Forward] button from *Batch Actions* across the top.
2. If necessary, select the **Share Files** tab. The ***Share Files*** page appears.

Note: If you chose to forward files in step 1, this tab opens automatically and the files are listed in the section *Files Selected for Sharing*.

3. In the *Select Recipients* field, do one of the following:
   - Select **Role** to send a file or files to a group of users by user role.
   - Select **Email** to send a file or files to a single recipient by email address.

If you select **Email**, skip to step 6.

Figure 17. Secure File Center Page: Share Files Tab – Role

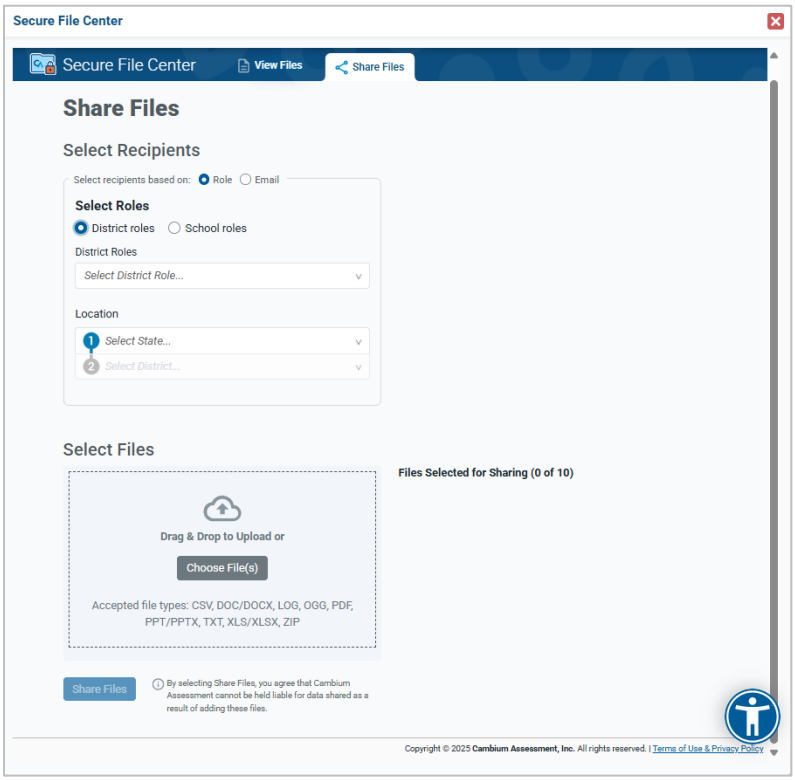
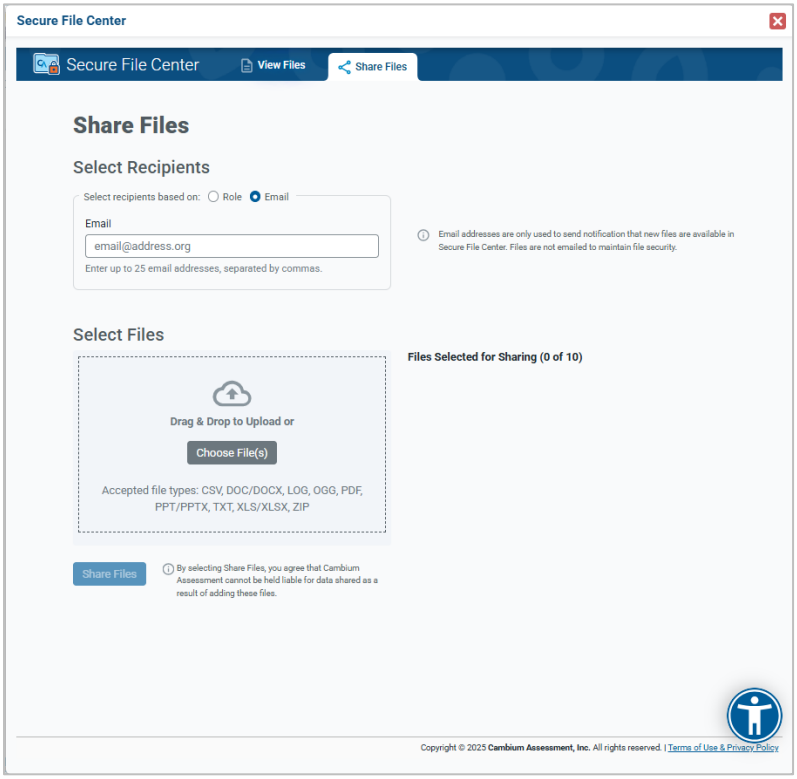


Figure 18. Secure File Center Page: Share Files Tab – Email



4. In the *Select Role(s)* field, select the role group to which you want to send a file or files, then select the specific roles from the drop-down list that appears.
5. From the *Locations* drop-down lists, select organizations that will receive the file(s) you send. These drop-down lists adhere to TIDE's user role hierarchy. For example, district-level users will be able to filter at their role level and below.
6. If you selected **Role** in step 3, skip this step. If you selected **Email** in step 3, enter the email address(es) of the recipient(s) to whom you wish to send a file or files. You can enter up to 25 email addresses separated by a comma.
7. To select a file or files to send, in the *Add File* field, select **Choose File(s)**. A file browser appears. Select the files you wish to share from your computer. You can also drag and drop the files.

Note: If you chose to forward the files in step 1 and you do not need to upload any, you can skip this step.

Note: Only these file types can be uploaded: CSV, DOC/DOCX, LOG, OGG, PDF, PPT/PPTX, TXT, XLS/XLSX, ZIP.

8. Review the file(s) you wish to send.
9. Select **Share Files**.
10. Files display in the ***Secure File Center*** after you send them. If you've shared the wrong file, you can remove access from all users on the **View Files** tab. To do this, you must use the button under the *Actions* column.

Finding Specific Files in the Secure File Center

1. To show filters on the left sidebar, select **Filters** under the *Secure File Center* title on the top left. When the filters are hidden, the left sidebar is not visible.
2. To hide or display the system or custom label selections on the left sidebar, use the **Show Labels** switch under the labels on the left sidebar.
3. To display only files with a specific system label, open the *System Labels* drop-down. The custom labels do not filter when selected or cleared like the system labels.
4. To hide files with a system label, clear the checkbox for that label under *System Labels*.
5. To filter the files by keyword, enter a search term in the search field above the list of files. The list is filtered to display only those files containing the keyword or characters from the search within the file name or other columns.
6. To identify shared files, refer to the *Created* column.
    - Files you've shared with other users display *Owned by: [your email address]*
    - Files that have been shared with you by other users display *Shared by: [owner's email address]*

- Files that have been shared by Cambium Assessment staff display Shared by: Cambium Assessment Support Team

Deleting Files in the Secure File Center

To delete a file that you've exported or that has been shared with you, select the file and then select **Delete** [ ]from *Batch Actions* or use the button in the *Actions* column for the file. Hover over the button to display the name. Secure documents uploaded to the Secure File Center by admin users cannot be deleted.

To delete a file that you've shared with other users, you have two choices:

- To delete the file for you only, select the checkbox for the file, then select **Delete** [ ] from the top. This action keeps the file intact for all users with whom it was shared and only removes it from your Secure File Center. Once you delete the file this way, there is no way for you to remove it from other users, although the other users can delete it from their Secure File Center.

- To delete the file for you and all users with whom you shared it, use the button [ ] in the *Actions* column for the file. Hover over the button to display the icon name.

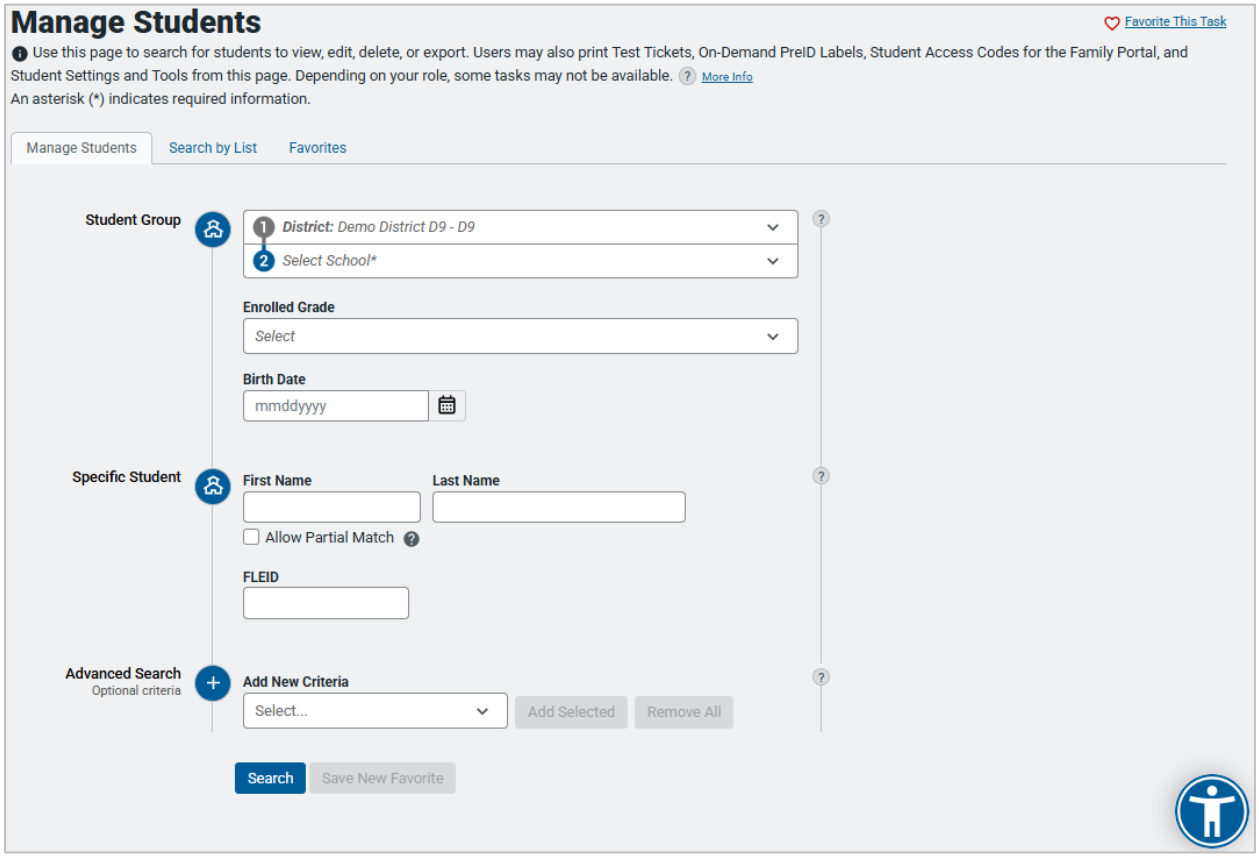
Overview of Common Functions Across TIDE

When you select a task from the Dashboard or Navigation Bar, the corresponding task page appears. Although the specific options on a task page vary from one task to another, some functions are performed the same way for multiple tasks. The help content in this section provides an overview of the pages and common elements used when adding, editing, uploading, and searching for records.

Search for Records

Many tasks in TIDE require you to retrieve a record or group of records (e.g., locating a set of students to edit in the Manage Students task). For such tasks, sections appear in the search area when you first access the task page (Figure 19). The following explains how to use the search sections.

Figure 19. Sample Search Panel



Note: The District and School Selector automatically selects the district and/or school that you selected when you logged in. The selector is displayed in Figure 19 in the *Student Group* section.

To search for records:

1. If you're a district-level user, you'll need to make a selection at the school level. You can select all schools, though, on most search functions. However, this is not available for all searches.

Note: In TIDE, there is a 20-school limit to what can be shown in the User Interface. If more than 20 schools are selected, view results is not available on the User Interface and the file is exported to the Secure File Center.

2. In the search sections, enter search terms and select values from the available search drop-downs, as required. If there are any required search options, they will be marked with an asterisk (*). Some options may allow you to select multiple values or limit selections as you enter search terms.

    - When managing students, you can also Search by a List of FLEIDs.
    - Certain student and user searches allow you to search for partial first and last names. Selecting **Allow Partial Match** finds names that contain the string you enter. Alternatively, you can insert an asterisk (*) or percentage sign (%) as a wildcard. All partial match searches require you to enter at least three characters of a name. See Figure 20 and Figure 21 as examples.

Figure 20. Sample Allow Partial Match Seach

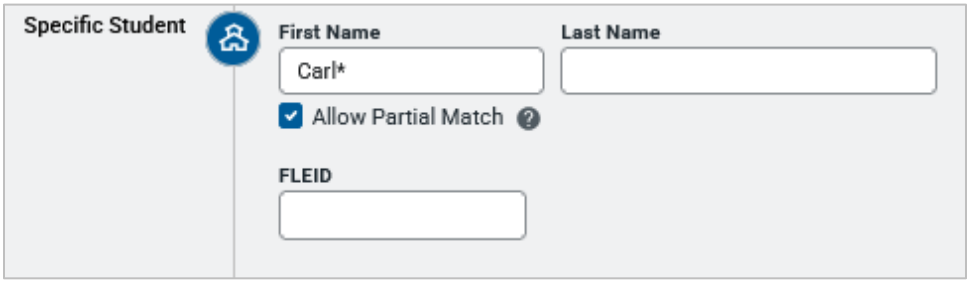


Figure 21. Sample Allow Partial Match Seach Results

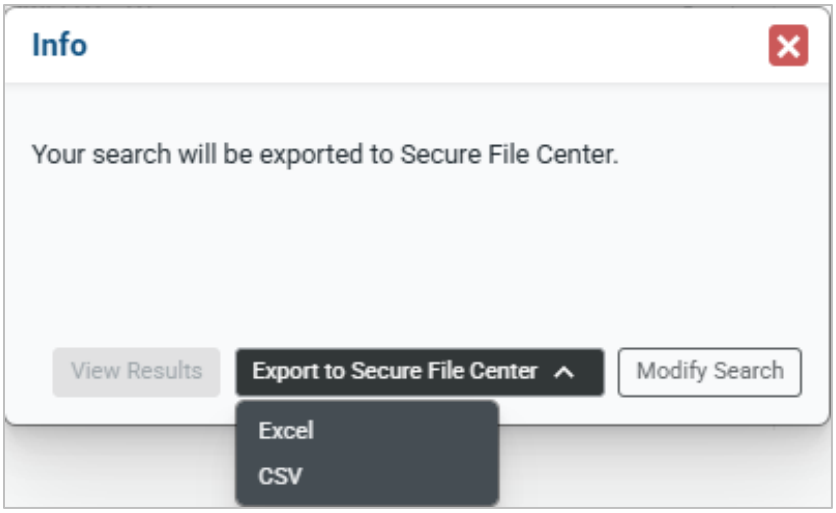
Note: The search options available in the search sections depend on the record type.

3. *Optional:* If the task page includes an *Advanced Search* section, you can select values to further limit the search results:
    a. To include an optional search criterion, choose an option from the *Add New Criteria drop-down* and then select **Add Selected**. Once you've added the option, select a value to search for, if needed or required.
    b. *Optional:* To delete an additional search criterion, select **Remove** beside the option to remove it. You can also delete all criteria by selecting **Remove All**.

Note: For information about how TIDE evaluates additional search criteria, you can review Advanced Search Criteria.

4. Select **Search**. Depending on the search, the results may display on the screen or a pop-up window may appear. For example, when searching for students, if 20 or fewer schools are selected, the table will appear without a pop-up window, while searching for 21 or more schools will cause the pop-up to appear regardless of the number of results.
5. If the search results pop-up window appears (Figure 22), it will display options to export the records or modify your search.

Figure 22. Sample Search Results Pop-up Window



    a. To export the retrieved results to the Secure File Center, select **Export to Secure File Center** and pick the file format for the export. While your file is being exported, you can navigate away from the page and perform other tasks, if desired. When your file is available for download, you will receive a notification via the email account that is associated with your user account in TIDE. After receiving the email, the exported file is available for download from the Secure File Center. (For more information, review the section Downloading Files from the Secure File Center.)

Note: Files are not emailed and must be accessed using the Secure File Center. This helps to maintain the security of the information.

b. To change your search criteria, select **Modify Search**.

Save Student Searches as Favorites

You can easily save and rerun student searches. For information on those searches, refer to Manage Student Information.

Searches are accessed from the **Favorites** tab within the Manage Students task without the need to reenter your search criteria. When available, new data is pulled in each time you run a report from **Favorites**.

Note that if you search for students by a list of IDs, you cannot favorite that search.

Note: Your list of favorite searches can be used throughout one school year but will be removed when TIDE is reset for the next school year.

To save searches to your Favorites tab:

1. From the **Student Information** tile on the TIDE dashboard, select **Manage**. The ***Manage Students*** page appears.
2. Select search criteria for all required fields and any optional fields within each section.
3. Select **Search**.
4. Review your search results in the grid.
5. *Optional*: Customize the columns, as explained in Customize Search Results Grids. Whenever you run a favorite search, any column customizations you saved will be applied, and will override other saved customizations.
6. When you've determined that the search and columns meet your needs, select **Save New Favorite**.
7. On the ***Save New Favorite*** pop up, add a title with up to 500 characters (required) and a description with up to 1,000 characters (optional) and click **Save to Favorites**.

Note: The search options you selected will not display when you generate this search or report from the **Favorites** tab. For future reference, list your search selections in the description so you know what information is in this report.

Use Favorited Searches

The results from the searches in **Favorites** are refreshed every time you generate a search or report.

To generate searches from the Dashboard:

1. In Card View, find the **Student Information** task.
2. Select the heart icon drop-down [ ], next to the **Manage** task.

3. Select the search from your *Favorite Searches* menu.

Note: Favorite Searches for Manage Students provides results on demand, so data is always up to date.

To generate searches from your Favorites tab:

1. From the **Student Information** tile on the TIDE dashboard, select **Manage**. The ***Manage Students*** page appears.
2. Select the **Favorites** tab.
3. *Optional*: Select the top row of a column to sort in ascending order. Select the row again to sort in descending order.
4. *Optional*: Use the *Filter Results* text box to enter a keyword, phrase, part of a word, date, or time to find a specific search or report.
5. Select the title of a search to generate results below the list of *Favorites* on the **Favorites** tab. The title and description you entered while saving your favorite display above the results, and the results display with a limited selection of columns.
6. *Optional*: To display all or different columns, select **Customize** and use the checkboxes.
7. *Optional*: Select a column header in the results to sort.

To manage your favorite searches by editing the title and description or deleting the report:

1. From your Favorites list, select (do not right-click) the *Row Actions* menu button [ ] and then choose **Edit**.
2. Delete the search by selecting **Delete** from .

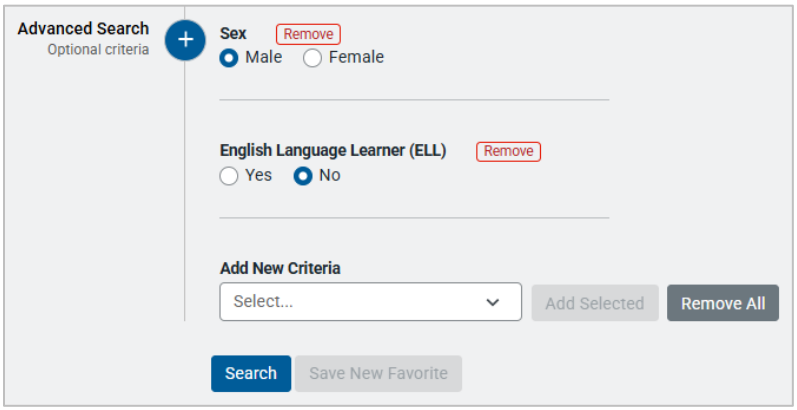
Advanced Search Criteria

Some search pages have an advanced search panel where you can enter complex criteria. TIDE evaluates the advanced search criteria as follows:

- If you specify multiple search options, TIDE retrieves records matching *all* criteria.

As shown in Figure 23, TIDE retrieves student records that match both search options.

Figure 23. Advanced Search with Two Options Selected



Customize Search Results Grids

Many tasks in TIDE involve searching for records. Often, the search results contain many results that may need to be reorganized to meet your information needs. You can change the view of the results, hide or show columns, reorder columns, and change visual aspects of the grid, such as the text size.

Note: These features vary across tasks, so not all search results grids will have each feature.

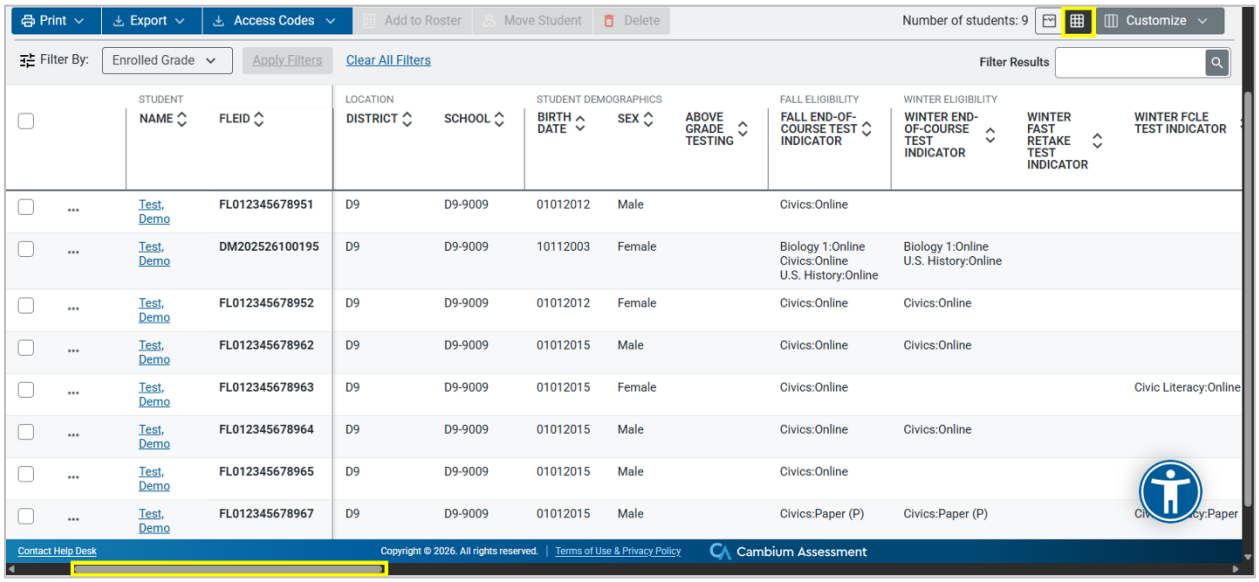
Change the View

This feature is only available for the Manage Students task. Other tasks do not have the option to select a view. Even though the option to change the view is limited to this task for students, some grids are structured to look or function like focus view.

The student search results grid has two view options.

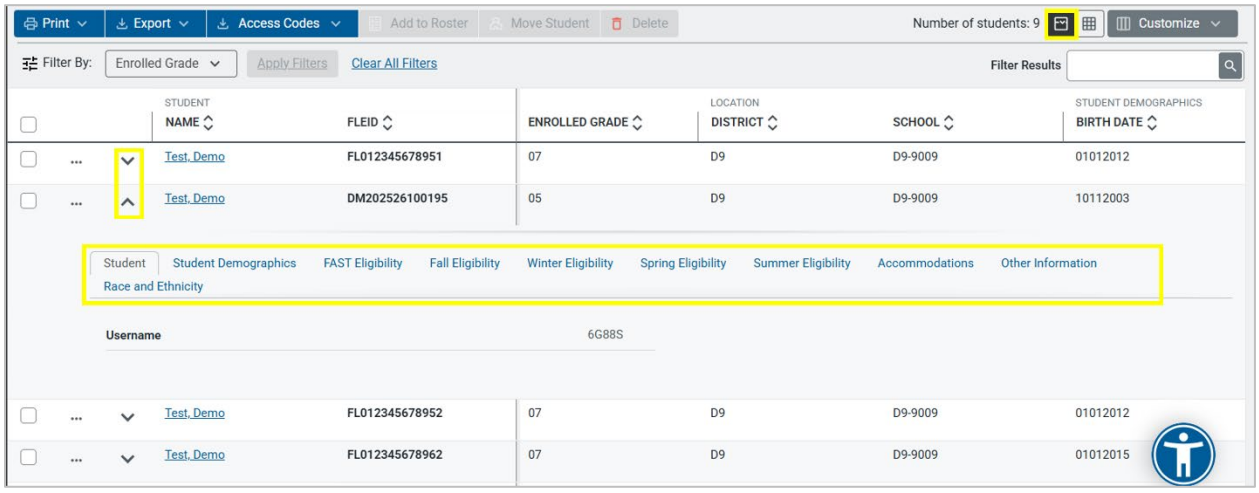
- Grid view [ ] is the default view and requires horizontal scrolling to review information for the records. The student's name and FLEID appear stationary on the left as you scroll through the rest of the information. The horizontal scroll bar is at the bottom of the screen under the footer.

Figure 24. Grid View Button and Horizontal Scroll Bar Highlighted in Yellow



- Focus view [ ] allows you to easily review basic information about the records, such as name, FLEID, enrolled grade, district, school, and date of birth, to find the records you need. This view does not require horizontal scrolling. Once you identify a record you need, use the drop-down arrow to expand the row to access additional information, which is presented across tabs.

Figure 25. Focus View Button, Arrows, and Tabs Highlighted in Yellow



Customize the Visual Components of the Grid

Select **Customize** to change the appearance of the search results grid. The options available depend on the view you are using.

Grid view and focus view both offer ways to customize the visual presentation of the grid to change the text size, row background, divider line weight, and style of the column header text

(Figure 26). However, only the grid view offers the ability to show and hide columns, as well as move them to create a different order of columns (Figure 27).

Figure 26. Customize Menu Open to Display Options in Focus View

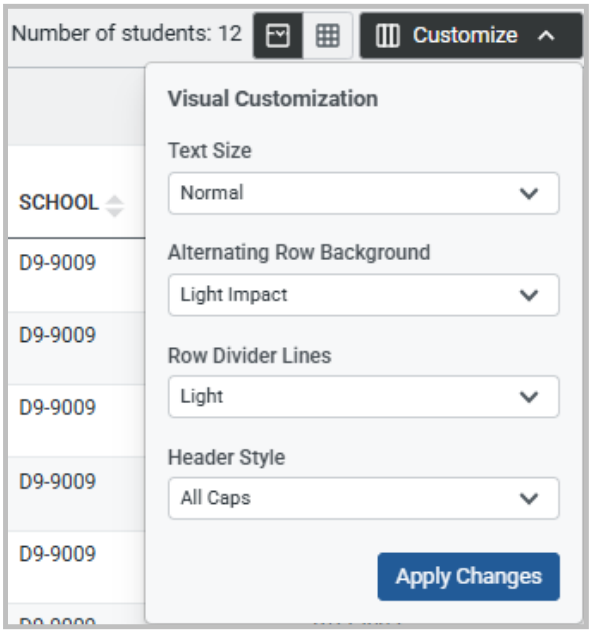
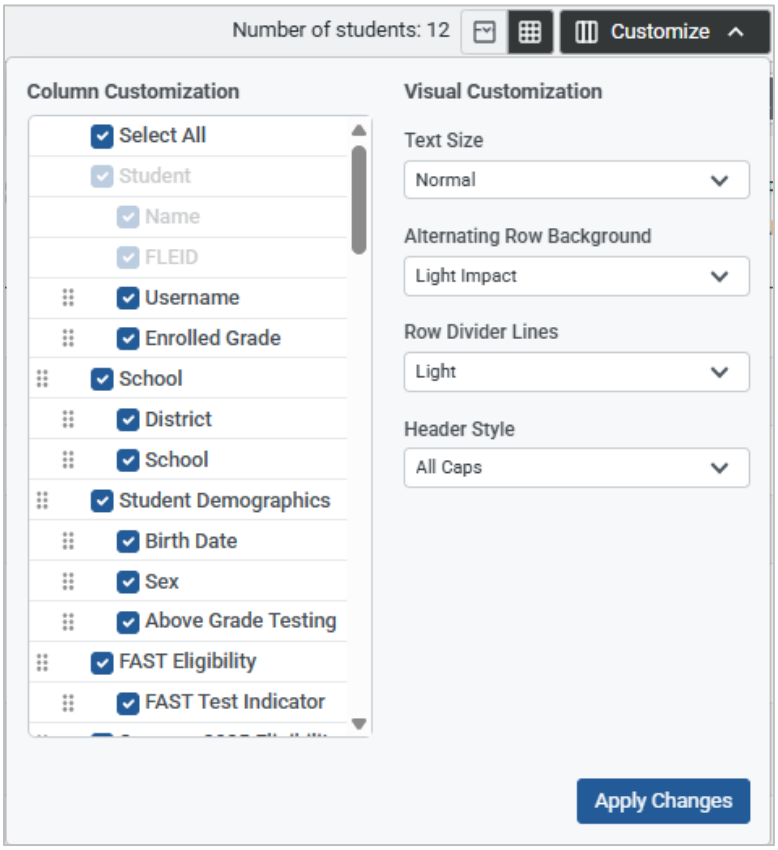


Figure 27. Customize Menu Open to Display Options in Grid View



Visual Customization Options

Use the visual customization drop-downs to make changes. Then select **Apply Changes**.

In the list that follows, the default options are highlighted in bold. Your customizations only apply to the current task and will be reset each time you access a task.

- *Text Size*: Large, **Normal**, Small, Extra Small
- *Alternating Row Background*: **Light Impact**, Heavy Impact, None
- *Row Divider Lines*: **Light**, Dark
- *Header Style*: **All Caps**, Title Case

Column Customization

You can hide or show columns and rearrange their order by selecting **Customize**.

Your column customizations persist across login sessions. Any column customizations you've made to favorite searches override other saved customizations.

To hide columns on the grid view, simply clear their checkboxes and select **Apply Changes**. To display them again, select the checkboxes and then **Apply Changes**.

On the grid, columns are organized into sections so related information stays grouped together. The sections display above the columns (Figure 28).

You can customize the layout by rearranging entire sections or moving individual columns within a section. In the customize menu, sections are left-aligned, with their columns indented beneath them (Figure 29).

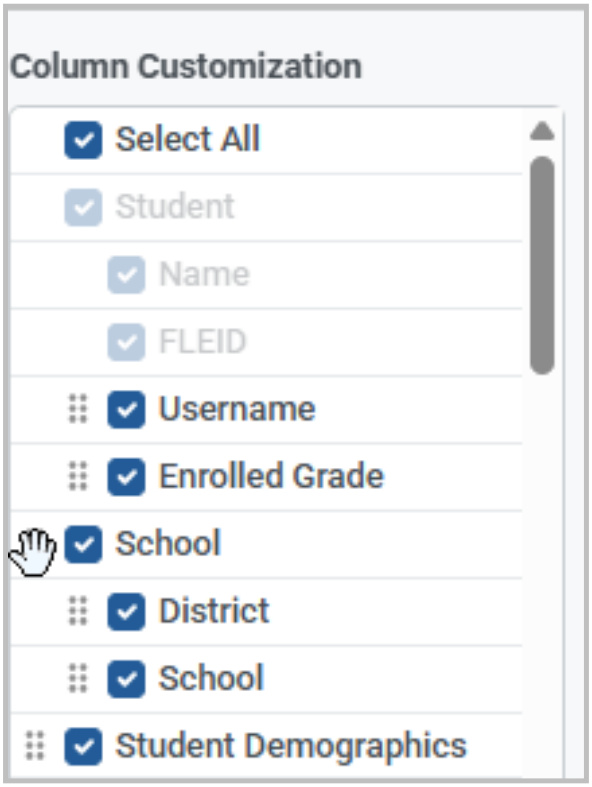
Figure 28. Grid Header with Sections Highlighted in Yellow

To move a section or column:

The option to drag and drop sections and columns is only available on the student search results grid.

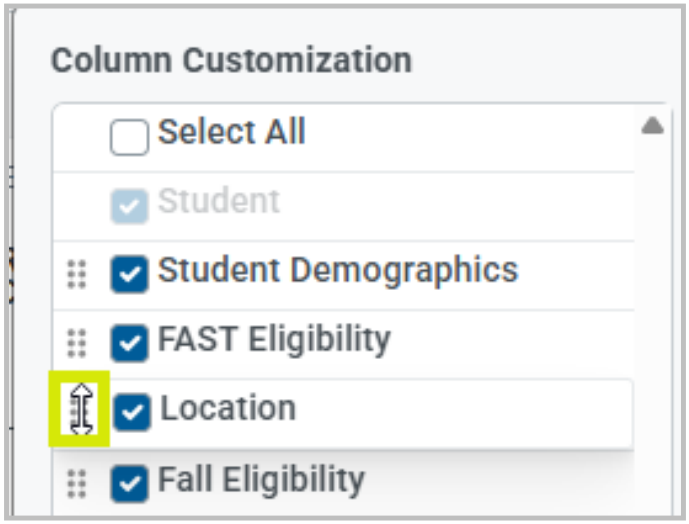
1. In the Customize menu, next to a section or column, hover your mouse over the move icon [ ] until your cursor changes to a hand.

Figure 29. Column Customization Showing the Move Hand Icon over a Section



2. Click and drag the section or column to the location you'd like. The cursor changes to a double-tipped arrow as you move it. When you start to move a section, all sections collapse to make the move easier.

Figure 30. Collapsed Sections with Cursor as Double-Tipped Arrow Highlighted in Yellow



3. Release the section or column where you'd like it to display.

Note: On a touchscreen, you can tap, hold, and drag the section or column.

The *Student* section is the only one that cannot be hidden or moved. It is also the only section with columns that cannot be fully customized, as the *Name* and *FLEID* columns cannot be hidden or moved.

Note: Columns do not export in the customized order.

Filter and Sort Search Results

A TIDE search can retrieve hundreds or thousands of records. To help you find the information you need, you can filter records by keyword and sort the columns.

Filter Records

You can quickly narrow the retrieved records by selecting a defined filter, such as grade, or by entering keywords in the *Filter Results* box.

Defined Filters

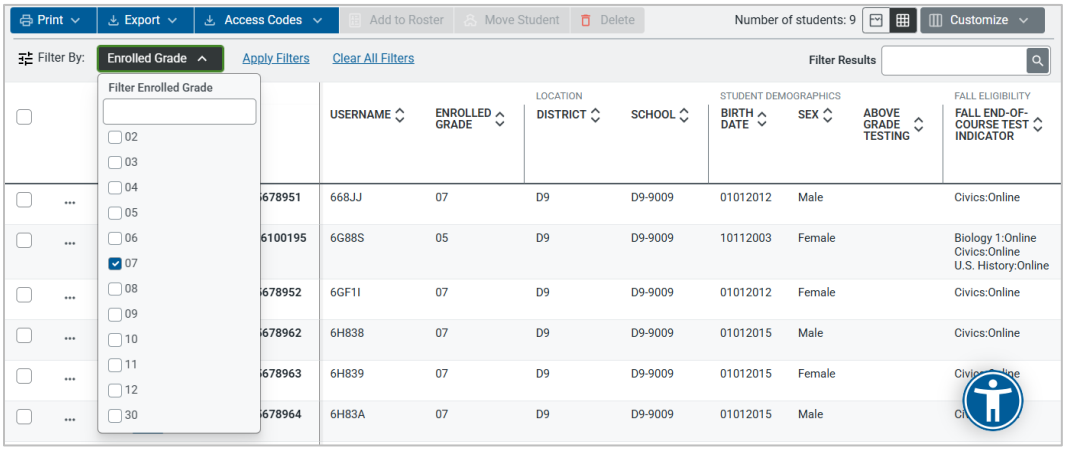
These filters offer quick access to commonly filtered attributes, such as grade.

To apply a defined filter:

1. Beside *Filter By*, select a filter drop-down and one or multiple options. Repeat for as many filters as you need to apply.
2. Select **Apply Filters**. The results are filtered to display only those records matching your selections.

For example, Figure 31 shows a portion of the Manage Students page with the filter for grade 07 selected but not yet applied.

Figure 31. Filtering Retrieved Records—Before Selecting Apply Filters



Note: Not every task has defined filters.

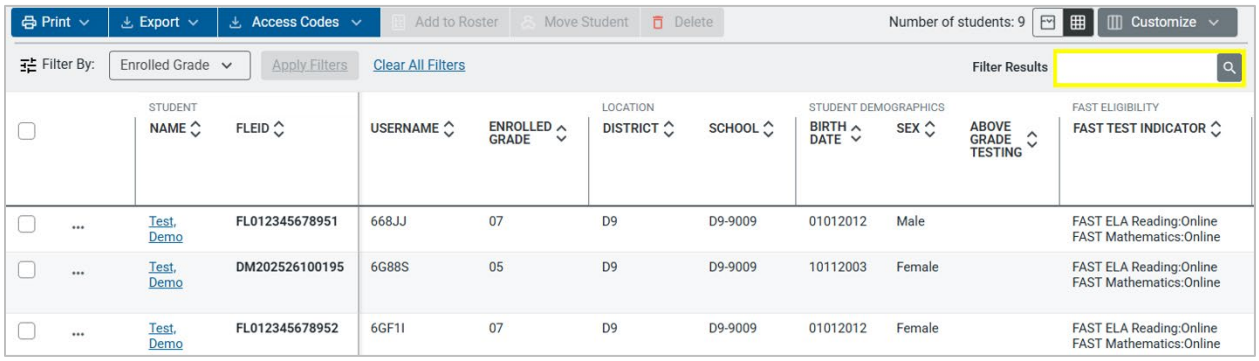
Keyword Search Filter

You can also filter results by keyword. This can be helpful in situations where the information you need to find is not available as search criteria.

To filter by keyword:

1. Enter a keyword in the *Filter Results* search box.

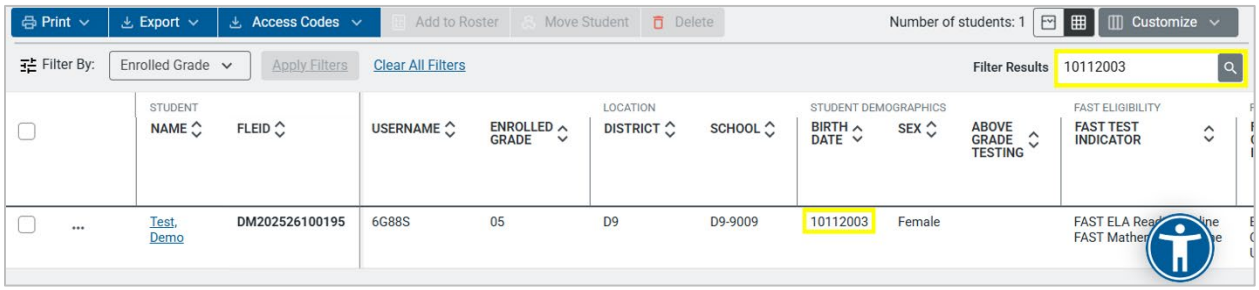
Figure 32. Filter Results Keyword Search Box



2. Select the search icon or use the **Enter** key on your keyboard. If your keyword is found in the records, the results display only those records matching the filter.

In Figure 33, the search was for a student with the last name Test, but several students were returned in the search. By entering the date of birth in the filter box, the user was able to find the exact student. Note that the *Number of students* display updates to show the number of records that match your filter.

Figure 33. Filtering Retrieved Records—Using the Filter Results Search



Note: Filters applied to your search results are for on-screen viewing only. If you choose to print or export the results, be aware that the output will include all original search results—not just the filtered ones displayed on your screen.

Sort Records

You can sort the columns to organize the information in the records in a way that meets your needs.

There are up and down arrows next to the column headers in the grid. When both arrows visible, it means no sorting has been applied. When only one arrow is visible, either pointing up or pointing down, it shows that the column is sorted—either in ascending or descending order. See Figure 34.

Figure 34. *Name* is Unsorted and FLEID is Sorted Ascending

To sort records:

1. Select the header of the column you want to sort by. This sorts the results in ascending order and displays an upward-facing arrow.
2. Select the column header again to sort in descending order. This displays a downward-facing arrow.

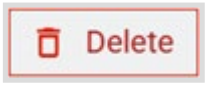
Note: You can only sort one column at a time.

Print, Export, and Delete Records

After searching for records, you can take action on the retrieved records, such as printing them. Most record types have the option to print, export, and delete records. However, the available action buttons depend on the record type and your user role permissions.

To work with records:

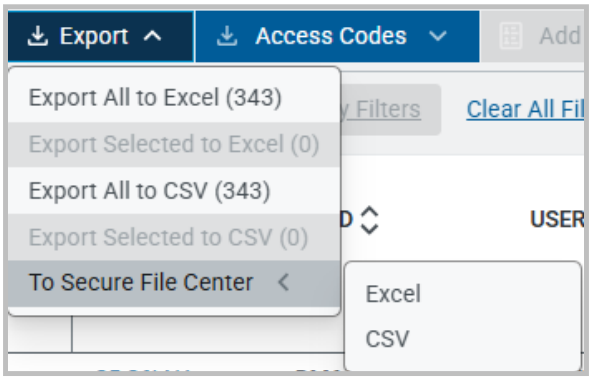
1. Search for the required records by following the procedure in the section Search for Records.
2. If a search results pop-up appears, select **View Results**. For example, when searching for students, if 20 or fewer schools are selected, the table will appear without a pop-up window, while searching for 21 or more schools will cause the pop-up to appear regardless of the number of results.
    a. *Optional*: if you only want to export records, you can export them to the Secure File Center from the search results pop-up instead of viewing them.
3. From the Search Results grid, select records to work with:

- For individual records within the results, select the checkbox next to each record you want.
- For all records in the results, identify the button type for the action you need to perform.
- For buttons with only an icon and label, you'll need to select the checkbox in the upper left of the header row and then select the button. For example, the **Delete** button [

] requires you to select all checkboxes to delete all records. Note that you can only select the records on the current page of results.
- For buttons with drop-down arrows in addition to the icon and label, such as

, you do not need to select all checkboxes because the option to select all is built into the drop-down, as shown in Figure 35.

Figure 35. Action Button with Drop-down Showing Available and Unavailable Options



4. From above the table of retrieved records, select the action button you need. If it's a drop-down, choose an option.
   -

: Displays options for printing all or selected records.
   -

: Displays options to export all or selected records to a PDF, Excel, or CSV file, as available. You may export to the Secure File Center or download a file directly.

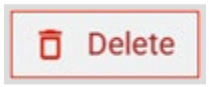
Note: For the print and export action buttons, the number of records to be printed or exported is displayed next to each option for the button. If an option is not available, it is grayed out. For example, if 12 records have been retrieved, the number next to the option for printing all records will show 12. If you have not selected any individual records, the option for printing selected records will be unavailable and will show 0 records (Figure 35).

Note: Materials, including Test Tickets, PreID Labels, Access Codes, and Student Settings and Tools, can also be printed for individual students from their student details page after selecting the student from the search results. The **Student Information** tab has tools on the right sidebar.

-

: Displays options to export all or selected access codes to an Excel file.
-

: Opens a pop-up allowing students to added to a roster.
-

: Opens a pop-up allowing students to be moved between schools within a district.
- 

: Deletes the selected records. Your user role may not have access to delete records for some or all tasks.

Note: Task-specific action buttons are covered in the help content for those tasks.

Navigate Records

Certain tasks in TIDE require you to add or edit records via specialized record forms that contain student or user details. This section explains how to navigate the details pages.

Add Records

Records may be added via a regularly scheduled automated import into TIDE. However, you may need to add a single record at another time. This section covers how to add records one at a time.

To add records:

1. From the task group you need to add a record for, select **Add**. When adding a student, a pop-up page appears.
2. Enter text or make selections for all required information.
3. Select **Save**.

Edit Records

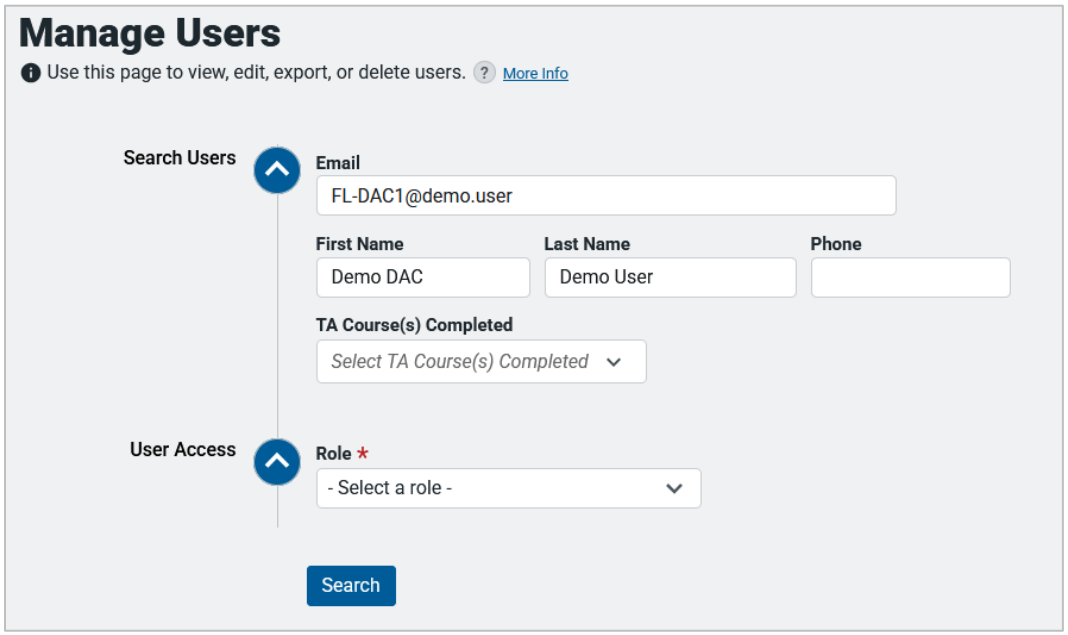
To edit records:

1. From the task group you need to add a record for, select **Manage**. A pop-up page may appear.
2. Enter text or make selections for all required information.
3. Select **Save**.

Navigating Details Pages

Some details pages for adding records look different than the pages for editing records. This section of the guide only shows examples of pages used for editing since many records are added through file uploads.

Figure 36. Sample Manage User Details Page



Details pages are usually divided into multiple sections, with each section containing a group of related settings and options. You can collapse an expanded section using , or using to expand it if it's collapsed.

Figure 37. Student Details Page with First Section Collapsed and the Second Section Expanded

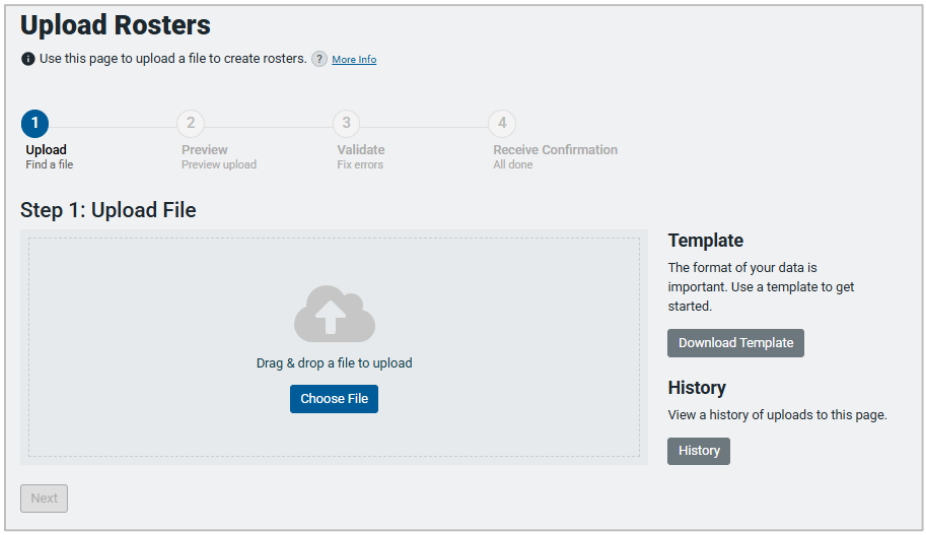
Note: The number of sections and their contents depend on the record type.

Uploading Records

Some tasks require you to add a large number of records via a file upload. This section provides an overview of the basic steps for using and navigating the file upload pages (Figure 38).

Note: The instructions in this section apply to file upload pages only and do not apply to upload tasks available on pages such as the ***Search By FLEID*** page.

Figure 38. Sample Files Upload Page



Before uploading a file, you can download a file template and fill it out in a spreadsheet application. The guidelines for a template depend on the record type. Guidelines for each record type are provided when describing the record type in the guide.

Select **History** on the **Upload File** page to view a log of the previous files that have been uploaded for the selected record type.

To upload a file:

1. On the ***Upload File*** page, select **Download Template** and select the appropriate file type.

2. Open the file in a spreadsheet application, fill it out, and save it.
3. On the ***Upload File*** page, select **Choose File** and select the file you created in the previous step.
4. Click **Next**. The ***Preview*** page appears. Use the file preview on this page to verify you uploaded the correct file.

Note: Only the first 10 records display on the preview.

5. Click **Next**. TIDE validates the file and displays any errors [ ] or warnings [ ] on the ***Validate*** page.
6. Review any issues in the file. Use the *Summary* table for an overview of each type of issue and the *Details* table to find specific instances of the issue in your file.

Note: If a record contains an error, that record will not be included in the upload. Records containing a warning are limited to user records. These records will still be uploaded in TIDE if the role is not already assigned to the user.

- *Optional:* Select the error and warning icons in the validation results *Details* table to view the reason a field is invalid.
- *Optional:* To view a text list of issues with the file, select **Download Validation Report**.

Note: If your file contains a large number of records, TIDE processes it offline and sends you a confirmation email when complete.

7. Do one of the following:
   - To proceed, select **Continue with Upload**. TIDE processes those records that do not have errors.
   - To make edits to the file before proceeding, select **Upload Revised File** to restart the process.
8. The ***Confirmation*** page appears, displaying a message that summarizes how many records were committed and excluded.
9. *Optional:* To upload another file of the same record type, select **Upload New File**.

Preparing for Testing

This section provides instructions for performing the tasks in the Preparing for Testing category. These tasks should be performed before testing begins.

This section covers the following topics:

Manage Student Information

Manage Rosters

Manage TIDE Users

Manage Orders for Testing Materials

Manage Student Information

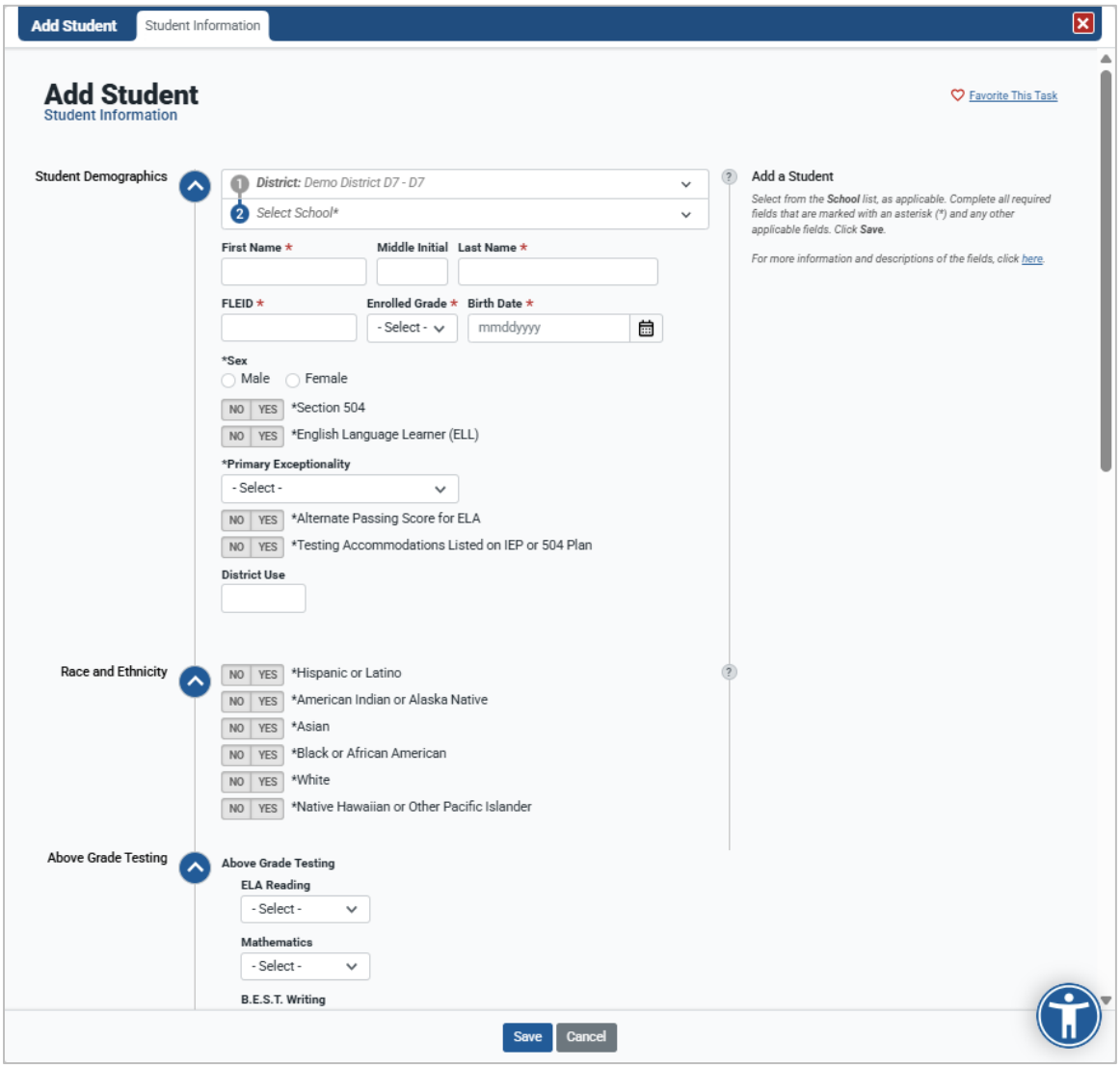
This section describes how to add, modify, and delete students' records, and how those records affect testing and reporting.

Add Students

Most students are added via a PreID upload into TIDE. However, you may need to add a student individually. This section covers how to add students one at a time by adding a new record to TIDE.

For a general overview of record detail pages, you can review Navigate Records before beginning.

Figure 39. Add Student Page



Before You Add Students

The information below is specific to the tasks for student records and can help you when working with student records.

Adding Student Permissions

This task is limited to certain user roles as described in the section Understanding User Roles and Permissions.

To individually add a student, you must be associated with the same district and/or school as the student. For example, district-level users can add students to any school within their district, while school-level users only have the ability to add students to their school.

Add a Student

1. From the **Student Information** tile on the TIDE dashboard, select **Add**. The ***Add Student*** page appears.
2. Enter all required information, which is marked with an asterisk. If you do not, an error message displays below what is missing. You can also choose to enter any additional information included on the page.
3. Then, save the record or cancel to discard your changes.

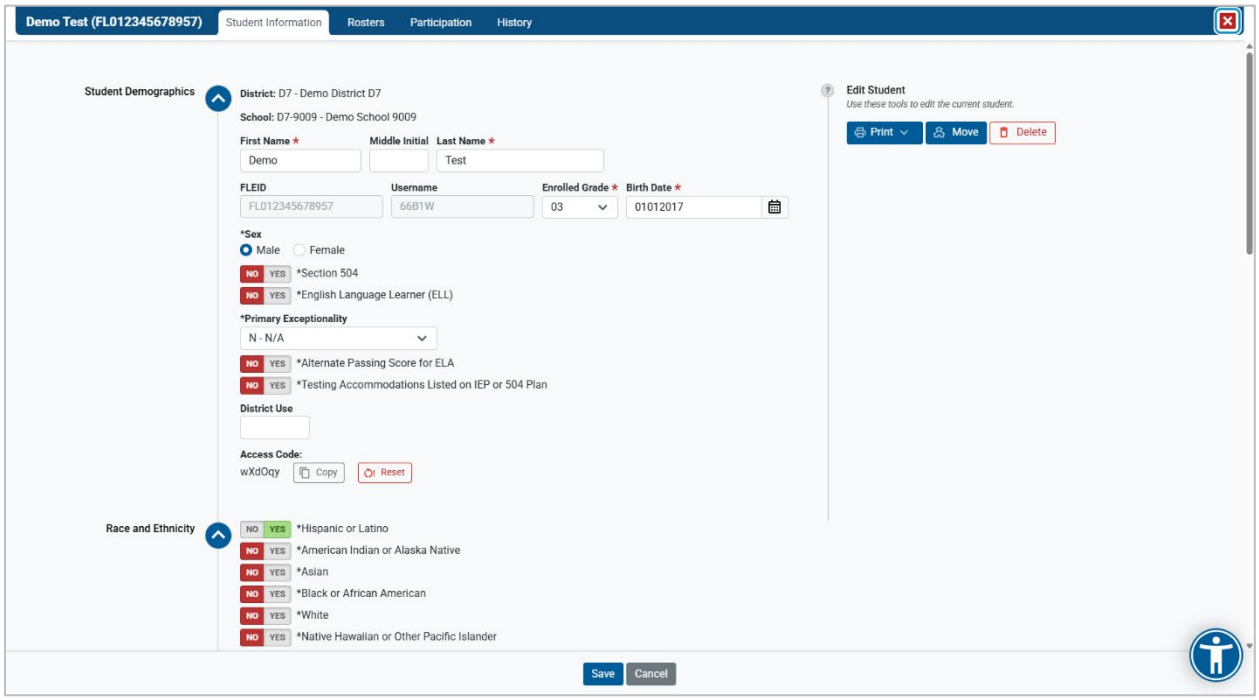
Viewing and Editing Students

You can view and edit information about a student's record in the student details window.

This topic contains information specific to editing student records. For basic information about editing records, you can review Navigate Records.

For instructions to view changes made to a student's record, review the Review Student Account Updates section.

Figure 40. Student Details Window Accessed from Manage Students



Actions Related to Other Features

Certain student-related features are reviewed in other topics:

Family Portal

You can find information on actions specific to the Family Portal in Family Portal Access. These actions include downloading the access codes template, printing access codes, and resetting codes.

Search for a Student

To access a student record, you'll need to search for the student or group of students. For information about the search process, review Search for Records.

You can favorite some student searches to rerun them later. Follow the instructions in the sections Save Student Searches as Favorites.

Search by a List of FLEIDs

You can search for students by entering or uploading a list of up to 1,000 FLEIDs.

On the ***Manage Students*** page, select the **Search by List** tab and do either of the following:

- To enter a comma-separated list of IDs, select **Enter**. Paste your list in the text box. Select **Search**.

- To upload a list in CSV or Excel format, first ensure that each ID is listed in the first column with no header. Then select **Upload**. Drag and drop your file to the upload area, or select **Choose file(s)** in the upload area and choose the file from your computer. Select **Search**.

Search by list does not add or modify students in TIDE. You cannot favorite a search by list.

About the Student Search Grid

Certain features are unique to the student search grid, including the ability to change the view of the grid; to customize the visual aspects of the grid; and to rearrange, hide, or show columns. You can review Customize Search Results Grids for more information about these features.

The student search grid also allows you to add students to a roster.

Before You Edit a Student

The information below is specific to student record tasks.

Editing Student Permissions

This task is limited to certain user roles as described in the section Understanding User Roles and Permissions.

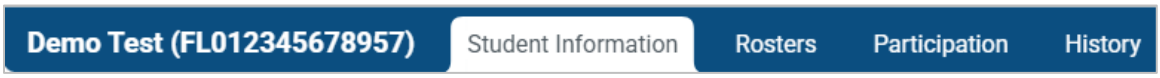
To edit a student, you must be associated with the same district and/or school as the student. For example, district-level users can edit students in any school within their district, while school-level users only have the ability to edit students in their school.

Manage Students Page Features

Tabs

When you edit a student, you'll work across horizontal tabs to view information, although only the first tab can be edited.

Figure 41. Student Details Page Tabs



The **Student Information** tab has student demographics, race and ethnicity, above grade testing, video consent, test eligibility, and accommodations.

The **Rosters** tab shows all active rosters that include the student, when available.

The **Student Participation** tab shows tests the student participated in, when available. You will not find tests that a student is eligible for here if the student has not at least started the test.

The **History** tab shows a history of changes made to the student's record.

View and Edit a Student's Details Page

Select a section to expand or collapse information

1. From the **Student Information** tile on the TIDE dashboard, select **Manage**. The ***Manage Students*** page appears.
2. Search for the student. For information about the search process, review Search for Records.

> **Note:** After you have searched from the ***Manage Students*** page, you can save the search criteria as a favorite search by clicking the **Save New Favorite** [ ] button. On the pop-up that appears, enter a name and description for the favorite search. Your favorite searches will be available in the *Favorites* tab of the ***Manage Students*** page and under the heart icon dropdown on Student card of the ***Dashboard***. For more information, see Save Searches as Favorites.

3. To open the record for editing, select the *Row Actions* menu button [ ] and then choose **Edit Student**. You can also select the student's name. The student details page appears.
4. Edit the record as needed.
5. Then, you can save the record or discard your changes.

Add Students to a Roster

If your role allows it, you can easily add students to a roster using the **Add to Roster** buttons available in student search results as well as the student details window.

1. Do either of the following:
   - To roster students directly from search results, select the checkbox beside each student of your choice. Then select **Add to Roster**. You may only select students currently listed on the page.
   - To roster a single student from the student details window, select the **Add to Roster** button in either the **Student Information** tab or the **Rosters** tab.

   The ***Add to Roster*** pop-up appears, with the school and roster type preselected.
2. *Optional*: To narrow down the list of available rosters, select a teacher from the *Teacher Name* drop-down.
3. Select a roster from the *Roster Name* drop-down.
4. Select **Add to Roster**. A pop-up lets you know whether the students were added. Select **Continue**.

Note: Students can only be added to an existing roster in this way. Adding a student to a new roster is not supported. For information about adding students to new rosters, refer to Manage Rosters.

Review Student Account Updates

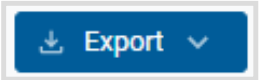
The **History** tab provides detailed information on updates made to a student's account by both TIDE users and automated processes. The information includes active and inactive statuses for the changes and the user's name or process that initiated the change.

The **History** tab contains multiple sub-tabs:

- **Recent Changes**
- **Student Information and Test Settings**
- **Enrollment and Rosters**
- **Test Eligibilities**

Each user role can access only the same information in the history as in the student information screens. The history only displays actions that occurred in the past two school years, so the entire student update history is not shown. All times are displayed in your local time zone.

Note: A student must be in TIDE and associated with your district and/or school, depending on your user role, in order to view student history.

1. From a student's details page, select the **History** tab.
2. Review the **Recent Changes** sub-tab for an overview of all changes or select another sub-tab to view only specific types of changes. The *Status* column indicates whether the specified attribute value is currently active or inactive, and the *When* column indicates when the value was set.
3. *Optional*: Use the filters and search options to limit the information shown in the history.
4. *Optional*: Where the **Include Blank Values** checkbox is available, clear it to remove cells with no data. These cells show *No Selected Value*, indicating that no selections are active.
5. *Optional*: To export data from any of the sub-tabs, use the [] button.

Move a Student Between Schools

When a student moves from one school to another within a district, use this feature to assign the student to the new school.

If you are associated with multiple schools, you can also move students from one school to another.

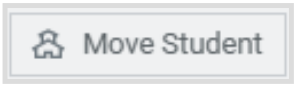
If you are a District Assessment Coordinator, you can also move students from one school to another within your district on the ***Manage Students*** page.

Move Students to a New School Within a District

1. From the **Student Information** tile on the TIDE dashboard, select **Manage**.
2. Search for students to move. For information about the search process, you can review Search for Records.
3. To move:

   a. One student, select (do not right click) the *Row Actions* menu button [ ] and then select **Move Student**.

   b. Multiple students, in the list of retrieved records, do one of the following:

   - Select the checkboxes for the students you want to move.
   - Select the checkbox in the grid header to move all students listed on the page.
   - After selecting checkbox(es), select **Move Student** [

] above the search results.

Note: When moving students, you can only move students who are listed on the current page.

4. The ***Move Student*** pop-up appears. Verify the number of students is correct.
5. From the **School** drop-down list, select the school where you want to move the student(s).
6. Select **Yes**. After TIDE moves any selected students, a confirmation message appears.

Note: Students who move into a school district after the start of school can be moved into the correct district using the Upload Students feature in TIDE. The DAC can follow the steps in the Add, Edit, and Delete Students Through File Uploads section to create a PreID student file and upload the file anytime during the school year to move students. This task can also be completed by a district or school coordinator for individual students by following steps in the Add Students section. Districts and schools should ensure they are entering a student's name and FLEID exactly as was used in the previous district to ensure the student's complete record is transferred.

7. In the ***Confirm Move*** pop-up, select **Continue** to return to the list of student records.

Note: Individual students can also be moved from the Student Details page by clicking the **Move** [

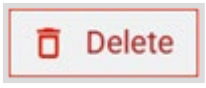
] button on the far right of the page (see Figure 40) and following Steps 5–7 on the pop-up that appears.

Delete Student Records

When you delete students from TIDE, those students are no longer eligible for assessment testing. FRS retains the students' writing responses and scores accumulated before the deletion.

Note: This change takes effect immediately. Deleted students will not appear in TIDE and cannot take operational assessments.

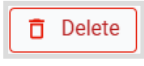
To delete student records:

1. From the **Student Information** tile on the TIDE dashboard, select **Manage**. The ***Manage Students*** page appears.
2. Retrieve the student records you want to delete by following the procedure in the Search for Records section.
3. To delete:
    a. One student, select (do not right click) the *Row Actions* menu button [ ] and then select **Delete**.
    b. Multiple students, do one of the following:
        - Select the checkboxes for the students you want to delete.
        - Select the checkbox in the grid header to delete all students listed on the page.
        - After selecting checkbox(es), select 

.

Note: When deleting students using the checkbox in the header, you can only delete students who are listed on the current page.

4. In the pop-up, select **Yes**. The students are removed from TIDE.
5. Select **Continue** to return to the results page.

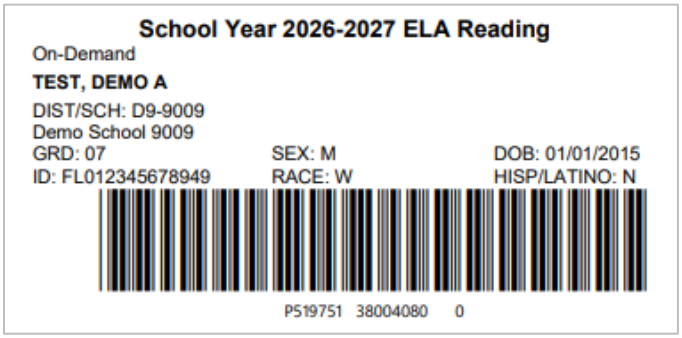
Note: Individual students can also be deleted from the Student Details page by clicking the **Delete** [

] button on the far right of the page (see Figure 40) and following Steps 4–5 on the pop-up that appears.

Print On-Demand PreID Labels

Districts and schools print On-Demand PreID Labels for any student who needs a PreID label for a paper-based administration. Blank labels for printing On-Demand PreID Labels are available as an additional order item in TIDE, and are included in the test materials shipment for spring administrations.

Figure 42. Student On-Demand PreID Label



TIDE generates the labels as a PDF file that you download through your browser.

To print On-Demand PreID labels for one student from their student details page:

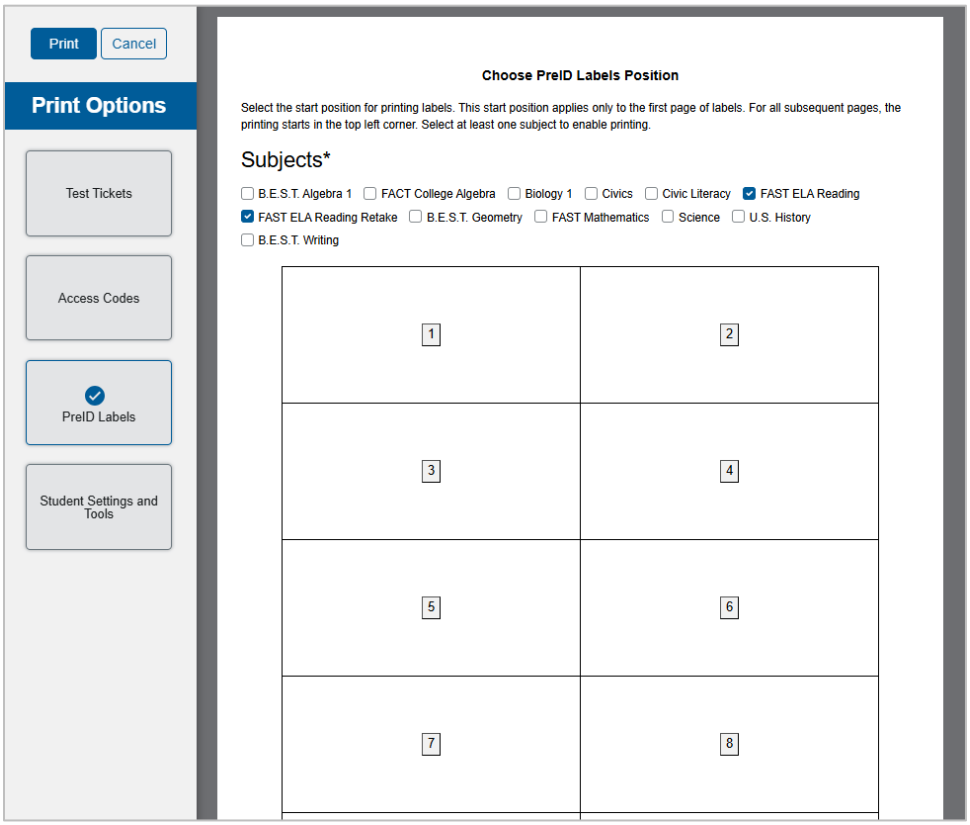
1. Retrieve the students for whom you want to print labels by following the procedure in the section View and Edit a Student's Details Page.
2. From the Student Information tab, find the Edit Student section on the right sidebar.
3. Select Print, then PreID Labels.

To print On-Demand PreID labels for one or more students from the search results page:

1. Retrieve the students for whom you want to print labels by following the procedure in the section View and Edit a Student's Details Page.
2. Students are sorted by Last Name. Click a column heading to change the sort order, if desired.
3. Do one of the following:
   - Mark the checkboxes for the students you want to print.
   - Mark the checkbox at the top of the table to print PreID labels for all displayed students.
4. Click

, and then select **Selected PreID Labels**.
5. The ***Choose Label Position*** page appears for selecting the start position for printing on the first page (Figure 43).

Figure 43. Choose PreID Labels Position Page



6. Verify that **PreID Labels** is selected under Print Options on the left of your screen.
7. Choose the subject(s) for which you would like to print and select the start position. The start position applies only to the first page of labels. For all subsequent pages, the printing starts in position 1, the upper-left corner.
8. Click Print to generate a PDF of your labels. You will print your labels directly from this PDF on the blank labels provided by DRC.
    a. Confirm that label sheets are loaded correctly.
    b. Print using the highest quality settings available on your printer to ensure proper scanning.
    c. Make sure that the "Print to Fit" option is unchecked to prevent barcodes from being cut off.

Note: Ensuring high-quality printing after PDF generation will vary based on the specifications of your printer. To enhance label quality, check that the printer is minimizing image compression and that the highest-quality settings are applied. Contact your technology coordinator for assistance with adjusting printer settings.

Once PreID labels are printed, check each label to ensure that all information is printed correctly.

Note: PreID Labels for individual students can also be printed from the Student Details page by clicking the **Print** [ ] button on the far right of the page (see Figure 40), selecting PreID Labels from the dropdown that appears, and following Steps 5–7.

Printing Students' Test Settings

A student's test settings include the various accommodations and tools available during a test. You can generate a report of test settings from the list of retrieved students.

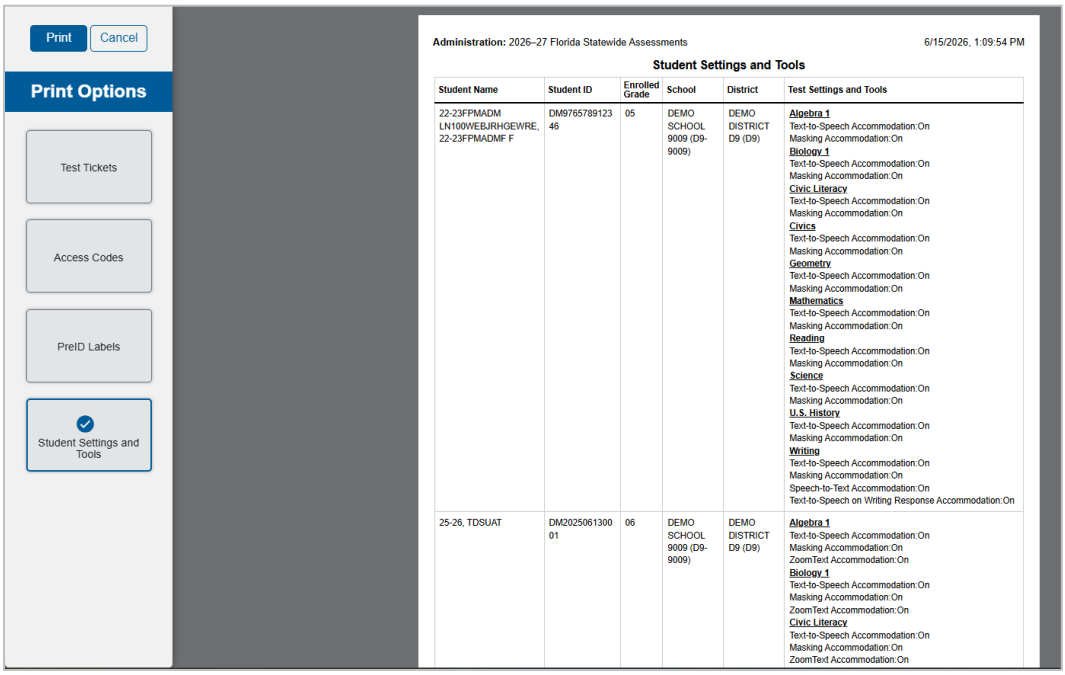
To print students' test settings for one student from their student details page:

1. Retrieve the student records you want to print by following the procedure in the section View and Edit a Student's Details Page.
2. From the **Student Information** tab, find the *Edit Student* section on the right sidebar.
3. Select **Print**, then **Student Settings and Tools**.

To print students' test settings for one or more student from the search results page:

1. Retrieve the student records you want to print by following the procedure in the section View and Edit a Student's Details Page.
2. Click the column headings to sort the retrieved students in the order you want the records printed.
3. Do one of the following:
   - Mark the checkboxes for the students you want to print.
   - Mark the checkbox at the top of the table to print test settings for all displayed students.
4. Click , and then select **All Student Settings and Tools** or **Selected Student Settings and Tools**, based on your selection. The ***Student Test Settings and Tools*** page appears (Figure 44).

Figure 44. Student Setting and Tools Page



5. Verify **Student Settings and Tools** is selected in the *Print Options* section.
6. Click **Print**.

Your browser downloads the generated PDF.

Accommodations in TIDE

Accommodations must be set or modified in TIDE. Review Table 3 for information about each accommodation. Accommodations can be set for students individually when either adding or editing students. Accommodations can be set for multiple students during PreID uploads or when uploading additional student information.

Figure 45. Sample Accommodations Section of the Edit Student Page

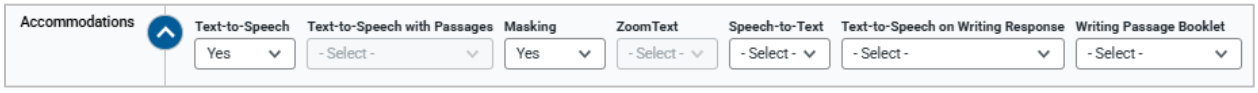


Table 3. Accommodations

Option	Description
Text-to-Speech (TTS)	Reads aloud the text in items and/or stimuli.
Text-to-Speech (TTS) with Passages	Reads aloud the text in ELA Reading and B.E.S.T. Writing passages. **Note**: This accommodation can only be set by a State user.
Masking	Allows students to cover a distracting area of the test page.
ZoomText	Allows ZoomText software to be used with the Secure Browser. **Note**: This accommodation can only be set by a State user.
Speech-to-Text	Allows students to dictate their response in writing tests only.
Text-to-Speech (TTS) on Writing Response	Reads aloud the student's response in writing tests only.
Writing Passage Booklet	Allows students to be assigned a hard-copy regular print or large print writing passage booklet. Students must have a test eligibility of Computer-Based Testing for Writing.

Add, Edit, and Delete Students Through File Uploads

If you have many students to add, edit, or delete, it may be easier to perform those actions through file uploads. This task requires familiarity with composing CSV files or working with Microsoft Excel. The following section describes how to create a PreID file and then upload it to TIDE.

To upload student records:

1. From the **Student Information** tile on the TIDE dashboard, select **Upload**. The ***Upload Students*** page appears.
2. Select **Download Template** to access all templates.
    a. For .txt files, download the PreID Layout file for setup instructions.
    b. For Excel files, use the built-in data drop-downs when available and consult the PreID Layout file as needed.
    c. For CSV files, the PreID Layout file can be used for instructions.
3. Download a template and save it.

4. Fill out the template, then upload it to TIDE.
5. Follow the steps in the wizard to complete the upload. If you need more guidance for the upload process, refer to Uploading Records.
6. Check the results of the upload by performing a search: Students who were not previously set up in TIDE are added in TIDE. Students who were already in TIDE have their accounts modified with the updated content from the upload.

Uploading Additional Student Information

You can add or edit additional student information for multiple students through file uploads. This task requires familiarity with CSV files or working with Microsoft Excel.

To upload student attributes through file upload:

1. From the **Student Information** tile on the TIDE dashboard, select **More Actions** and then select **Upload Additional Student Information**. The ***Upload Additional Student Information*** page appears.
2. Fill out the Attribute template and upload it to TIDE.

Generating Frequency Distribution Reports

A frequency-distribution report (FDR) shows the number of occurrences of a particular category, such as the number of male and female students.

You can generate reports from student data in TIDE to show the distribution of each demographic category and test assignment.

To generate Frequency Distribution Reports:

1. From the **Student Information** tile on the TIDE dashboard, select **More Actions** and then select **Frequency Distribution Report**. The ***Frequency Distribution Report*** page appears.
2. In the *Filters for Report* section, select the report filters:
    a. From the **School** drop-down list, select a school. District-level users can retain the default for all schools within the district.
    b. Select a specific grade or keep the drop-down on - *Select* - to display all grades.
    c. *Optional:* In the *Select Demographics* section, select checkboxes from the drop-down to filter the report for additional demographics and accommodations. If you do not select any demographic categories, the report only shows records by grade.
3. Select **Search**. The information displays in tabular format, which is also the Grid format you can select.
4. *Optional*: Do one of the following:

- To export to Excel, select

, and then select **Export to Excel**. The generated Excel file displays each category selected as a separate tab in the spreadsheet.
- To view in tabular format, select **Grid**.
- To display the reports in graphical format, select **Graph**.
- To display the reports in both tabular and graphical format, select **Grid and Graph**.
- To download a PDF file of the reports, select

, and then select **Print** on the new browser window that opens displaying the report. The generated PDF file displays the report in your selected format of **Grid**, **Graph**, or **Grid and Graph**.

View the Student Transfer In Report

You can view reports of students who have transferred into your district and/or school from another district and/or school by following the steps below.

Note: This report does not show students who were added to your district and/or school who are completely new to TIDE. It only shows students who have been moved into your district and/or school that were previously enrolled in another district and/or school.

1. From the **Student Information** tile on the TIDE dashboard, select **More Actions** and then select **Student Transfer In Report**. The ***Student Transfer In Report*** page appears.
2. Enter search criteria.
3. Select **Search**.

The report appears, displaying students matching the search criteria.

View the Student Transfer Out Report

You can view reports of students who have transferred out of your district and/or school to another district and/or school by following the steps below.

Note: This report does not include students who were deleted from TIDE and, subsequently, from your district and/or school. It only shows students who have been transferred from your district and/or school to another district and/or school.

1. From the **Student Information** tile on the TIDE dashboard, select **More Actions** and then select **Student Transfer Out Report**. The ***Student Transfer Out Report*** page appears.
2. Enter search criteria.
3. Select **Search**.

The report appears, displaying students matching the search criteria.

Manage Rosters

How Users Manage Rosters

Rosters are groups of students associated with a teacher in a particular school. Rosters typically represent entire classrooms in lower grades, or individual classroom periods in upper grades.

Note: A given user may be associated with a maximum of 75 active rosters.

Rosters can be used to group students together based upon the room they will be assigned. If used, a roster should be provided to each proctor on test day for attendance and checking test takers into the test room if they are unfamiliar with the students who may be assigned to them. By grouping students together in rosters, you can also print student test tickets containing their login information.

Overview

Multiple types of rosters may be managed in TIDE:

- Single-Teacher Reporting Rosters:

  These rosters are shared with the Florida Reporting System (FRS) so users can access student test results as a group. Reporting rosters work best with about 30 students. One teacher can be associated with each roster.

- Non-Reporting Rosters:

  These rosters are not shared with FRS, but can be used within TIDE for test preparation, such as printing test tickets. A Non-Reporting roster can have up to 500 active students and is not associated with a teacher.

- Multi-Teacher Reporting Rosters:

  These rosters are shared with FRS so users can access student test results as a group. Reporting rosters work best with about 30 students. More than one teacher can be associated with each roster.

Single-Teacher and Multi-Teacher Reporting Rosters

The rosters you create as Reporting Rosters in TIDE are available in FRS and must have a TA associated with them. FRS can aggregate test scores at these roster levels. You can also use rosters to print test tickets containing students' login information to start taking a test. Rosters for this purpose should be marked as **No** in the Reporting Roster field. Please note that in TIDE, the Reporting Roster Field defaults to **No**, but it defaults to **Yes** in FRS.

When creating/managing rosters, it is recommended to follow the guidelines below:

- Rosters should ideally include about 25–30 students. If a roster is too large or too small, it may affect the credibility and usefulness of the data in FRS.
- One or more rosters may need to be created depending on the subjects taught by a teacher. For example, if a group of Grade 3 students have the same teacher for Reading, Mathematics, and Science, then separate rosters do not need to be created for each subject. However, if different teachers are responsible for teaching different subjects, then separate rosters need to be created for each teacher and subject.
- Rosters should be updated weekly to maintain roster accuracy with new enrollments/withdrawals/class movement to ensure teachers are accessing accurate data for their current students.
- If a student moves to another district/school, the student will automatically become inactive in any rosters associated with the former district/school. Users do not need to take action to delete this student.
    - Teachers will have access to scores for tests taken with them for inactive students in their roster by changing the time period in FRS.
- If a student moves to another class within the same school, no automatic action is taken to remove the student from previous rosters. The student will need to be deleted manually from the former teacher's roster if that teacher should not have any access to scores. When the student is manually deleted, the former teacher will no longer have access to any scores for that student in FRS.
- Use roster uploads to add and/or delete students. As students withdraw from a school or transfer from one class to another, students can be deleted via upload from the previous associated rosters.
- When naming rosters, a clear and consistent naming convention should be used that indicates the grade, class name, teacher, and/or period as applicable. For example, an elementary school roster may be named 'Gr3Jones26-27' and a secondary school roster may be named 'AikenPeriod3Eng9A26-27'.

There are a few restrictions to be aware of:

- Each user-defined roster can only be associated with one school.
- You can only create rosters from students associated with the school(s) or district(s) associated with your user account.
- Only 500 active students can be included in one roster.

Non-Reporting Rosters

Non-Reporting rosters are designed to be used within the TIDE system to assist with test preparation, so they cannot be accessed from the Reporting system.

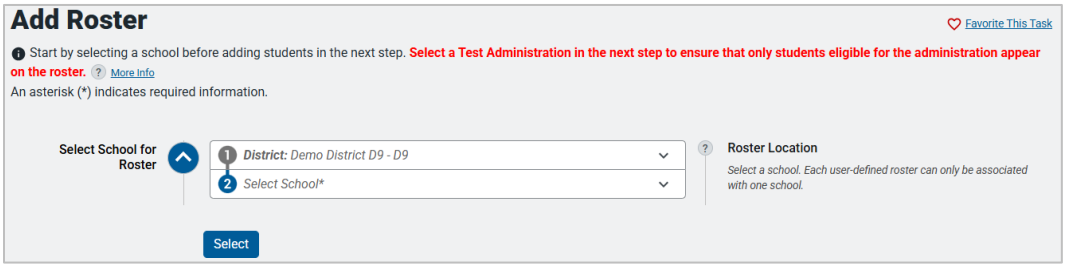
Using a Non-Reporting roster has several benefits:

- Easily print test tickets, PreID labels, or other large lists.
- Keep unnecessary information out of Reporting.
- Create a roster without an associated teacher.

How Users Add New Rosters One at a Time

1. From the **Rosters** tile on the TIDE dashboard, select **Add**. The ***Add Roster*** page appears.

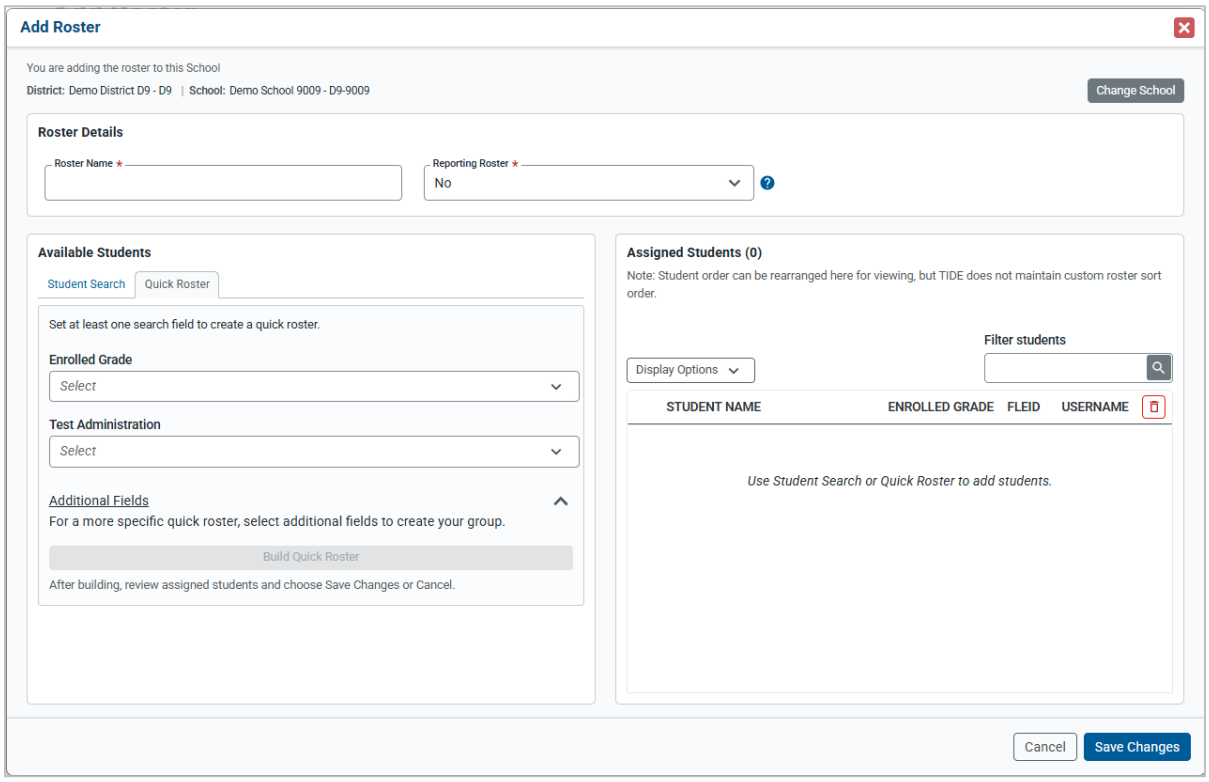
Figure 46. Add Roster – Select School for Roster Page



2. In the *Select School for Roster* panel, search for a school by selecting a School as applicable, then click **Select** and a new ***Add Roster*** page appears.

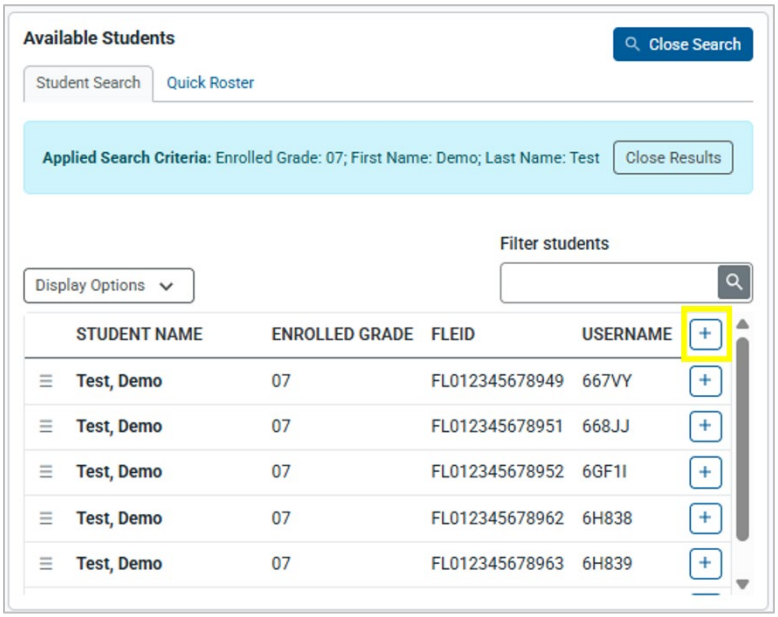
Note: If your user account is associated with more than one school under the *School Details* section, you can select **Change School** if the wrong school was selected.

Figure 47. Add Roster Page



3. Under *Roster Details*, add a roster name and select whether the roster will be shared with FRS. If it will, you will also need to select a teacher or teachers.
4. Under *Available Students*, do one of the following:
   - Use the **Quick Roster** tab to create a roster from a group of students. Once you select the search criteria, all students who meet those criteria are automatically added to the roster after you select **Build Quick Roster**. You can remove students manually by selecting next to individual students. Selecting **Save Changes** creates your roster. If you select in the row heading, you can search for a new group of students.
   - Use the **Student Search** tab for a more traditional search function, including the option to find specific students by FLEID or name. After you select **Search**, select to add individuals or select from the top of the grid. You can also use the icon [☰] on a student row to drag and drop it to your preferred list.

Figure 48. Roster Available Students – Add All



Note: To return fewer students, limit your search by adding more criteria. Click **Close Results**, then select additional criteria as available.

Note: If you reorder students within the roster using the icon [☰], that order is not saved in TIDE.

5. *Optional*: After results appear under *Assigned Students*, you can change the information that displays about students.

a. **Display Options** drop-down: Select or clear additional columns.

Note: Selecting **Former Students** shows students in italics who are no longer associated with the school and the date they left. You can still add these students to your roster. Once a student has been added to a roster, the student will remain in the roster even if the student is no longer enrolled in the school.

b. Use the *Filter* field to limit students to those who match the text you enter. This keyword search only finds text in the grid. Be aware if you enter **11** to find students in 11th grade, any content with the text *11* will display. This could potentially pull in results you did not intend to find.

After saving, rosters can be modified from the **Manage Roster** page.

How Users Modify Existing Rosters One at a Time

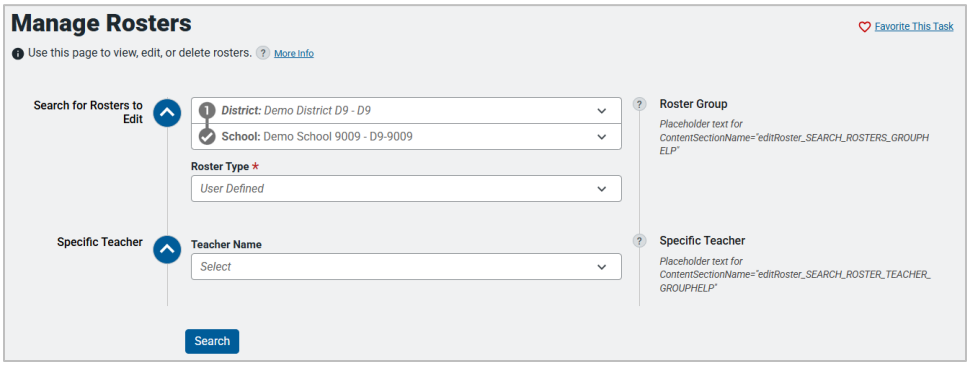
You can modify rosters that you create through the ***Add Roster*** page or the ***Upload Roster*** page. You can modify a user-defined roster by changing its name, associated teacher(s), or by adding students or removing students.

As a shortcut to add a student to an existing roster, you can use the Add to Roster buttons in student search results and the student details window. Refer to the section Manage Student Information.

You can modify existing rosters by performing the following steps:

1. From the **Rosters** tile on the TIDE dashboard, select **Manage**. The ***Manage Rosters*** page appears.

Figure 49. Manage Rosters Page



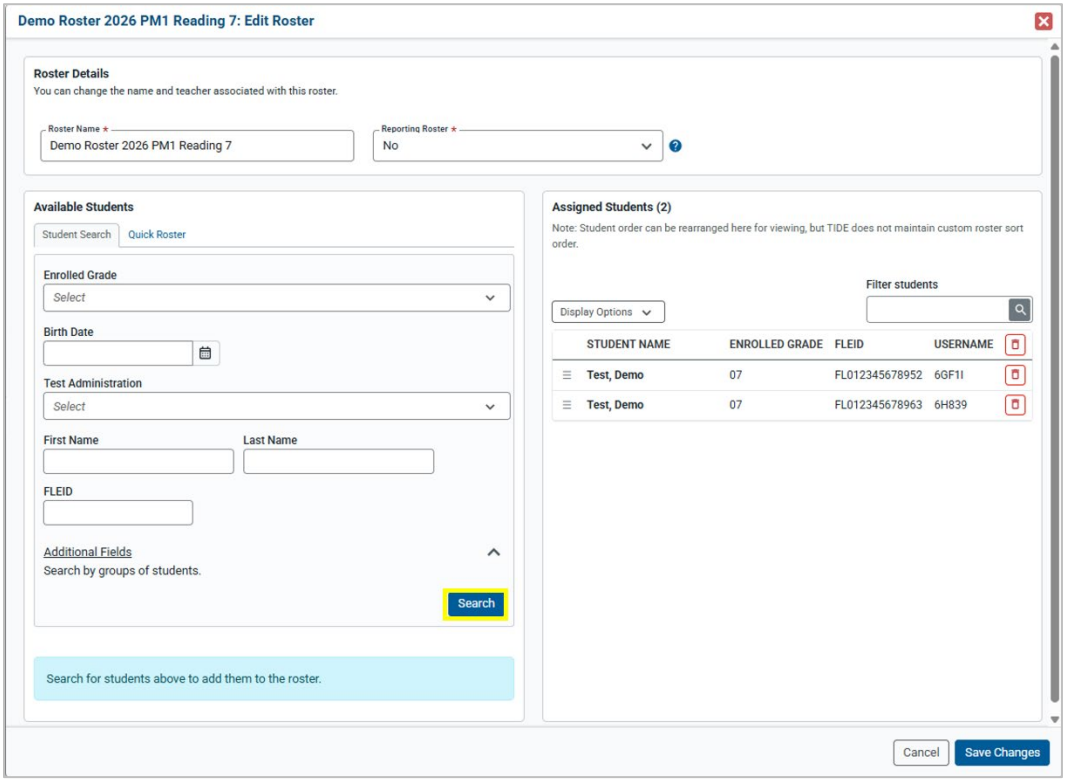
2. Retrieve the roster record you want to view or edit.

Note: If you use the **Select All** option or select more than one school, the Teacher option will be hidden and your results will only be available for review in the Secure File Center.

3. In the list of retrieved rosters, select the name of the roster whose details you want to view. The ***[Roster Name]: Edit Roster*** page appears. This page is similar to the page used to add rosters.

4. To review students who are currently on the roster, navigate to the *Assigned Students* panel. The list displays students who are currently associated with the roster.
5. Select **Search** to search for students by filling out the search criteria either for individual students or for groups in step 4 of How Users Add New Rosters One at a Time.

Figure 50. [Roster Name]: Edit Roster – Search



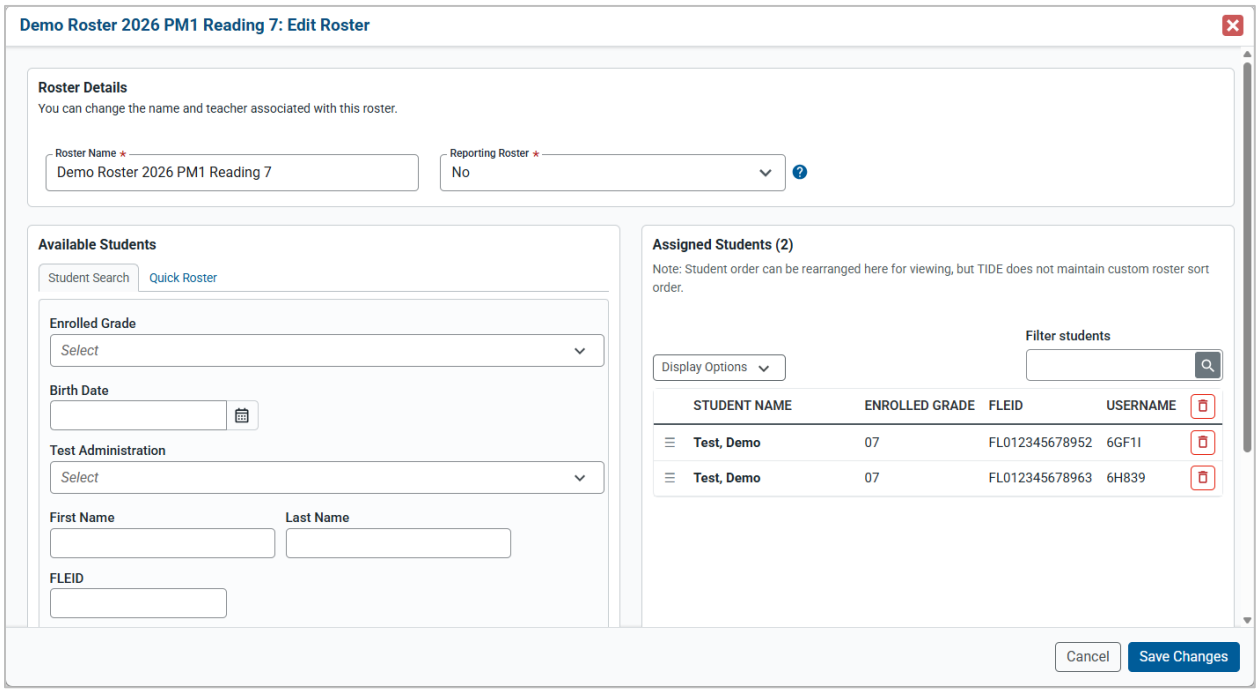
Note: Each user-defined roster can only be associated with one school, so the search options do not include a way to search for a school.

6. To remove students from the roster, select the beside individual students or use at the top of the table.
7. *Optional:* In **Roster Details**, edit the *Roster Name, Reporting Roster,* and/or *Teacher Name(s)*.

Note: Editing the Roster Name and/or Teacher Name(s) only modifies the existing roster. This does not create a duplicate roster.

8. Select **Save Changes**.

Figure 51. Modifying a Roster: View/Edit Page



Delete Rosters

You can delete rosters created in TIDE.

To delete rosters:

1. Retrieve the rosters you want to delete by following the procedure in the section Search for Records.
2. In the list of retrieved records:
   a. Select the checkbox(es) for the rosters you wish to delete and click

.
   b. Click [•••] next to the roster you wish to delete and select **Delete**.
3. In the confirmation dialog box select **Yes**.

How Users Add or Modify Multiple Rosters All at Once

If you have many rosters to add or modify, you can do so through file upload.

1. From the **Rosters** tile on the TIDE dashboard, select **Upload**. The ***Upload Rosters*** page appears.
2. Download and fill out the Roster template and upload it to TIDE.

- You can pull the information you need from TIDE to edit existing rosters through file uploads by exporting the Roster information from the View/Edit Rosters page, including the Teacher's email address.

3. Designate a roster as a Reporting Roster by adding an email address for a teacher. Leaving this field blank creates a Non-Reporting Roster.

Roster Upload File Examples for Non-Reporting Rosters, Single-Teacher Rosters, and Multi-Teacher Rosters

Keep all rows together for the same roster.

District ID, *School ID*, *Roster Name*, and *Action* are always required. Table 4 summarizes the outcomes for roster columns and actions.

Table 4. Roster Action Reference

Action	District ID	School ID	Test Administrator's Email	Roster Name	FLEID	Outcome
Add	✓	✓	✓	✓	✓	Adds a roster with the listed teacher and student
Add User	✓	✓	✓	✓		^Adds a teacher to the listed roster
Delete User	✓	✓	✓	✓		*Deletes a teacher from the listed roster
Add Student	✓	✓		✓	✓	Adds a student to the listed roster
Delete Student	✓	✓		✓	✓	**Deletes a student from the listed roster
Delete Roster	✓	✓		✓		Deletes Roster listed
Delete	✓	✓	✓	✓	✓	Deletes the teacher and student from the listed roster

*If the teacher is the only user associated with the roster, the roster will convert to a Non-Reporting Roster.

**If the student is the only student assigned with the roster, the roster will be deleted.

^If no teacher is currently associated with the roster, the roster will convert to a Reporting roster.

Create New Rosters

To create Non-Reporting Rosters (no teacher), fill in the *FLEID* cell, using one row per student. Leave the *Test Administrator's Email* field blank.

Table 5. Sample New Non-Reporting Roster (No Teacher) Upload

District ID	School ID	Test Administrator's Email	Roster Name	FLEID	ACTION
12	4567		Roster A	FL012345678901	Add
12	4567		Roster A	FL012345678902	Add
12	4567		Roster A	FL012345678903	Add

To create Single-Teacher Rosters, fill in the *Test Administrator's Email* and *FLEID* cells for each student. Add one student per row. The *Test Administrator's Email* cell should be the same for all students.

Table 6. Sample New Single-Teacher Roster Upload

District ID	School ID	Test Administrator's Email	Roster Name	FLEID	ACTION
12	9876	emailA@example.org	Roster B	FL012345678904	Add
12	9876	emailA@example.org	Roster B	FL012345678905	Add
12	9876	emailA@example.org	Roster B	FL012345678906	Add

Creating Multi-Teacher Rosters involves two types of rows:

- *To add teachers*: Fill in the *Test Administrator's Email* cell and use the AddUser action. Add one teacher to each consecutive row. Leave the FLEID cell blank.
- *To add students*: Fill in the *FLEID* cell and use the AddStudent action. Add one student to each consecutive row. Leave the *Test Administrator's Email* cell blank.

Table 7. Sample New Multi-Teacher Roster Upload

District ID	School ID	Test Administrator's Email	Roster Name	FLEID	ACTION
12	5874	emailB@example.org	Roster C		AddUser
12	5874	emailC@example.org	Roster C		AddUser
12	5874	emailD@example.org	Roster C		AddUser
12	5874		Roster C	FL012345678907	AddStudent
12	5874		Roster C	FL012345678908	AddStudent
12	5874		Roster C	FL012345678909	AddStudent

Edit Rosters

To edit Non-Reporting Rosters (no teacher), fill in the *FLEID* cell, using one row per student. Leave the *Test Administrator's Email* field blank.

Table 8. Sample Edited Non-Reporting Roster (No Teacher) Upload

District ID	School ID	Test Administrator's Email	Roster Name	FLEID	ACTION
12	4567		Roster A	FL012345678900	Add
12	4567		Roster A	FL012345678901	Delete

Editing Single-Teacher Rosters involves a few types of rows:

- *To add or remove students*: Fill in the *Test Administrator's Email* and *FLEID* cells for each student. Add one student per row. The *Test Administrator's Email* cell will be the same for all students.

Table 9. Sample Edited Single-Teacher Roster Upload (Students Added and Removed)

District ID	School ID	Test Administrator's Email	Roster Name	FLEID	ACTION
12	9876	emailA@example.org	Roster B	FL012345678902	Add
12	9876	emailA@example.org	Roster B	FL012345678903	Delete

- *To change a single-teacher roster to a multi-teacher roster*: Fill in the *Test Administrator's Email* cell and use the AddUser action. Use one row for each user to add. Leave the *FLEID* cell blank.

Table 10. Sample Edited Single-Teacher to Multi-Teacher Roster Upload

District ID	School ID	Test Administrator's Email	Roster Name	FLEID	ACTION
12	9876	emailE@example.org	Roster B		AddUser

- *To change a single-teacher roster to a Non-Reporting roster (no teacher)*: Fill in the *Test Administrator's Email* cell and use the Delete action. Leave the *FLEID* cell blank.

Table 11. Sample Edited Single-Teacher to Non-Reporting Roster Upload

District ID	School ID	Test Administrator's Email	Roster Name	FLEID	ACTION
12	9876	emailF@example.org	Roster D		DeleteUser

Editing Multi-Teacher Rosters involves a few types of rows:

- *To add or remove teachers*: Fill in the *Test Administrator's Email* cell and use the AddUser or DeleteUser action. Add one teacher to each consecutive row. Leave the *FLEID* cell blank.
- *To add or remove students*: Fill in the *FLEID* cell and use the AddStudent or DeleteStudent action. Add one student to each consecutive row. Leave the *Test Administrator's Email* cell blank.

Table 12. Example Edited Multi-Teacher Roster Upload (Adding/Removing Teachers and Students)

District ID	School ID	Test Administrator's Email	Roster Name	FLEID	ACTION
12	5874	emailG@example.org	Roster C		AddUser
12	5874	emailC@example.org	Roster C		DeleteUser
12	5874		Roster C	FL012345678904	AddStudent
12	5874		Roster C	FL012345678905	DeleteStudent

- *To change a multi-teacher roster to a single-teacher roster*: Fill in the *Test Administrator's Email* cell and use the DeleteUser action. Use one row for each user to remove, leaving one user. The *FLEID* cell should be blank.

Table 13. Example Edited Multi-Teacher to Single-Teacher Roster Upload

District ID	School ID	Test Administrator's Email	Roster Name	FLEID	ACTION
12	9876	emailF@example.org	Roster D		DeleteUser
12	5874	emailC@example.org	Roster D		DeleteUser

- *To change a multi-teacher roster to a Non-Reporting roster (no teacher)*: Fill in the *Test Administrator's Email* cell and use the DeleteUser action. Use one row for each user to remove, leaving no users. The *FLEID* cell should be blank.

Table 14. Example Edited Multi-Teacher to Non-Reporting Roster Upload

District ID	School ID	Test Administrator's Email	Roster Name	FLEID	ACTION
12	9876	emailH@example.org	Roster E		DeleteUser
12	5874	emailJ@example.org	Roster E		DeleteUser

Delete Rosters

To delete Non-Reporting Rosters (no teacher), fill in the *Roster Name* cell, using one row per roster. Leave the *Test Administrator's Email* and *FLEID* cells blank. Use the DeleteRoster action.

Table 15. Sample Deletion TIDE-Only Roster (No Teacher) Upload

District ID	School ID	Test Administrator's Email	Roster Name	FLEID	ACTION
12	4567		Roster A		DeleteRoster
12	4567		Roster B		DeleteRoster

To delete Single-Teacher Rosters, fill in the *Roster Name* cell, using one row per roster. Leave the *Test Administrator's Email* and *FLEID* cells blank. Use the DeleteRoster action.

Table 16. Sample Deletion Single-Teacher Roster Upload

District ID	School ID	Test Administrator's Email	Roster Name	FLEID	ACTION
12	9876		Roster B		DeleteRoster
12	9876		Roster E		DeleteRoster

To delete Multi-Teacher Rosters, fill in the *Roster Name* cell, using one row per roster. Leave the *Test Administrator's Email* and *FLEID* cells blank. Use the DeleteRoster action.

Table 17. Sample Deletion Multi-Teacher Roster Upload

District ID	School ID	Test Administrator's Email	Roster Name	FLEID	ACTION
12	5874		Roster C		DeleteRoster
12	5874		Roster D		DeleteRoster

Manage TIDE Users

This section includes instructions for adding, editing, and uploading records for user accounts in TIDE.

Add User Accounts

To add a user account, the user's role must be no higher in the user role hierarchy than your role. Also, you can add only users to organizations that you can access. For example, district-level users can create school-level accounts for schools within their own district. You will also follow this hierarchy to add roles or schools to existing users.

To add a user account:

1. From the **Users** tile on the TIDE dashboard, select **Add**. The ***Add User*** page appears.
2. Enter an email address for the new user.

> **Note:** Confirm the email address is correct before moving on because the email address cannot be edited after you leave this screen.

3. Select **Next**. Additional fields appear.
    a. If the user is not in TIDE, all fields will be empty, except *Email*.
    b. If the user is already in TIDE, the text boxes have pre-filled information that includes any required attributes. If you are not in the same district or school as the user, the user's assigned roles for those districts or schools do not display. You can add the user to more roles, though.
4. Enter the user's first name and last name.
5. *Optional*: You may also enter the user's phone number.
6. In the *User Roles* section, select the role you want to assign this user from the **Assign Role** drop-down. Then select the district, and school if applicable, for that role and user.
7. *Optional*: Add additional roles for this user by selecting **Add Another Role**. Another section appears under the first role, and you can assign the role there.
8. *Optional*: Delete roles by selecting **Delete** in the section with the role you want to remove.
9. Click **Save**.

TIDE adds the account and sends the new user an activation email from DoNotReply@cambiumassessment.com.

> **Note:** If a user does not receive the initial activation email, contact the Help Desk so the email can be re-sent.

Upload TA Certifications

You can set up TA certifications for multiple users through file uploads. This task requires familiarity with composing CSV files or working with Microsoft Excel.

To set up TA certifications for multiple users through file upload:

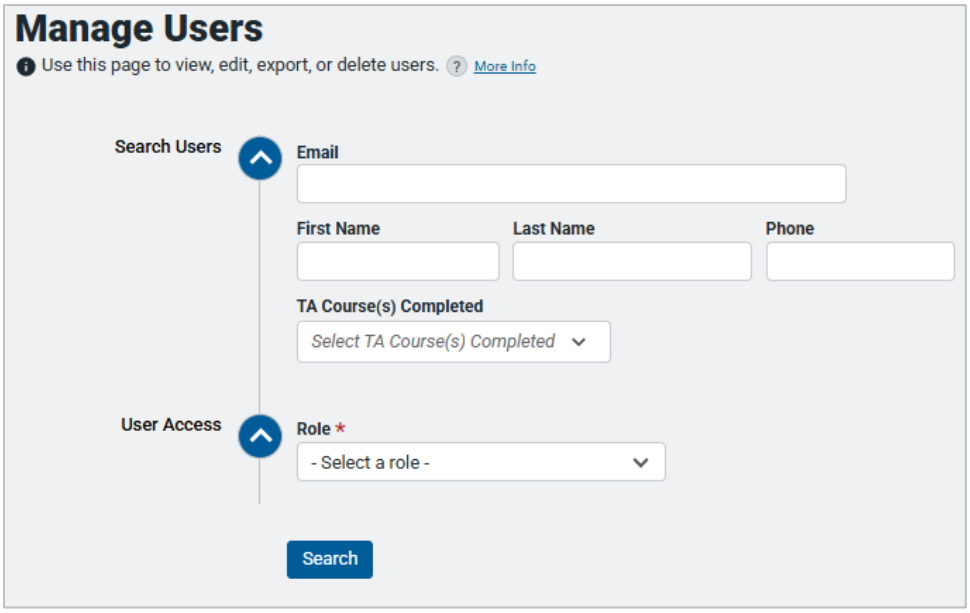
1. From the **Users** tile on the TIDE dashboard, select **More Actions** and then select **Upload TA Certifications**. The ***Upload TA Certifications*** page appears.
2. Fill out the Attribute template and upload it to TIDE.

Manage User Details

You can view and modify information about a user's TIDE account—as long as the user is below your role in the hierarchy and is in your district or school.

Note: You can also search users by email address using the FLEID or User Email field on the Dashboard or in the **Users** task group in Card View.

Figure 52. Manage Users Page



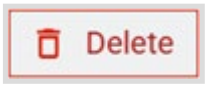
To view and edit user details:

1. From the **Users** tile on the TIDE dashboard, select **Manage**. The ***Manage Users*** page appears.
2. Search for the user. For information about the search process, review Search for Records.

3. To open the record for editing, select (do not right-click) the *Row Actions* menu button [ ] and then choose **Edit**. The user details page appears.
4. If your user role allows it, modify the user's details as required.
5. *Optional*: Add additional roles for this user by selecting **Add Another Role**. Another section appears under the other role(s), and you can assign the role there.
6. *Optional*: Delete roles by selecting **Remove** in the section with the role you want to remove.
7. Click **Save**.

Deleting User Accounts

To delete users:

1. From the **Users** tile on the TIDE dashboard, select **Manage**. The ***Manage Users*** page appears.
2. Search for the user. For information about the search process, you can review the Search for Records section.
3. To delete:
    a. One user, select (do not right click) the *Row Actions* menu button [ ] and then select **Delete**. A pop-up appears.
    b. Multiple users, do one of the following:
        - Select the checkboxes for the users you want to delete.
        - Select the checkbox in the grid header to delete all users listed on the current page.
        - After selecting checkbox(es), select 

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Note: When deleting users using the checkbox in the header, you can only delete users who are listed on the current page.

4. In the pop-up, select **Yes**. Any selected users are removed from TIDE.
5. Select **Continue** to return to the results page.

Note: If there are multiple roles associated with the user, you must delete all roles to delete the user completely from TIDE.

Adding, Editing, or Deleting Users through File Uploads

If you have many users to add, edit, or delete, it may be easier to perform those actions through file uploads. This task requires familiarity with composing CSV files or working with Microsoft Excel.

For complete instructions about uploading files, you can review Uploading Records. This topic contains information specific to uploading users.

To upload user accounts:

1. From the **Users** tile on the TIDE dashboard, select **Upload**. The ***Upload Users*** page appears.
2. Select **Download Template** to access all templates.
3. Download a template and save it.
4. Fill out the template, then upload it to TIDE.
5. Follow the steps in the wizard to complete the upload.
6. Check the results of the upload by performing a search. Users who were not previously set up in TIDE are added in TIDE. Users who already had accounts set up in TIDE have their accounts modified with the updated content from the upload.

Manage Orders for Testing Materials

Your district must order paper testing materials, such as test and response books and Work Folders, for all eligible students in the district. The **Orders** task menu will only be available in separate Materials administrations for Fall, Winter, Spring, and Summer. This may require you to change your administration selection in the User Account drop-down in TIDE.

Note: Orders placed at the school level are sent to the district for distribution to the schools.

Verify Contact and Shipping Information

When first logging in to a new materials administration, you must verify contact and shipping information in order to activate the *Orders* page. Test materials will be sent to the shipping address listed on the *Contact & Shipping* panel.

To verify contact and shipping information:

1. From the **Orders** task menu on the dashboard, select **Place Additional Orders**. The ***Place Additional Orders*** page appears.
2. Click **Update Contact & Shipping** to expand the panel, if needed.
3. Verify information in the *Contact & Shipping* section. Note: You *will not* be able to update any contact and shipping fields. This only expands the panel if needed to view all contact and shipping information. *To modify contact and shipping information, you must contact the Help Desk.*
4. Click **Verify Contact**.

Placing Additional Orders

Districts may request test materials through the ***Place Additional Orders*** page. For administrations that do not ship materials based on a PreID upload, district assessment coordinators must order all test materials on the ***Place Additional Orders*** page.

Prior to placing the first additional order in TIDE, the District Assessment Coordinator must verify contact information. Districts *will not* be able to place an additional order without first confirming the district's contact and shipping information in TIDE.

To request additional materials:

1. From the **Orders** tile on the TIDE dashboard, select **Place Additional Orders**. The ***Place Additional Orders*** page appears. When this page loads for the first time, all sections are expanded by default. This allows you to verify the contact information (see Establish Contact and Shipping Information). When you return to this page after the contact

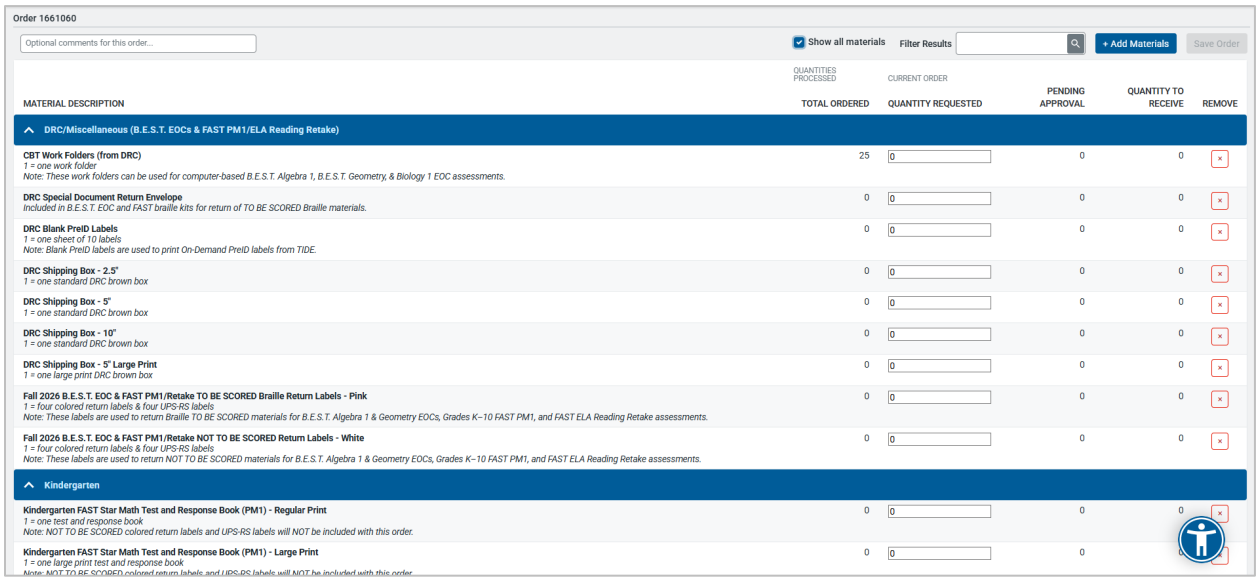
information has been verified, the sections are collapsed by default. You can still make edits by selecting **Update Contact & Shipping**.

2. On the ***Place Additional Orders*** page, do the following:
    a. Expand the Distribution section or click **Adjust Seach Settings** to select the District or School to receive the materials.
        i. Select **District** to place an order at the district level.
        ii. Select **School**, and then select a school, to place an order at the school level.

Note: The orders will not ship directly to the school. All orders ship to the district address.

3. To display all materials, including those set to a quantity of zero, select the **Show all materials** checkbox. Materials with nonzero quantities always display on this page.
    a. If the order window is closed, the information will be read-only.
        i. For future order windows, an indicator showing OPEN on month, day, year displays.
        ii. For past order windows, an indicator showing CLOSED on month, day, year displays.

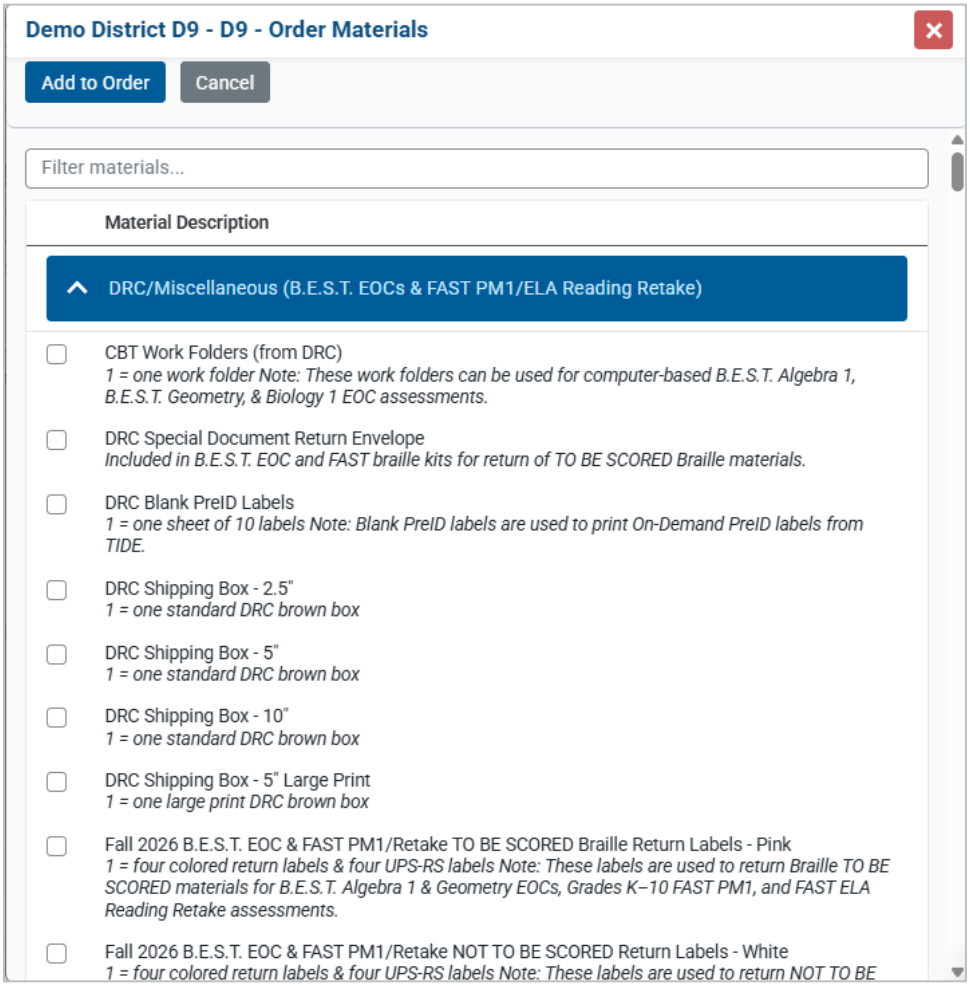
Figure 53. Place Additional Orders – Update Quantities Page with *Show all materials* Selected



4. To add or remove materials for your order, you may do either of the following:
    a. Select the **Show all materials** checkbox to view materials available. Expand the grouping drop-downs as needed to display available materials. Edit the numbers in the *Quantity Requested* text boxes.

b. Select **Add Materials** to open the ***Order Materials*** window. The **Show all materials** checkbox cannot be checked to open the ***Order Materials*** pop-up. In the pop-up, expand the grouping drop-downs needed to display available materials. Select the checkboxes beside the materials you want and then select **Add to Order**. Enter quantities in the **Quantity Requested** box of the Update Quantities Page. Under the *Remove* column, select the button [×] to remove all quantities of a specific material.

Figure 54. Place Additional Orders – Add Materials Pop-Up



5. Additional orders may require approval. Review the *Pending Approval* column. This displays the quantity currently pending approval.* Submit the required accommodations spreadsheet to ShareFile for approval.
6. Review the *Quantity to Receive* column. This displays the quantity currently approved for all materials in that district or schools, including rounding rules.*
   *This column may change until the order instance is processed, usually once a day.
7. Select **Save Order**. A pop-up appears allowing you to enter comments. Please note that comments for orders are optional and for district use only.

8. Select **Save Order**. The ***Order Summary*** pop-up appears with an overview of your order.
9. Click **Close** to return to the ***Place Additional Orders*** page.

Uploading Additional Orders

You can also mass upload additional orders (AO) through the ***Upload Additional Orders*** page.

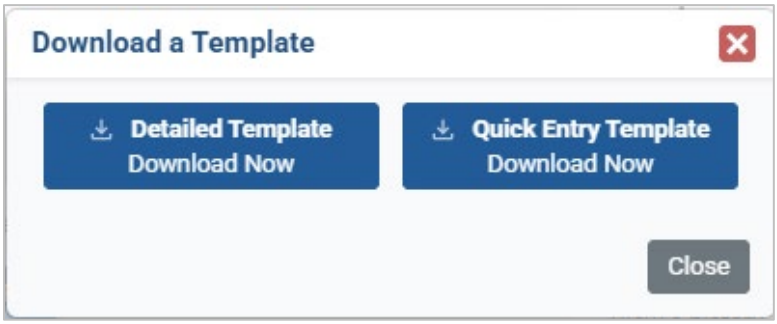
This task is designed for bulk orders and offers two templates that are prepopulated with district/school IDs and material names and codes. The uploads are flexible and can be used to add materials for all AO windows or just specific AO windows. The two Excel templates are 1) Detailed and 2) Quick Entry.

The following section describes how to submit bulk additional orders for paper testing materials through a file upload and then upload the order to TIDE.

For complete instructions about uploading files, you can review Uploading Records.

1. From the **Orders** tile on the TIDE dashboard, select **Upload Additional Orders**. The ***Upload Additional Orders*** page appears.
2. Click **Download Template** and then select either the **Detailed Template** or the **Quick Entry Template** (see Figure 55).

Figure 55. Upload Additional Orders – Download a Template Options



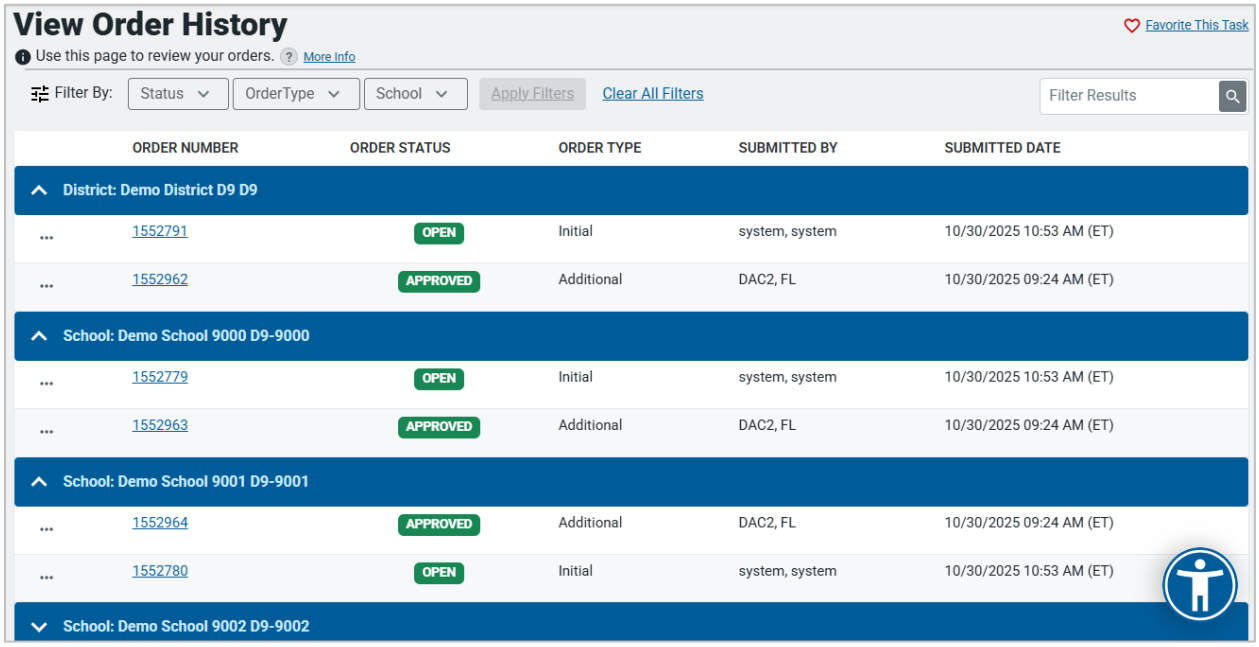
   a. The **Detailed Template** is useful for large orders across multiple schools. It pre-populates all schools in a district in rows, with columns for each available material. Enter the quantity needed for each material for each school.
   b. The **Quick Entry Template** is useful for smaller orders. It offers a drop-down list of materials that you can order for specific schools.

3. Click **Choose File** and upload the completed template then follow the steps listed in Uploading Records.
4. Check the results of the upload by accessing the Order Details in View Order History and Place Additional Orders.

View Order History

You can review the order history of testing materials for your school or district.

Figure 56. View Order History Page



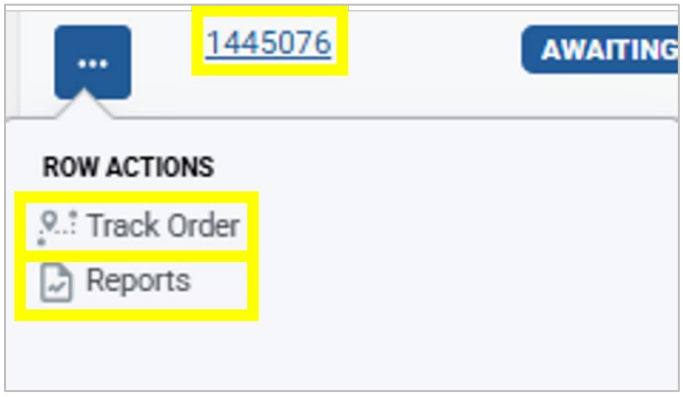
To review order history:

1. From the **Orders** tile on the TIDE dashboard, select **View Order History**. The ***View Order History*** page appears.
2. Review the ***Order Details*** page one of three ways:
    a. Select the link in the **Order Number** column for all sections to be expanded in this order: *Order Information*, *Shipping Information*, *Comments, Material Quantities*, *Track Shipments*, and *Track Documents*.

    b. Select (do not right click) the **Row Actions** menu button [•••] on the left and choose **Track Order** for the *Track Shipments* section to be expanded. The shipping company's tracking report displays if available.

    c. Select (do not right click) the **Row Actions** menu button [•••] on the left and choose **Reports** for the *Track Documents* section to be expanded. The order's packing lists and security checklists display if available.

Figure 57. View Order History: Review Order Details



3. Review the Order Statuses of the orders:
    a. *Open* means the order was generated by TIDE or a user, but it has not been processed.
    b. *Awaiting Approval* means the order requires approval due to the number of items requested but has not been approved or rejected yet.
    c. *Approved* means all line items in the order were approved.
    d. *Partially Approved* means at least one line item in the order was rejected.
    e. *Rejected* means the order was not approved.
    f. *In Process* means the order is approved but has not been transmitted to the vendor yet.
    g. *Processed* means the order was transmitted to the vendor. This is the end state for orders.

View Order Summary

You can review reports for your school's or district's open and processed orders, but rejected orders do not display. The way you access this task depends on your role.

To review order summary:

1. From the **Orders** tile on the TIDE dashboard, select **View Order Summary**. The ***View Order Summary*** page appears.
2. Under *Search Order For*, select district or school level.
    - Select **District** (if available) to review orders for an entire district.
    - Select **School** and select a school to review orders for an individual school.
3. From the *Search Order By* drop-down, select the checkboxes for **Initial** and/or **Additional** to include those types of orders in the report.

Note: For all administrations except winter and spring, you will be searching for additional orders only. Initial orders will be available in winter and spring.

4. Select **Search**. The order summary appears.

Figure 58. View Order Summary Page

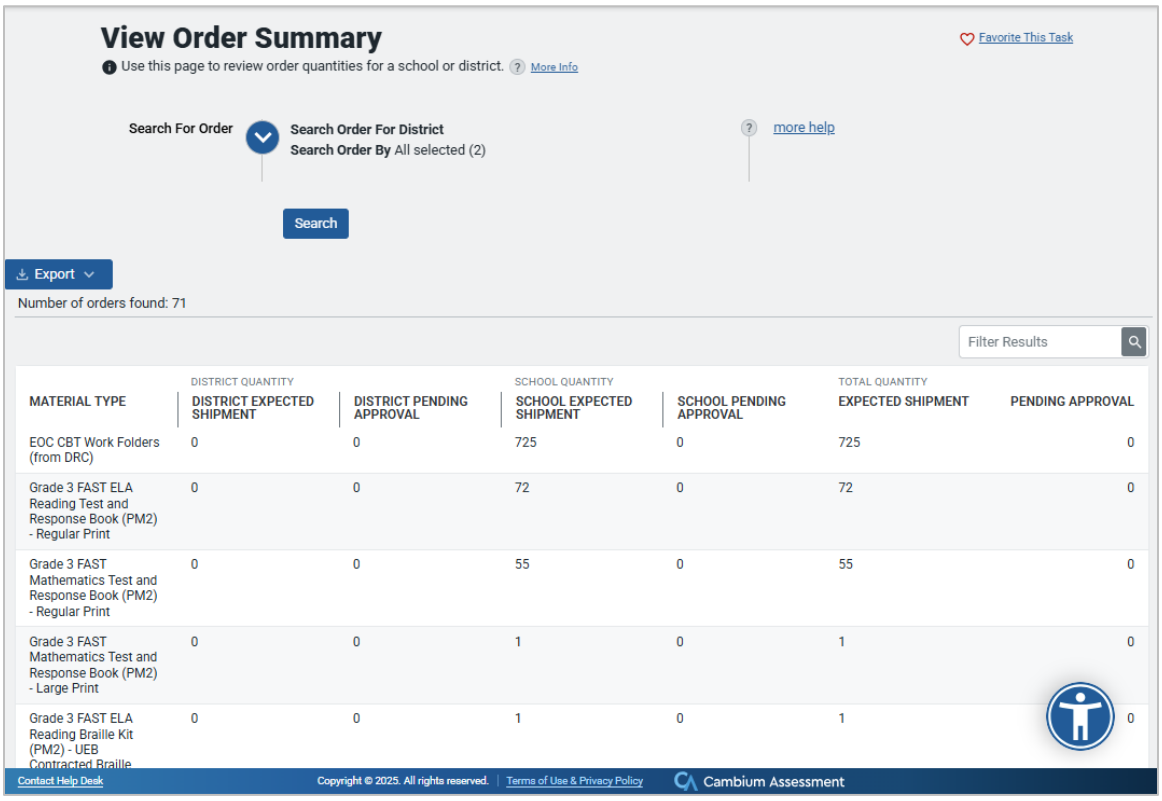


Table 18 describes the columns in the ***View Order Summary*** page.

Table 18. Columns in the View Order Summary Page

Column	Description
Material Type	Description of the materials available for a particular administration.
District Expected Shipment	Approved district-level order quantities.
District Pending Approval	District-level order quantities pending approval.
School Expected Shipment	Approved school-level order quantities.
School Pending Approval	School-level order quantities pending approval.
Total Quantity Expected Shipment	Sum of approved order quantity for districts and schools.
Pending Approval	Sum of pending order quantity for districts and schools.

Administering Tests

This section provides instructions for performing the tasks in the Administering Tests category. These tasks are typically performed immediately before or while testing is underway.

This section covers the following topics:

Print Test Tickets and PreID Labels

Manage Requests

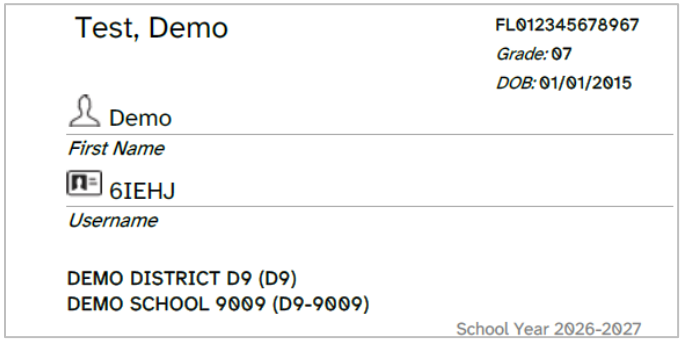
Monitoring Test Progress

Print Test Tickets and PreID Labels

Print Test Tickets

A test ticket is a hard-copy form that includes information a student needs to log in to a test. Test tickets are printed out to distribute to students. TIDE generates the test tickets as PDF files that you download with your browser.

Figure 59. Sample Test Ticket



Print Test Tickets from Student Lists

To print test tickets:

1. From the **Print Test Tickets and PreID Labels** tile on the TIDE dashboard, select **Print from Student List**. The ***Print Test Tickets from Student List*** page appears.

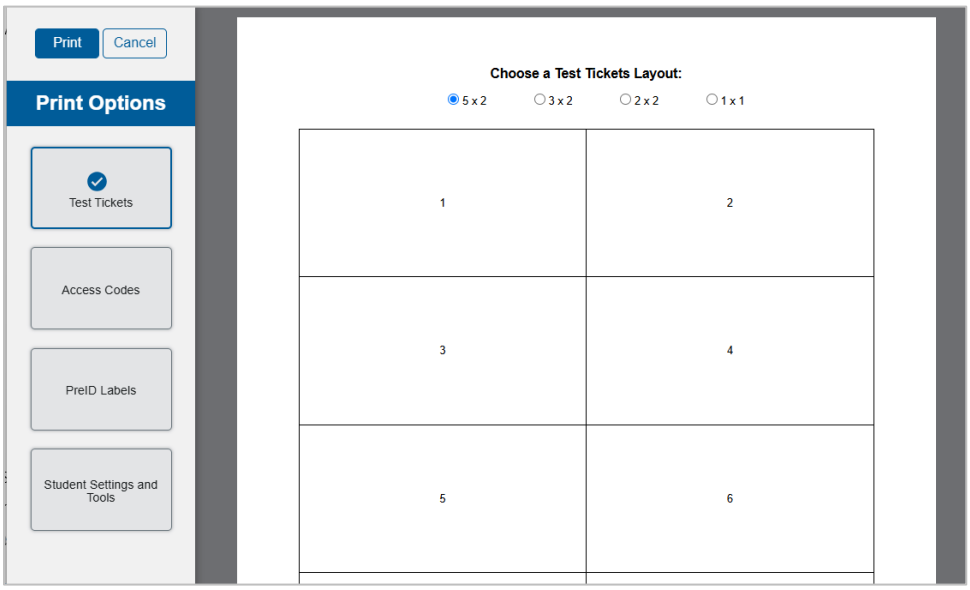
Note: You can also print test tickets from the ***Manage Students*** page.

2. Retrieve the students you'll print test tickets for by following the procedure in Search for Records.
3. Select the column headings to sort the retrieved students in the order you want the test tickets printed.
4. Do one of the following:
   - To print test tickets for specific students, select the checkboxes for the students you want to print.
   - To print test tickets for all students displayed on the page, select the checkbox at the top of the table.
   - To print test tickets for all retrieved students, no additional action is necessary. The option to print all retrieved records is available by default.

5. Select

, and then select **All Test Tickets** or **Selected Test Tickets**. A page appears for selecting the printed layout.
   - To print test tickets for selected students, select **Selected Test Tickets**.
   - To print test tickets for all retrieved students, select **All Test Tickets**.
6. In the new browser window that opens displaying a layout for selecting the printed layout, verify **Test Tickets** is selected in the *Print Options* section.

Figure 60. Choose a Test Tickets Layout Page



7. Select the layout, then select **Print**.

Your browser downloads the generated PDF.

Note: Test Tickets for Individual students can also be printed from the Student Details page by clicking the **Print** [

] button on the far right of the page (see Figure 40), selecting Test Tickets from the dropdown that appears, and following Steps 5–7.

Print Test Tickets from Rosters

You can print test tickets for all the students in a roster.

To print test tickets from rosters:

1. From the **Print Test Tickets and PreID Labels** tile on the TIDE dashboard, select **Print from Roster List**. The ***Print Test Tickets from Roster List*** page appears.

Note: You can also print test tickets from the ***Manage Students*** page.

2. Retrieve the rosters for which you want to print test tickets by filling in the required search options, then select **Search**.

Figure 61. Print from Roster List Page

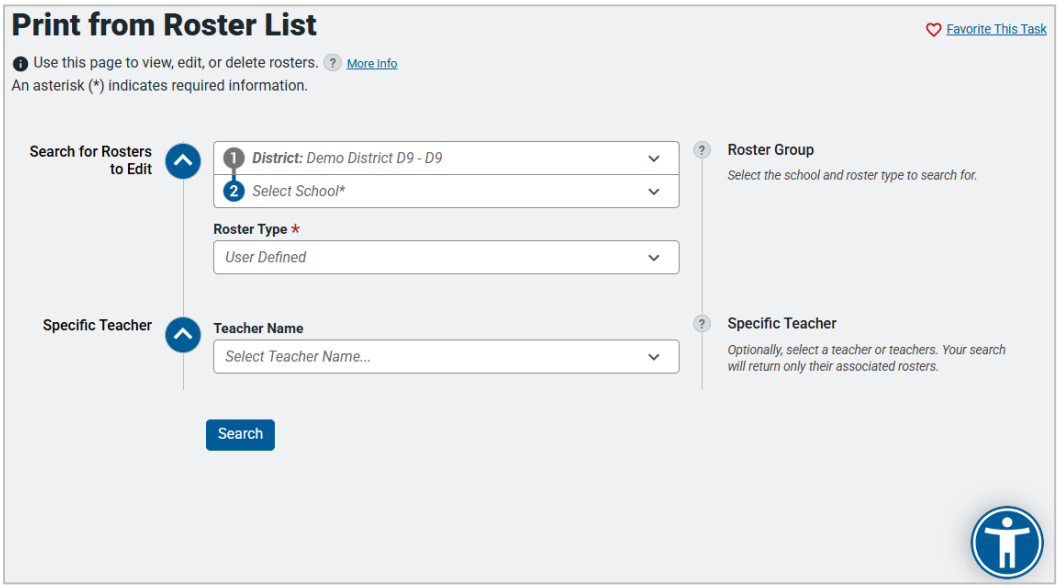
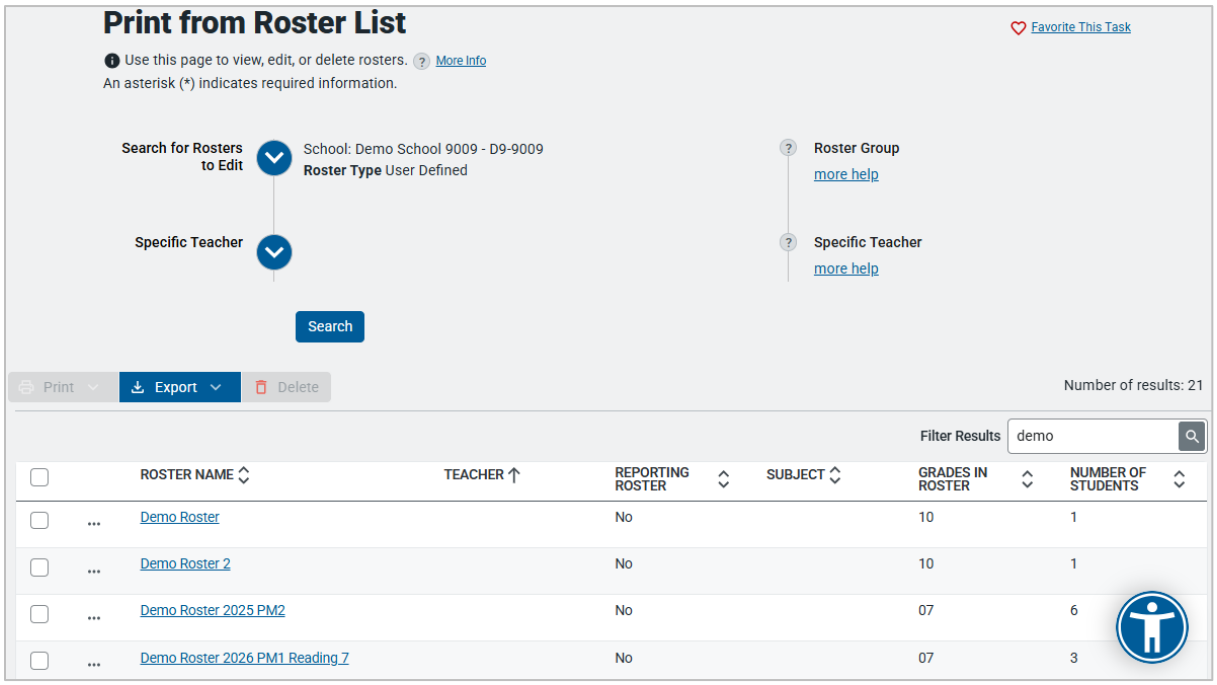


Figure 62. Sample Print from Roster List Results Page



3. Select the column headings to sort the retrieved rosters in the order you want to print the test tickets.
4. Do one of the following:
   - Select the checkboxes for the rosters you want to print.

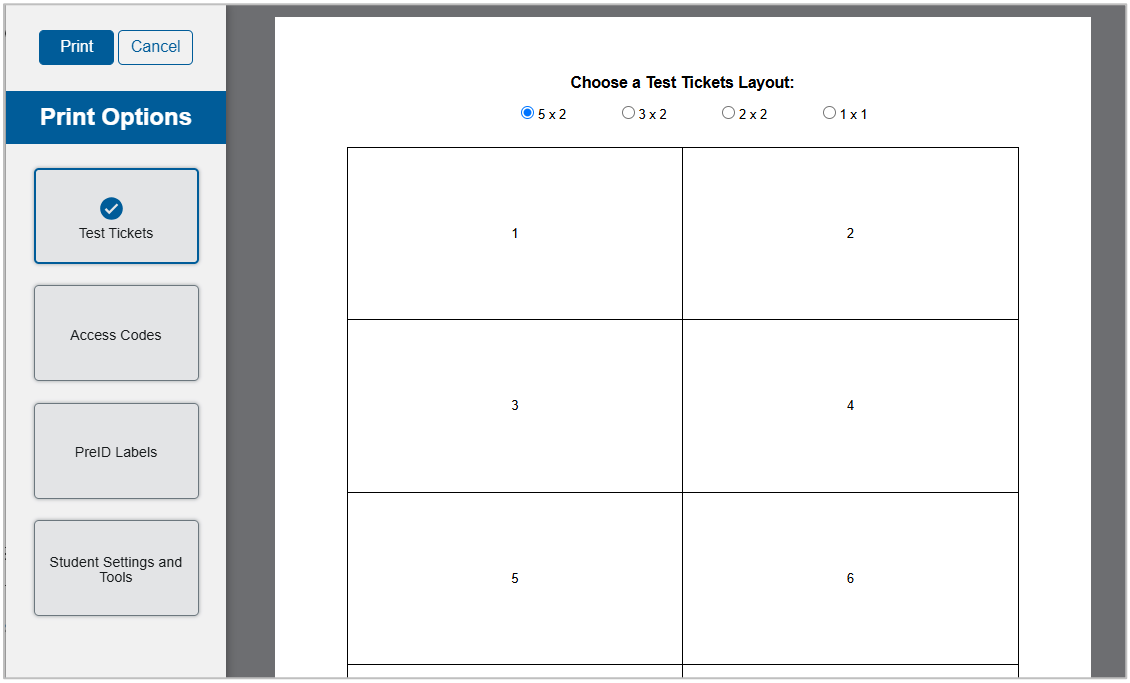
- Select the checkbox at the top of the table to print test tickets for all retrieved rosters.

Note: When printing multiple rosters, the total number of students included in the rosters should not exceed 50.

5. Select

, and then select **Test Tickets**. A page appears for selecting the printed layout.
6. Verify **Test Tickets** is selected in the *Print Options* section.

Figure 63. Choose a Test Tickets Layout Page



7. At the top of the layout page, select the layout you need, and select **Print**.

Your browser downloads the generated PDF. The test tickets sort by roster first, then by grade, and then by name.

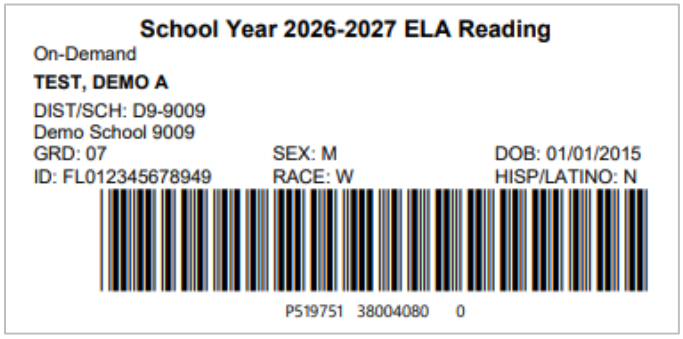
Print PreID Labels

A PreID label (see Figure 64) is a label that you affix to a student's testing materials, such as a test and response book.

Note: The Print PreID Labels task menu is available in the main administration in TIDE as well as the separate administrations for Fall, Winter, Spring, and Summer. If printing from a Fall, Winter, Spring, or Summer materials administration, users cannot edit student information and can only view the student demographics panel.

Districts and schools print labels for students taking paper-based assessments. This task requires the 5" × 2" label stock provided in your test materials shipment. You can print on partially used label sheets. TIDE generates the labels as a PDF file that you download and print with your browser.

Figure 64. Sample PreID Label



Print PreID Labels from Student Lists

This section explains how to print PreID labels from a list of students.

To print PreID labels:

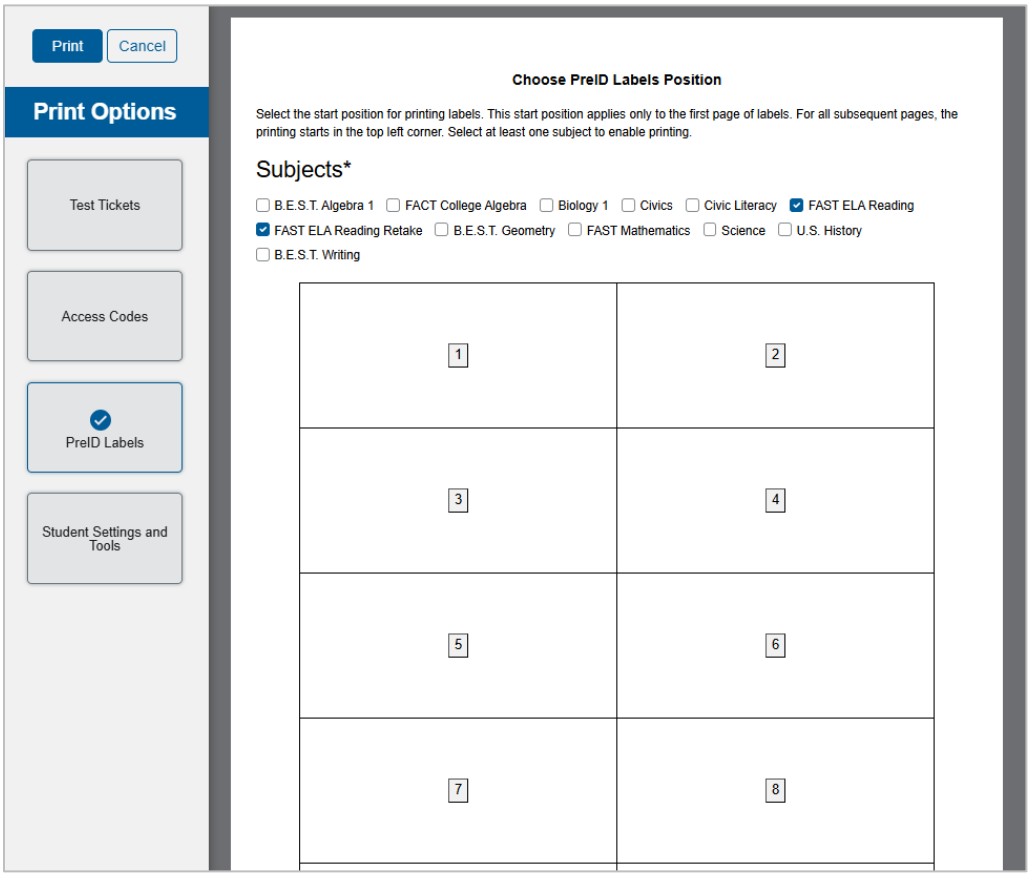
1. From the Print Test Tickets and PreID Labels tile on the TIDE dashboard, select Print from Student List. The *Print Test Tickets from Student List* page appears.

Note: You can also print PreID labels from the ***Manage Students*** page.

2. Retrieve the students you'll print PreID labels for by following the procedure in Search for Records.
3. Select the column headings to sort the retrieved students in the order you want the PreID Labels printed.
4. Do one of the following:
   - To print PreID Labels for specific students, select the checkboxes for the students you want to print.
   - To print PreID Labels for all students displayed on the page, select the checkbox at the top of the table.
5. Select Print, and then select **Selected PreID Labels**. A page appears for selecting the printed layout.
   - To print test tickets for selected students, select **Selected Test Tickets**.
   - To print test tickets for all retrieved students, select **All Test Tickets**.

6. In the new browser window that opens, verify **PreID Labels** is selected in the *Print Options* section and a model appears for selecting the start position for printing on the first page.

Figure 65. Choose PreID Labels Position Page



7. Select the subjects and the start position you require. The start position applies only to the first page of labels. For all subsequent pages, the printing starts in position 1, the upper-left corner.
8. Select **Print**. Your browser downloads the generated PDF.
9. You will print your labels directly from this PDF on the blank labels provided by the vendor.
    a. Confirm that label sheets are loaded correctly.
    b. Print using the highest quality settings available on your printer to ensure proper scanning.
    c. Make sure that the *Print to Fit* option is unchecked to prevent barcodes from being cut off.

Manage Requests

This section describes the types and statuses of invalidations and requests. The School Assessment Coordinator, District Technology Coordinator, or District Assessment Coordinator role can invalidate tests and submit re-open a test requests. All other types of requests must be submitted by the District Assessment Coordinator or District Technology Coordinator and approved by FDOE.

Note: Timing of Restarts and Re-opens. While restarts and re-opens can technically be submitted through the end of the test window, you should submit restarts and re-opens at least one day prior to the end of a test window so that students can complete their test opportunity.

The status of a request can change throughout its life cycle. Table 19 lists the available statuses.

Table 19. List of Request Types

Type	Description
Invalidate a test	Used when the validity of test scores has been compromised. Invalidated tests will not receive a score. **You can only submit these invalidations until the end of the test window.** See the current test administration manual for policies and guidance regarding test invalidations.
Re-open a test	Re-opens a test that a student mistakenly submitted early. The student's test must be in Completed, Submitted, or Reported status.
Restart a test	Allows the student to restart a test from the beginning. This request deletes all student responses. This request can be used if a student begins the incorrect test and that test should not be reported.
Restore a test that was restarted	Allows the student to revert to the original test opportunity from before the test was restarted.
FAST item unlock	This request allows the student to review previously answered questions when resuming a test on another day. If the student test has been completed, they will instead need a re-open test request to resume testing. This request is only applicable for FAST ELA and FAST Mathematics assessments.

Table 20 lists the valid combinations of requests and test statuses. For example, you can invalidate a test that is in one of the following statuses: completed, paused, reported, or submitted.

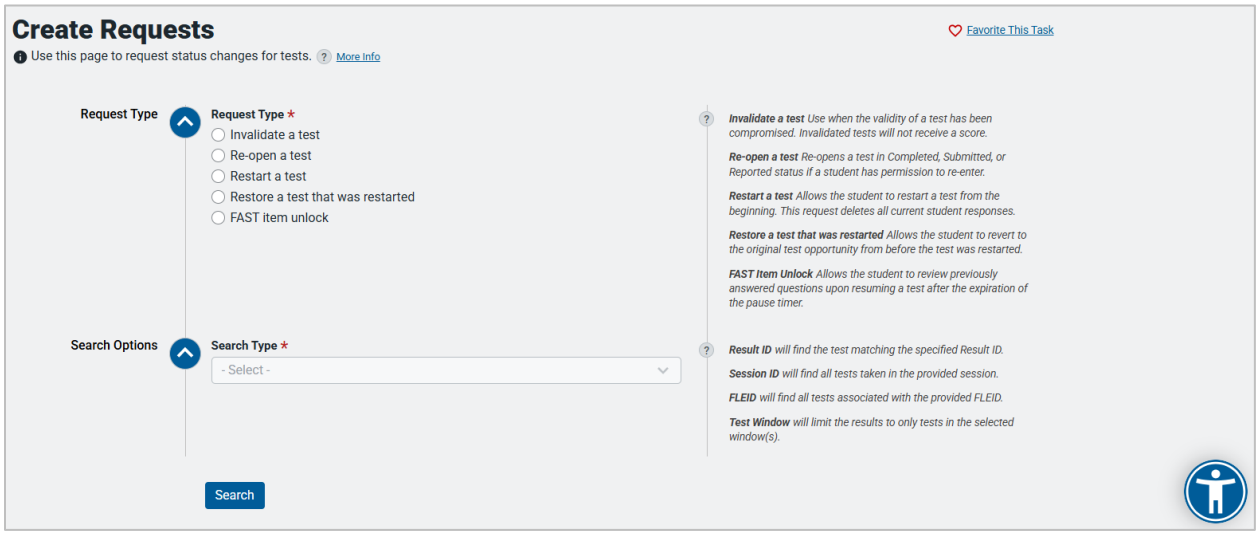
Table 20. List of Invalidations and Requests by Test Status

Test Status	Invalidate a test	Restart a test	Re-open a test	Restore a test that was restarted	FAST Item Unlock
Completed	✓	✓	✓		
Paused	✓	✓			✓
Reported	✓	✓	✓		
Submitted	✓	✓	✓		
Suspended		✓			
Invalidated			✓		
Reset				✓	

Create Requests

You can create a request for a given test result. For a general overview of requests, review Manage Requests.

Figure 66. Create Requests Page



Note: To create a request, you need either a Result ID, Session ID, or a FLEID. A Result ID is the identification number TDS assigns to a specific test opportunity linked to a specific student. You can view Result IDs on the Participation Reports. For more information, refer to Generate a Participation Report.

To create requests:

1. From the **Invalidations and Requests** tile on the TIDE dashboard, select **Create**. The ***Create Requests*** page appears.

2. Retrieve the result for which you want to create a request by doing the following:
    a. Select a **Request Type**. For a list of request types, refer to the definitions on the right in the *Request Type* section.
    b. Select a **Search Type**, then fill in the required information. You can search by Result ID, Session ID, or FLEID.
    c. *Optional*: You can also limit your search by TDS test windows to narrow your results. From the **Test Window** drop-down, select specific test windows to limit your search, or you can choose **Select All** for the broadest search.
    d. Select **Search**. The retrieved results appear at the bottom of the ***Create Requests*** page.
3. *Optional*: Use the filter options at the top of the grid to reduce the number of results.
4. To create a request, select the checkbox for the row, and then select **Create Request**.
5. In the *Additional Comments* field, enter comments when the field is available. Some appeal types may require more information in the *Additional Comments* field to submit the request.
6. Select **Submit**.

Process Requests

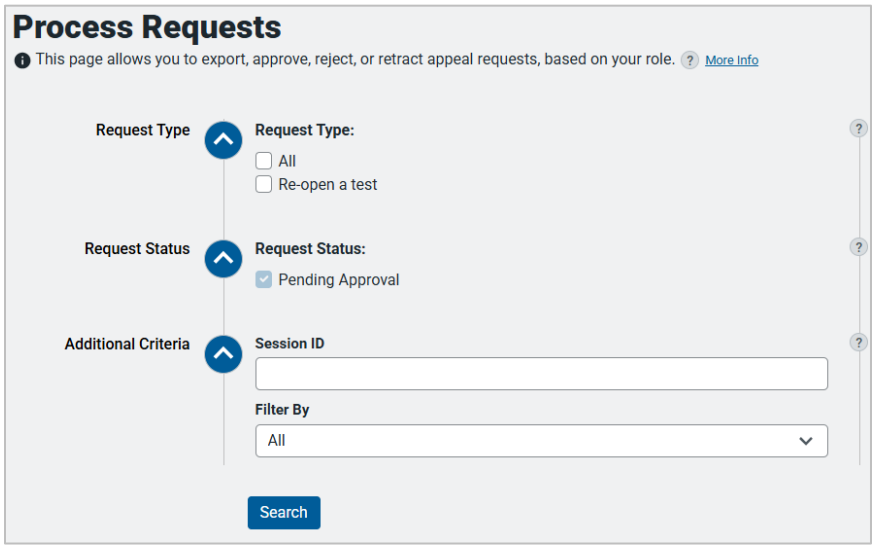
Some request types require you to approve or reject them before TDS can process them. You can also retract requests you created.

For a general overview of requests, review Manage Requests.

To approve, reject, or retract requests:

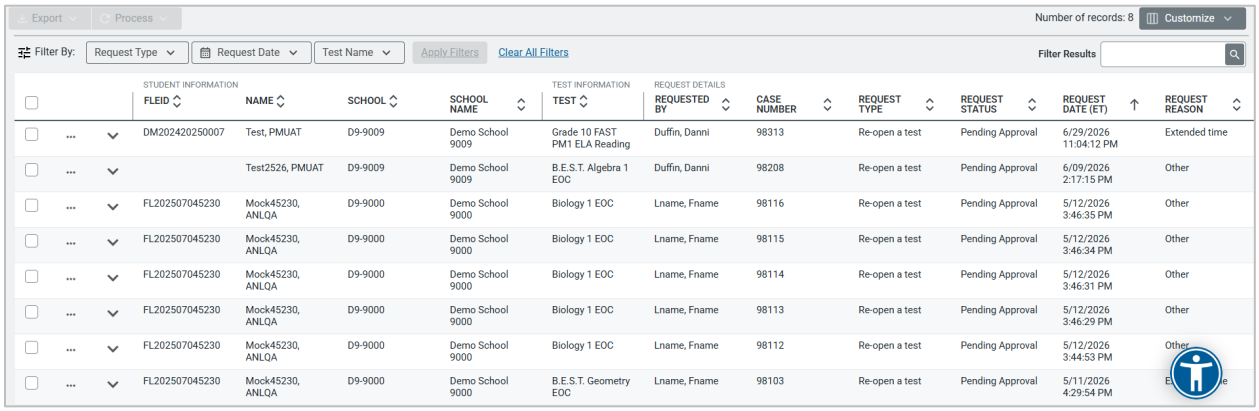
1. From the **Invalidations and Requests** tile on the TIDE dashboard, select **Process**. The ***Process Requests*** page appears.

Figure 67. Process Requests Page



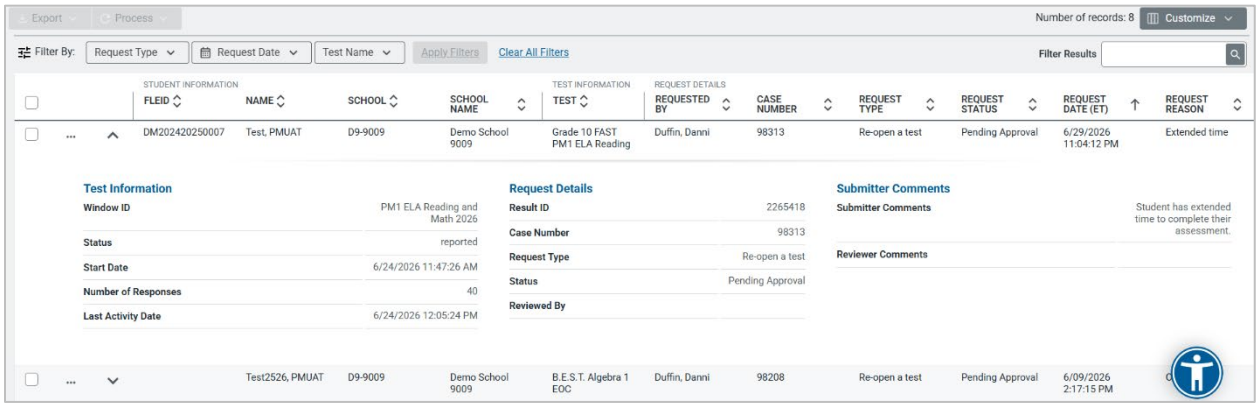
2. Retrieve the requests you want to process by selecting **Re-open a test** or **All** and adding any additional criteria.
3. Select **Search**.
4. The requests matching your search display in the search results grid. The grid displays requests with an overview in each row with information such as the student's name, test, request type, and request reason.

Figure 68. Process Requests Page – Search Results Grid



5. *Optional*: Use the filter options at the top of the grid to reduce the number of results.
6. For more information about a request, select the arrow in each row to expand the request. The expanded row displays a section for *Test Information*, *Request Details*, and *Submitter Comments*.

Figure 69. Process Requests Page – Search Results Grid with Expanded Row



7. Process requests. The actions are reviewed below this step.

    a. To process all requests the same way, select the checkbox in the header, select **Process**, and then select an action from the **Process** drop-down menu. The same action must be selected for all requests.

    b. To process more than one request the same way, select the checkboxes for the requests, select **Process**, and then select an action. The same action must be selected for all selected requests.

    c. To process individual requests, select (do not right-click) the **Row Actions** menu button and choose an action.

    Process Request Actions:

    - To approve the selected requests, select **Approve**.
    - To deny the selected requests, select **Reject**.
    - To remove the selected requests, select **Retract**.

8. Enter a reason for the requested action in the window that pops up.
9. Select **Submit**.

TIDE processes the selected requests from the list of retrieved requests.

Create Requests Through File Uploads

If you have many requests to create, it may be easier to perform those actions through file uploads. This task requires familiarity with composing CSV files or working with Microsoft Excel.

For complete instructions about uploading files, you can review Uploading Records. This topic contains information specific to uploading students.

To upload requests:

1. From the **Invalidations and Requests** tile on the TIDE dashboard, select **Upload**. The ***Upload Requests*** page appears.
2. Select **Download Template** to access all templates.
3. Download a template and save it.
4. Fill out the template, then upload it to TIDE.
5. Follow the steps in the wizard to complete the upload.

Note: After the upload file is validated, you'll also need to review the results retrieved from TDS to associate the requests with the correct test opportunities.

6. Check the results of the upload by performing a search: Requests that were not previously set up in TIDE are now added in TIDE.

Monitoring Test Progress

The tasks in the **Monitoring Test Progress** task group allow you to generate various reports that provide information about a test administration's progress.

The following reports are available in TIDE:

- Participation Reports: Details a student's test opportunities and the status of those test opportunities. You can generate this report from the ***Participation Reports*** page or the ***Search by FLEID*** page.
- Session Monitoring: Displays the status of active and inactive test sessions happening for the day in a district or school.
- Test Status Report: Details the status of all tests for the subjects selected.
- Test Progress Summary: Displays charts with the data from Test Completion Rates for district-level and school-level data.
- Test Completion Rates: Summarizes the number of students who have started or completed a test.

Generate a Participation Report

TIDE includes a Participation Report that details a student's test opportunities and the status of those test opportunities. The information in this report is generated on demand, providing near real-time results.

An opportunity is a student's attempt at a test. Opportunities can vary across tests, with some being counted across a test window, others across an administration, or even across the entire school year. For example, when a student takes grade 3 ELA Reading in PM1, that counts as the first opportunity. When that same student takes the same test again in PM2, that is the second opportunity. Because the report lists testing opportunities, a student can appear more than once on the report.

There are two ways to generate Participation Reports:

- Basic Search has common report options to find information on all eligible students who:
    - have completed a test
    - have tests in a paused status
    - have not completed a test
    - have not started assigned tests

- Advanced Search has all report options and tools to find individuals or student groups in these categories:
    - Test Progress with options for have/have not started or have/have not completed by opportunity in the selected administration
    - Test Status with options for any/specific status in the selected administration
    - Session ID or TA Name for expirations on a specific day or over a range of days with options for most recent sessions or specific session ID
    - Student search by FLEID or name

Basic Search

This option is designed for quick access to common search options. It offers a pared-down selection of options available in the Advanced Search and only allows searching for full groups of students per test, administration, and test name.

Figure 70. Participation Page – Basic Search Step 1: Students

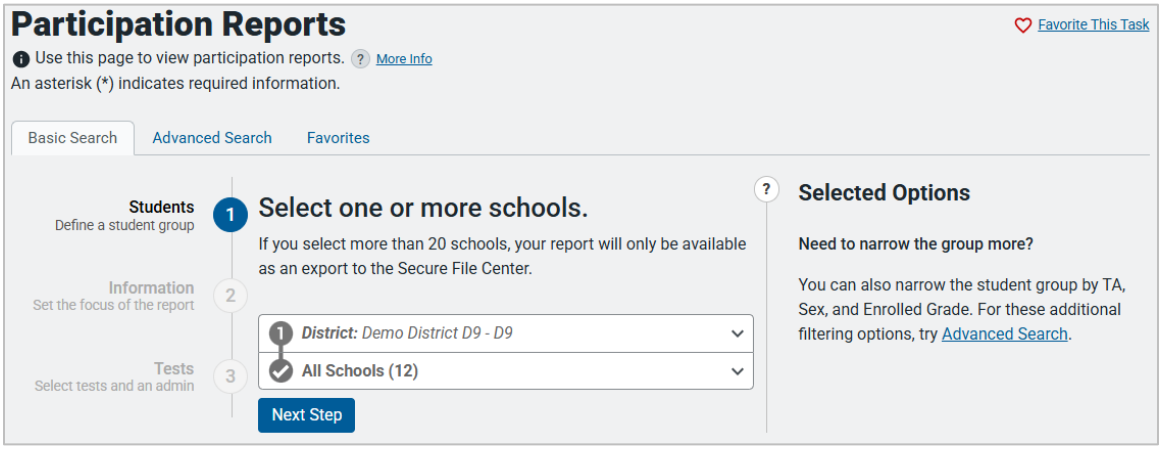


Figure 71. Participation Page – Basic Search Step 2: Information

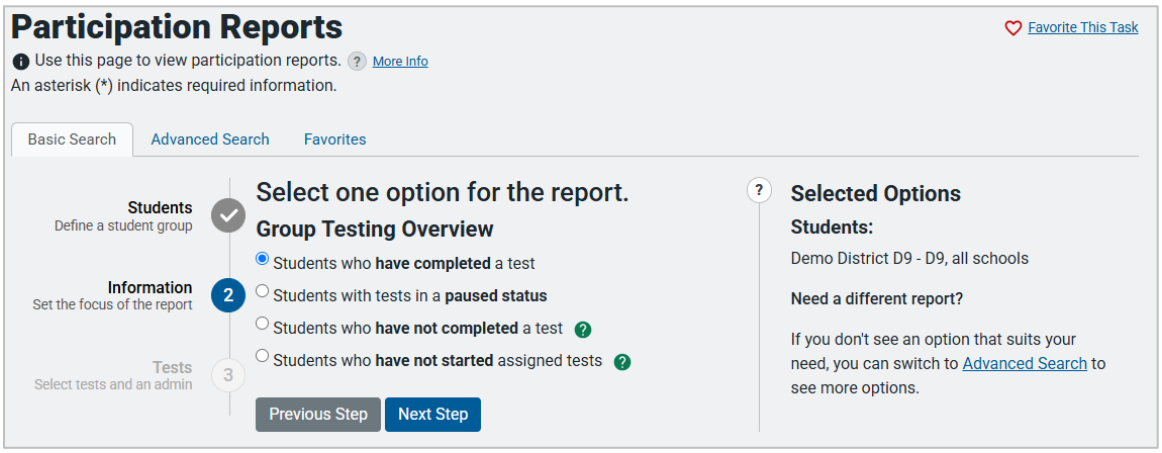
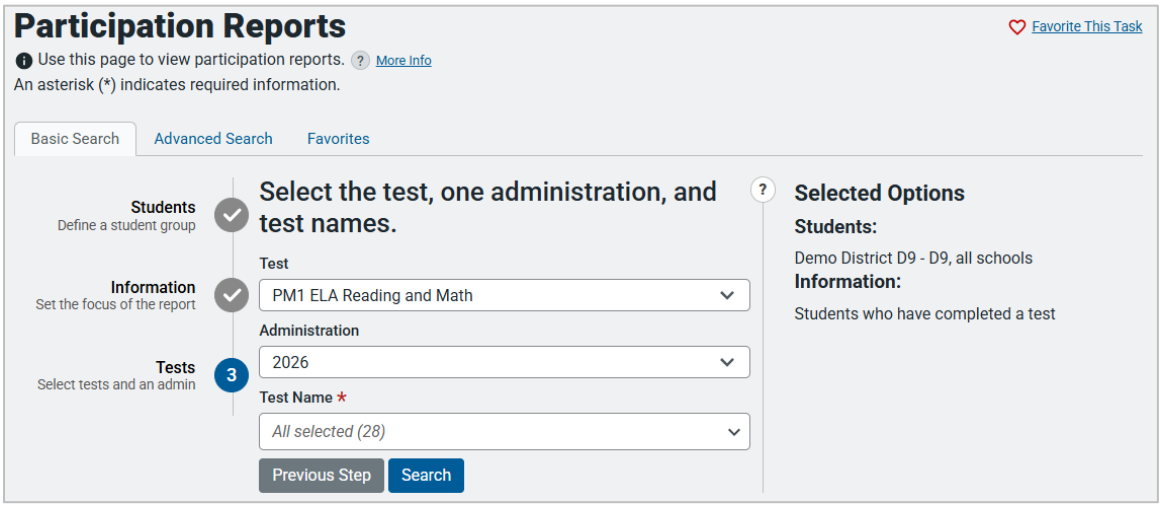


Figure 72. Participation Page – Basic Search Step 3: Tests

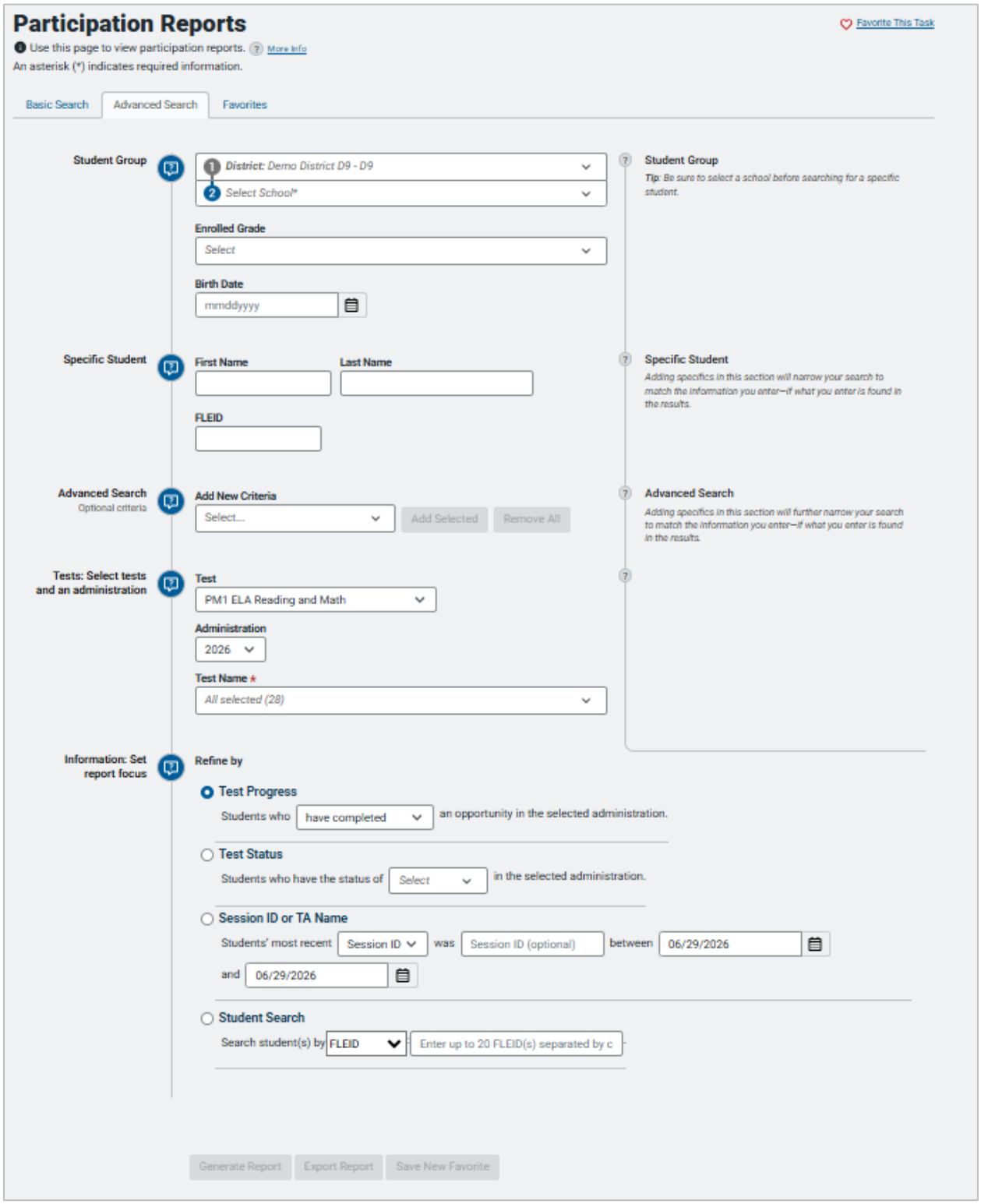


Follow the prompts to move through the three steps. The *Selected Options* section populates with your report information for each step. After searching, you'll have access to the results table that you can filter by keyword and export. You can favorite a search as described in Save Participation Reports as Favorites.

Advanced Search

You can search for both groups of students and individual students using the Advanced Search tab if individual student search options are available.

Figure 73. Participation Page – Advanced Search



In each section, make selections for all required options. Only the options with special considerations are listed below.

1. From the **Monitoring Test Progress** tile on the TIDE dashboard, select **Participation Reports**. The ***Participation Reports*** page appears.

Students

2. In the *Student Group* section, select information about the students to include in your report.
    a. **School**: From the **Select School** drop-down list, select a school if applicable. You may select one or more schools from this list. You may also select all schools.

> **Note:** If you select more than 20 schools or if you select all schools and the district contains more than 20 schools, the report will only be available to export to the Secure File Center.

    b. **Teacher Name**: *Optional:* Choose a teacher from the **Teacher Name** drop-down list. This option will be available only when one school is selected.

    The Teacher Name drop-down list includes all school-level users, such as teachers, test administrators, and principals associated with the selected school. When you select a person from the Teacher drop-down list, TIDE performs a check to determine if the person is associated with any roster. If no rosters exist for the selected person, no data is displayed when you generate the report. If the selected person has an associated roster, the report shows the test attempts of the students included in the roster.

    If you do not select any person from the **Teacher Name** drop-down list and use the default value of **All** to generate the report, all tests taken in that school display, irrespective of roster associations.

    Note that the TA name in the report is not necessarily the name of the teacher. The TA is the person who administers the test. This may be the teacher or a different person.

    c. *Specific Student* section: If you enter information for individual search options, such as name or FLEID, the student must be associated with a selected school or you will not get any search results.

    d. *Optional*: From the *Advanced Search* section **Add New Criteria** drop-down menu, select a specific test accommodation or demographic to filter the report.

        i. If you select a test accommodation or demographic, enter text or select the required filter criteria from the available options.

Tests

3. In the *Tests: Select tests and an administration* panel, select the parameters for which tests to include in your report:
    a. From the **Test** drop-down list, select the appropriate group of tests.

b. *Optional*: From the **Administration** drop-down list, select the appropriate administration year.

c. From the **Test Name** drop-down list, select the test for which you want to generate the report. You may select one, multiple, or all from this list.

Information

4. In the *Information: Set report focus* panel, select the radio button for one of the options and set the parameters for that option. The following options are available (parameters for each option are listed in **{brackets}**).

   More information about the *Refine by* options:

   - **Test Progress**: Students who **{have started/have not started/have completed/have not completed}** an opportunity in the selected administration. This filter allows you to determine which students have or have not started or completed testing.
     - Reports students and opportunities based on test completion data.
     - Based on date completed information, not status.
     - Started does not have a test completion date; Completed has a test completion date.
     - 100,000 record-limit for untested students (includes students who have not started or not completed a test).
   - **Test Status**: Students who have a status of **{student test status}** in the selected administration. This filter allows you to determine which students have a specified test status for the selected test. You can choose multiple statuses or select Any to search for students under any of the listed statuses.
     - Reports opportunities based on test statuses (see Table 25).
     - If **completed** is selected, the search results will include opportunities with completed, submitted, or reported statuses.
   - **Session ID or TA Name**: Students whose most recent **{Session ID/TA Name}** was **{Session ID (Optional)/Last Name, First Name (Optional)}** between **{start date}** and **{end date}**. This filter allows you to search for students who were in a specific session and view their current test status. This report returns the most recent participation data for students who have taken the selected test. To view this report, perform the following steps:

     Optional: Specify whether you wish to search by Session ID or TA and enter the test administrator's Session ID or name as applicable.

     Click the date fields to view the calendar and select the time frame. If the Session ID or TA name is not specified, you will be limited to a date range search of 15 days.

     - Reports most recent session information, not all past sessions.

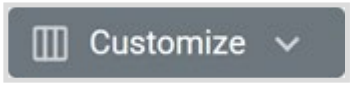
- **Student Search**: Search student(s) by **{FLEID/Name}**, **{Enter Exact First Name}**, and/or **{Enter Exact Last Name}**. You can enter up to 20 FLEIDs separated by commas to search for in this filter. To search for a student by name, you must enter either the first name, last name, or both first and last names exactly as they would appear in TIDE.

You can favorite a search as described in Save Participation Reports as Favorites.

Note: When making selections under the Refine By section, the results can vary depending on what you have selected in each report choice.

View Report

- If your report is for 20 or fewer schools:
  - To view the report on the page, select **Generate Report**.
  - To download the report to your device, select **Export Report**.
- If your report is for more than 20 schools, you can only export the report:
  - Depending on your options, select **Generate Report**, then **Export to Secure File Center**.

Note: Not all columns are selected by default. To add or remove columns, use 

at the top right of the table.

Columns in Report

Table 21. Columns in Participation Reports

Attribute	Description
Name	Student's name (Last Name, First Name).
FLEID	Student's 14-character identification number.
Enrolled Grade	The grade in which a student is enrolled.
Test	Test name for this student record (e.g., Grade 7 FAST PM1 Mathematics).
TA Name	The Test Administrator who created the session in which the student is currently testing (or in which the student completed the test).
Session ID	The Session ID to which the test is linked.
Status	The status for that specific test.
Result ID	The unique identifier linked to the student's results for that specific test.
Date Completed	The date when the student submitted the test for scoring.
Test Duration	Amount of time in minutes a student spent in one or more sessions of a test. Displayed as HH:MM:SS.

Save Participation Reports as Favorites

You can easily save and rerun Participation Reports. For information on generating a Participation Report, refer to Generate a Participation Report.

Reports are accessed from the **Favorites** tab without the need to reenter your search criteria. When available, new data is pulled in each time you run a report from **Favorites**.

Note: Your list of favorite reports can be used throughout one school year but will be removed when TIDE is reset for the next school year.

To save reports to your Favorites tab:

1. Access **Participation Reports** and select the **Advanced Search** tab.
2. Select search criteria for all required fields and any optional fields within each section.
3. Select **Generate Report**.

Note: The option to save your search will not appear if you select **Export Report**.

4. Review your search results in the grid.

5. When you've determined that the search parameters meet your needs, select **Save New Favorite**.
6. On the ***Save New Favorite*** pop up, add a title with up to 500 characters (required) and a description with up to 1000 characters (optional) and click **Save to Favorites**.

Note: The search options you selected will not display when you generate this search or report from the **Favorites** tab. For future reference, list your search selections in the description so you know what information is in this report.

Use Favorited Reports

The results from the reports in **Favorites** are refreshed every time you generate a report.

To generate reports from the Dashboard:

1. In Card View, find the task **Participation Reports**.
2. Select the heart icon drop-down [ ].
3. Select the search or report from your *Favorite Searches* menu.

Note: Favorite Participation Reports provides results on demand, so data is always up to date.

To generate reports from your Favorites tab:

1. From the **Monitoring Test Progress**, tile on the TIDE dashboard, select **Participation Reports**.
2. Select the **Favorites** tab.
3. *Optional*: Select the top row of a column to sort in ascending order. Select the row again to sort in descending order.
4. *Optional*: Use the *Filter Results* text box to enter a keyword, phrase, part of a word, date, or time to find a specific search or report.
5. Select the title of a report to generate results below the list of *Favorites* on the **Favorites** tab. The title and description you entered while saving your favorite display above the results, and the results display with a limited selection of columns.
6. *Optional*: To display all or different columns, select **Customize** and use the checkboxes.
7. *Optional*: Select a column header in the results to sort.

To manage your favorite reports by editing the title and description or deleting the report:

1. From your Favorites list, select (do not right-click) the *Row Actions* menu button [ ] and then choose **Edit**.

2. Delete the report by selecting **Delete** from .

Generate Participation Reports by FLEID

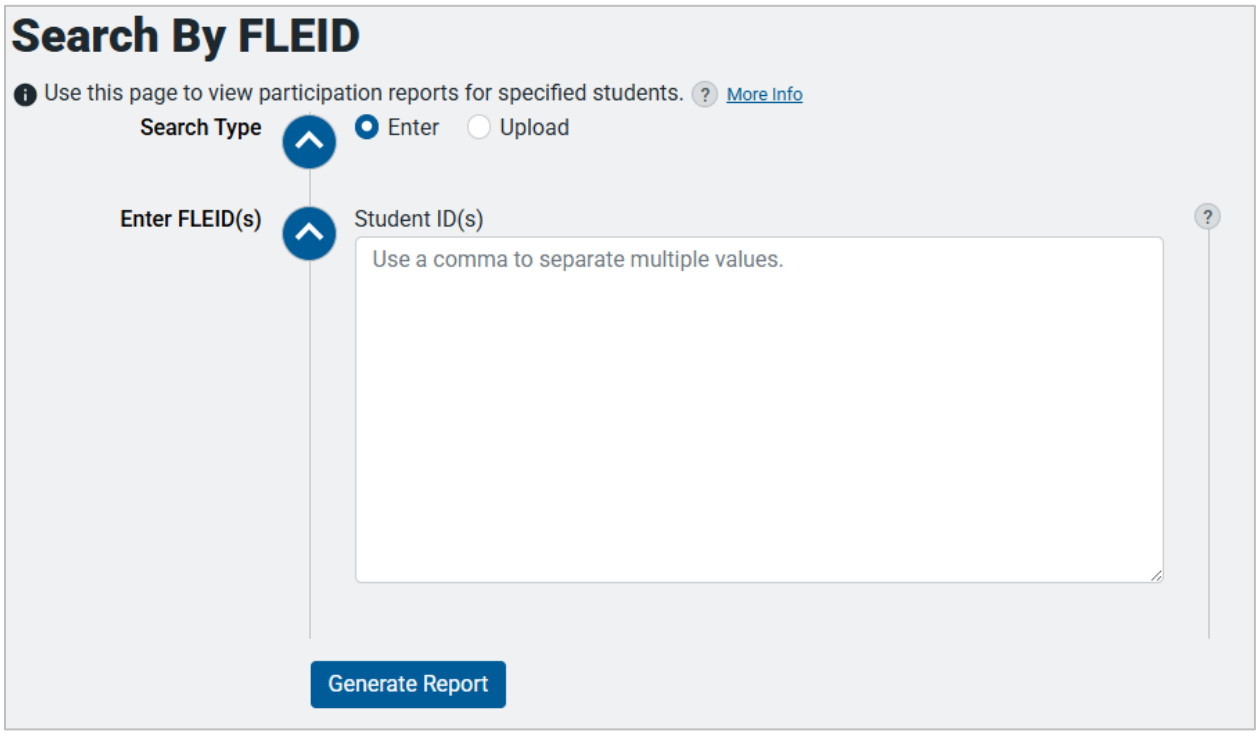
You can generate participation reports for specific students by FLEID. This section describes how to generate participation reports for one or more students using students' FLEIDs.

Users can search by one or more student FLEIDs to generate a participation report. If you have many FLEIDs you would like to search, it may be easier to perform this task through file uploads. This task requires familiarity with composing CSV files or working with Microsoft Excel.

To generate a Participation Report by FLEID:

1. From the **Monitoring Test Progress** tile on the TIDE dashboard, select **More Actions** and then select **Search By FLEID**. The ***Search By FLEID*** page appears.

Figure 74. Search by FLEID Page



2. Decide how you want to enter FLEIDs:
    a. To search for specific students by entering FLEIDs directly on the screen:
        i. For the *Search Type*, select **Enter**.
        ii. For *Enter FLEIDs*, enter one or more FLEIDs, separated by commas (with or without a space after the comma), in the *Student ID(s)* box.
    b. To search for specific students by uploading FLEIDs:

i. Prepare an Excel or CSV file with FLEIDs listed in a single column.

ii. For *Search Type*, select **Upload**. The screen changes to display a file selector.

iii. For *Upload FLEID*, select a file to upload in the space provided.

(1) Use the file browser to select the Excel or CSV file with the FLEIDs.

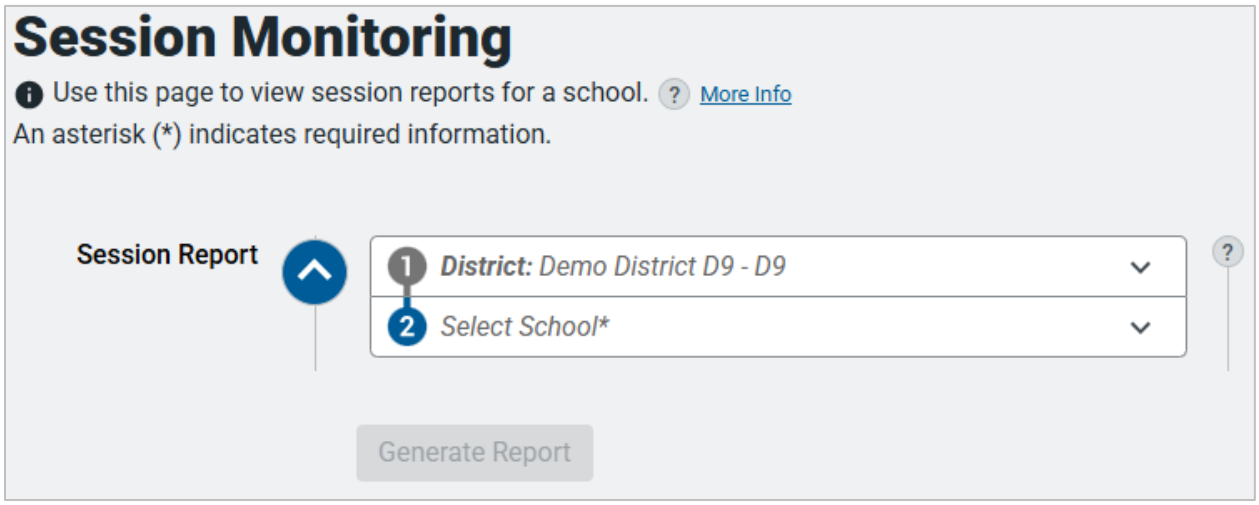
Note: You can enter or upload up to 1,000 FLEIDs.

3. Select **Generate Report**. The results populate in a grid that can be filtered, customized, or exported.

Review Session Monitoring Reports

Session reports show the status of active and inactive test sessions in a district or school for the current day. These reports show how many students in each school are testing and how many have started, paused, or completed their test. Detailed reports also show session IDs, proctor names, test names, and start times of test sessions.

Figure 75. Session Monitoring Page



Note: A test session will only appear in this real-time report once the first student has been approved by the TA into that session for testing.

To view session reports:

1. From the **Monitoring Test Progress** tile on the TIDE dashboard, select **More Actions** and then select **Session Monitoring**. The ***Session Monitoring*** page appears.
2. Select a school, some schools, or all schools.
3. Select **Generate Report**.

   If you selected one school, the detailed session report appears (jump to step 5).

If you selected multiple schools, a summary report page appears. Table 22 lists the columns in the summary report.

Table 22. Columns in the Summary Session Report

Column	Description
Schools	List of schools for which you can view reports.
Total # of Tests in Session	Total number of students testing in each school.
Tests Started	Number of tests that have been started and have not been completed or paused.
Tests Paused	Number of students who have paused their test.
Tests Completed	Number of students who have completed their test.

4. Choose a school from the summary report page to view a detailed report for that school.
5. A detailed session report for your school appears. Table 23 lists the columns in the detailed report.

Table 23. Columns in the Detailed Session Report

Column	Description
Test Administrator Name	Name of the test administrator associated with the Session ID.
Test Name	Name of the test associated with the Session ID. Multiple tests may be associated with one Session ID.
Session ID	The Session ID to which the test is linked.
Start Time of Session	Start time of the session. This is in the time zone of the person viewing the report.
Earliest Testing Activity Today	The time the first test opportunity was started by the first student in the session. This is in the time zone of the person viewing the report.
Total # of Tests in Session	Total number of students testing in each school.
Tests Started	Number of tests that have been started and have not been completed or paused.
Tests Paused	Number of students who have paused their test.
Tests Completed	Number of students who have completed their test.

6. *Optional:* If multiple tests are available for one session, select

to expand the list of tests associated with that session.
7. *Optional:* Select **Expand All Sessions** to expand all sessions containing multiple tests. The button will only be displayed when there are multiple tests in one of the sessions.
8. *Optional:* Select **Collapse All Sessions** to collapse all expanded sessions. The button will only be displayed when there are multiple tests in one of the sessions.
9. *Optional:* To view inactive test sessions, select the **Inactive Test Sessions** checkbox. Inactive test sessions will appear in italics. Sessions will be considered inactive if all students in the session are paused or have completed the test opportunity, and no new opportunities have been started.

10. *Optional:* Select to refresh the list of available sessions. Data is refreshed in near real-time.

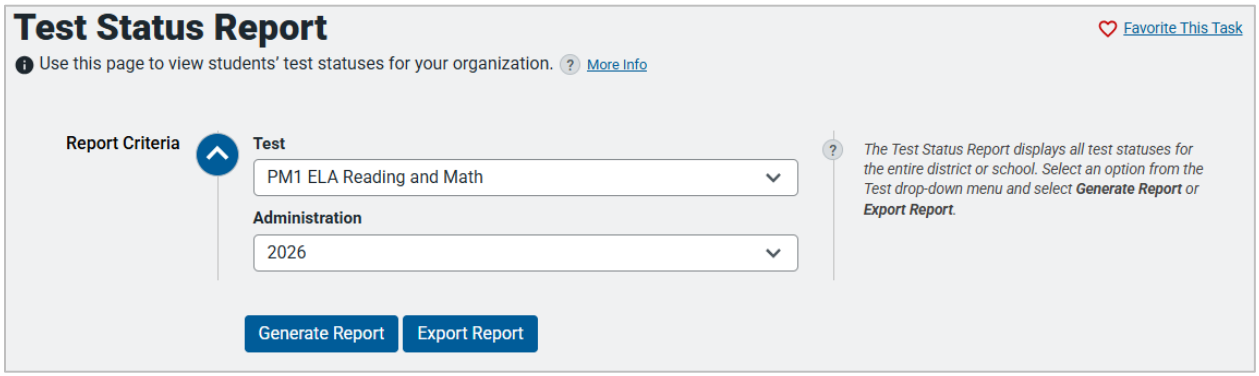
Review Test Status Reports

The Test Status report displays test statuses for all tests in your organization in the selected test administration.

To access the Test Status Report:

1. From the **Monitoring Test Progress** tile on the TIDE dashboard, select **More Actions** and then select **Test Status Report**. The ***Test Status Report*** page appears.

Figure 76. Test Status Report Page



2. In the *Report Criteria* section, select search criteria for the test and administration.
3. Do one of the following:
    a. To view the report on the page, select **Generate Report**. TIDE displays the tests and associated statuses and special codes.
    b. To open the report in Microsoft Excel, select **Export Report**.

Table 24 lists the columns in the Test Status Report.

Table 24. Columns in the Test Status Report

Column	Description
Name	Student's name (Last Name, First Name).
FLEID	Student's 14 character identification number.
Test Name	Name of the test.
Test Status	Test's most recent status.
Date Started	Date student started the test.
Assigned School ID	ID of school where student is enrolled.
Assigned School Name	Name of school where student is enrolled.
Session ID	Unique ID for the test session.
Result ID	Unique ID for the item result.
Reason Not Assessed (FAA Only)	Code indicating why test was not assessed.

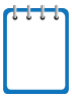
Table 25 describes each status that a test opportunity can have.

Table 25. List of Test Opportunity Status Descriptions

Status	Definitions
Approved	The TA has approved the student for the session, but the student has not yet started or resumed the test.
Completed	The student has submitted the test for scoring. No additional action can be taken by the student.
Denied	The TA denied the student entry into the session.
Invalidated	The test has been invalidated.
Paused	The student's test is currently paused (as a result of one of the following): • The student paused his or her test by clicking the Pause button. • The student idled for too long and the test was automatically paused. • The test administrator stopped the session while the student was in the test. • The test administrator paused the individual student's test. • The student's browser or computer shut down or crashed.
Pending	The student is awaiting TA approval for a new test opportunity.
Reported	The student's score for the completed test in TDS has passed the quality assurance review and has been submitted for scoring.
Started	The student has started the test and is actively testing.
Submitted	The student has submitted the test and is back on the ***Please Sign In*** screen.
Suspended	The student is awaiting TA approval to resume testing. If the TA is unable to approve the student to test, the student must wait 20 minutes for their test to time out before attempting to log in again. Please note that a Suspended Status is often a consequence of an internet connection issue during the approval process.

Review Test Progress Summary Reports

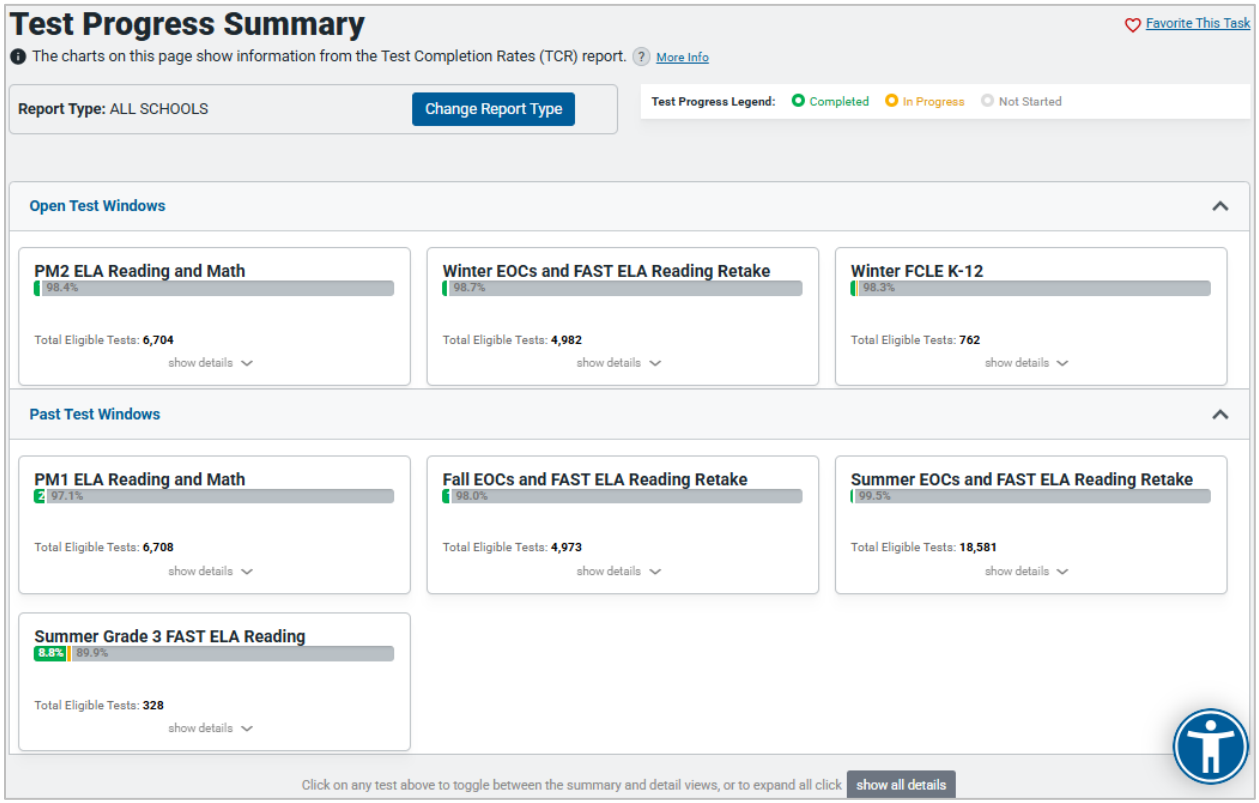
Test Progress Summary reports provide charts that display the information available in the Test Completion Rates (TCR) report for a quick visual reference. You can also view the data on the screen, as well as export it. Only district- and school-level data is available in this report, though.



Note: The information in this report calculates overnight, not on-demand.

1. From the **Monitoring Test Progress** tile on the TIDE dashboard, select **More Actions** and then select **Test Progress Summary**. The ***Test Progress Summary*** page appears, displaying a card for each test window.

Figure 77. Test Progress Summary Page



2. The *Student Group* defaults to all schools you can access. Update this by selecting **Change Report Type** and make other selections as needed, then click **Update Summary**.
3. Use the arrows on *Open Test Windows* and *Past Test Windows* to expand or close the sections.
4. In a test card window, select **show details**/**hide details** to view or collapse the breakdown of data by school. You can also show or hide details for all test windows from the bottom of the screen.
5. *Optional*: make a selection from the **Additional Options** drop-down menu to display your report with a different focus.
6. Select **Show Results Table** to view the data on screen, filter the report, or export it.

Note: Depending on where you are in your testing cycle, the charts may show as mostly *Not Started* (gray color on the chart).

After Testing

This section provides instructions for performing the tasks in the After Testing category. These tasks should be performed after testing is complete.

This section covers the following topics:

Review Test Completion Rates

Family Portal Access

Data Cleanup

Review Secure Material Tracking Reports

Hotline Direct

Review Test Completion Rates

For information about the Test Progress Summary report, navigate to this topic: Review Test Progress Summary Reports.

The Test Completion Rates report summarizes the rates of students who have started or completed a test.

Note: The Test Completion Rates report calculates overnight, not on-demand. The report shows the date it was exported and the time the information was processed, calculated for your time zone.

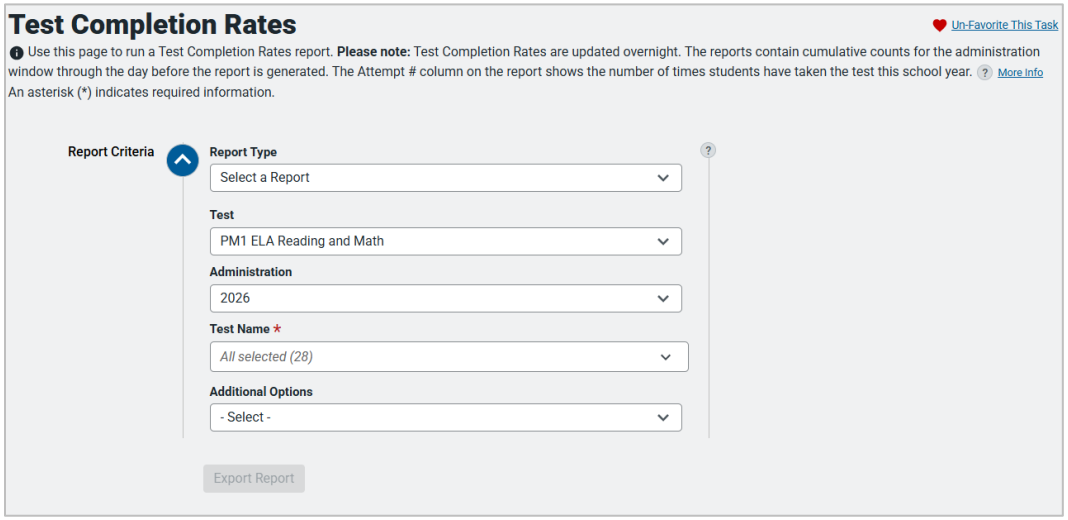
District- and school-level users can export an Excel spreadsheet showing the number of students who have started or completed each test.

District-level users can create a file either for a specific school or for the whole district. School-level users can generate a report for the schools with which they are associated. You can also generate this report for all tests or for one specific test.

To review test completion rates:

1. From the **Test Completion Rates** tile on the TIDE dashboard, select **Test Completion Rates**. The ***Test Completion Rates*** page appears.

Figure 78. Test Completion Rates Page



2. In the *Report Criteria* section, select the parameters for which tests to include in your report.
3. To view the report, select **Export Report**. This report can only be exported to a spreadsheet application, like Microsoft Excel, and does not display on the TIDE screen.

Table 26 lists the columns in the Test Completion Rates report.

Table 26. Columns in Test Completion Rate Report

Column	Description
Date	Date and time that the file was generated.
Test Name	Grade, test, and subject selected.
District ID	ID of the district selected.
District Name	Name of the district selected.
School ID*	The ID of the reported school.
School Name*	The name of the reported school.
Enrolled Grade	Grade in which the student is enrolled.
Attempt #	Number of times students have taken the test.
Total Eligible Students	Number of students that are eligible for the test.
Total Students Started	Number of students who have started the test.
Total Students Completed	Number of students who have finished the test and submitted it for scoring.
Total Remote Tests Completed	Number of students who have tested remotely.

*This column is only included in the school-level report.

Family Portal Access

This section provides information about the Family Portal and instructions for generating Family Portal Access Codes, sending access codes to families via email, and resetting access codes if they are compromised.

About the Family Portal

The Family Portal enables parents and guardians to view their students' test results online. To access the Family Portal, the family needs an Access Code that is unique to their child. Access Codes are stored in TIDE. Depending on how their role is defined in TIDE, users can retrieve access codes in TIDE and relay them to families by email or other secure communication.

Access to the Family Portal continues indefinitely even if a student leaves the state, graduates, or is not re-enrolled for any other reason. If a student is deleted from TIDE, the student will still have access, unless access is specifically removed.

What Information Can Parents Find on the Family Portal?

The Family Portal includes the following information:

- A student's Individual Score Report (ISR) with interpretive guides that can be downloaded and printed
- A glossary of assessment terms
- A list of frequently asked questions (FAQs) with answers
- Performance-level indicators and explanations of what they mean
- Resources for families to use with their students

How Can Parents Access the Family Portal?

Parents and guardians can access the Family Portal in one of three ways:

1. Visit the Family Portal and enter a unique Access Code along with their child's date of birth and first name.
2. Select a time-limited link delivered to parents/guardians via email to retrieve a unique Access Code that can then be entered on the Family Portal, as described above.
3. Select the auto-login link in the parent portal, supplied by the district's Student Information System (SIS) provider.

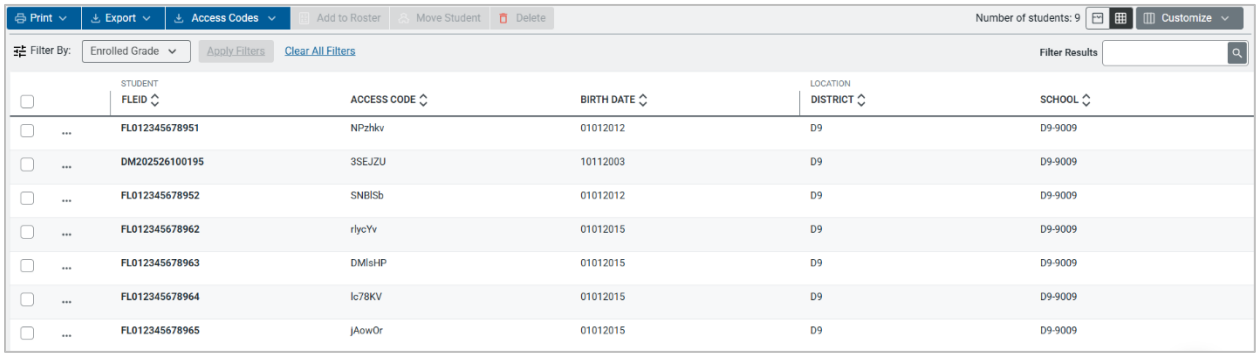
Download and Share Access Codes

Generate Family Portal Access Codes

TIDE permits authorized users to export all the required Family Portal login data into a single spreadsheet. The process for retrieving login data from TIDE is as follows:

1. First, select the **Generate Access Code Template** task from the **Family Portal Access** task group.
2. On the ***Generate Access Code Template*** page, conduct a search for the names of students whose login data should be exported. You can search for students by their district and school, grade level, and other, more specific criteria.
3. Select the relevant student records from the search results and download the Access Codes to Microsoft Excel. You can also choose to download the Access Codes for all names returned in the search results.

Figure 79. Sample Family Portal Access Codes



Note: Access codes for Individual students can also be printed from the Student Details page by clicking the **Print** [Print] button on the far right of the page (see Figure 40), selecting Access Codes from the dropdown that appears, clicking Print on the page that appears and saving the PDF that generates.

Email Family Portal Student Access Codes

Before you can send access codes, you must first complete the steps in Generate Family Portal Access Codes. You will use the template you edited to complete the steps below.

1. From the ***Family Portal Access*** tile on the TIDE dashboard, select **Email Student Access Codes**. The ***Email Student Access Codes*** page appears.

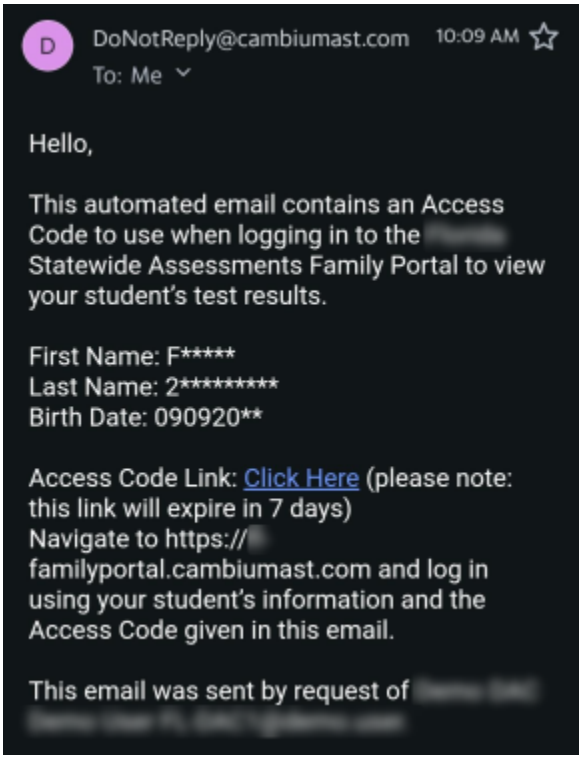
Note: If you download a template from the ***Email Student Access Codes*** page, it will be blank. To pre-populate this template, download from the ***Manage Student*** page or the ***Generate Access Code Template*** page referenced in Generate Family Portal Access Codes when uploading a file to the ***Email Student Access Codes*** page.

2. Upload the file you created.

3. In Step 3: Validate, to CC yourself on emails sent to families, in the *CC me on the access code emails* field, select **Yes**. This is only available if fewer than 50 records are included in the upload file.

Emails received by families will contain a link to a site where families can obtain their student's access code. These links expire in an amount of time determined by your state. If this link expires, schools will need to send another email to the family with a new link.

Figure 80. Email Sent to Families with Time-Sensitive Link (expiration time may differ)



How Users Print Family Portal Access Codes from Student Lists

This section explains how to print Family Portal Access Codes from a list of students. An Access Code provides a secure way for families to access the Family Portal.

To print Access Codes for students to take home:

1. From the **Student Information** task group, select **Manage**. The ***Manage Students*** page appears.
2. Retrieve the students to print Access Codes for by following the procedure in Search for Records.
3. Select the column headings to sort the retrieved students in the order you want to print the Access Codes.
4. Select the students who need Access Codes:

- For specific students, select the checkboxes for the students you want to print.
- For all students displayed on the current page, select the checkbox at the top of the table.
- For all retrieved students, no additional action is necessary. The option to print all retrieved records is available by default.

5. Select

, and then select **All Access Codes** or **Selected Access Codes**. A page appears for selecting the printed layout.
6. Select the option that matches your selection.
7. In the new browser window that opens displaying a layout for selecting the printed layout, verify **Access Codes** is selected in the *Print Options* section.
8. Select the layout, then select **Print**.

Your browser downloads the generated PDF.

How Users Print Family Portal Access Codes from Roster Lists

TIDE users can print Family Portal access codes from roster lists and provide these codes to families.

1. From the **Rosters** tile on the TIDE dashboard, select **Manage**. The ***Manage Rosters*** page appears.
2. Retrieve the rosters for which you want to print access codes by filling out the search criteria and selecting **Search**.
3. *Optional:* Select the column headings to sort the retrieved rosters in the order you want the access codes printed.
4. Specify the rosters for whom access codes need to be printed:
   - To print access codes for specific rosters, mark the checkboxes for the rosters you want to print.
   - To print access codes for all rosters listed on the page, mark the checkbox at the top of the table. Please note, you may only print 1,500 students at a time.
5. Select

, and then select **Access Codes**.
6. In the new browser window that opens, verify **Access Codes** is selected in the *Print Options* section and a model appears for selecting the start position for printing on the first page.
7. Select **Print**. When printing access codes, make sure *Print to Fit* is unchecked.

Your browser downloads the generated PDF.

Note: When printing Family Portal Access Codes from rosters, they will print in the following order: by roster, then by grade, then alphabetically by last name.

Resetting Family Portal Access Codes

Access codes for the Family Portal will be provided in TIDE. TIDE users will be able to reset these codes if necessary, depending on user role.

1. From the **Student Information** tile on the TIDE dashboard, select **Manage**. The ***Manage Students*** page appears.
2. Search for the student. For information about the search process, you can review Search for Records.
3. To open the record for editing, select the *Row Actions* menu button [ ] and then choose **Edit Student**. You can also select the student's name. The student details page appears.
4. Under the *Access Code* field, select **Reset**. A pop-up appears reminding you that you need to save the student for the new access code to be set. Then click **Continue**. Then click **Save**. Access Codes can be copied from TIDE and pasted to other programs by selecting **Copy**.

Data Cleanup

This section explains how DACs can use the Discrepancy Resolution System (DRS) to manage non-participation codes and resolve testing discrepancies.

Note: Discrepancies can be resolved at the district level. For a list of user roles that can perform this task, refer to the Understanding User Roles and Permissions section.

Resolve Student-Not-Found Discrepancies

A student-not-found discrepancy occurs when the identifying information on an answer document is not found in TIDE. Causes of this discrepancy include the following:

- FLEID is missing from the answer document.
- FLEID on the answer document is not present in TIDE.
- The combination of the FLEID, first name, and last name on the answer document does not match the FLEID, first name, and last name in TIDE.

You can resolve a student-not-found discrepancy in the following ways:

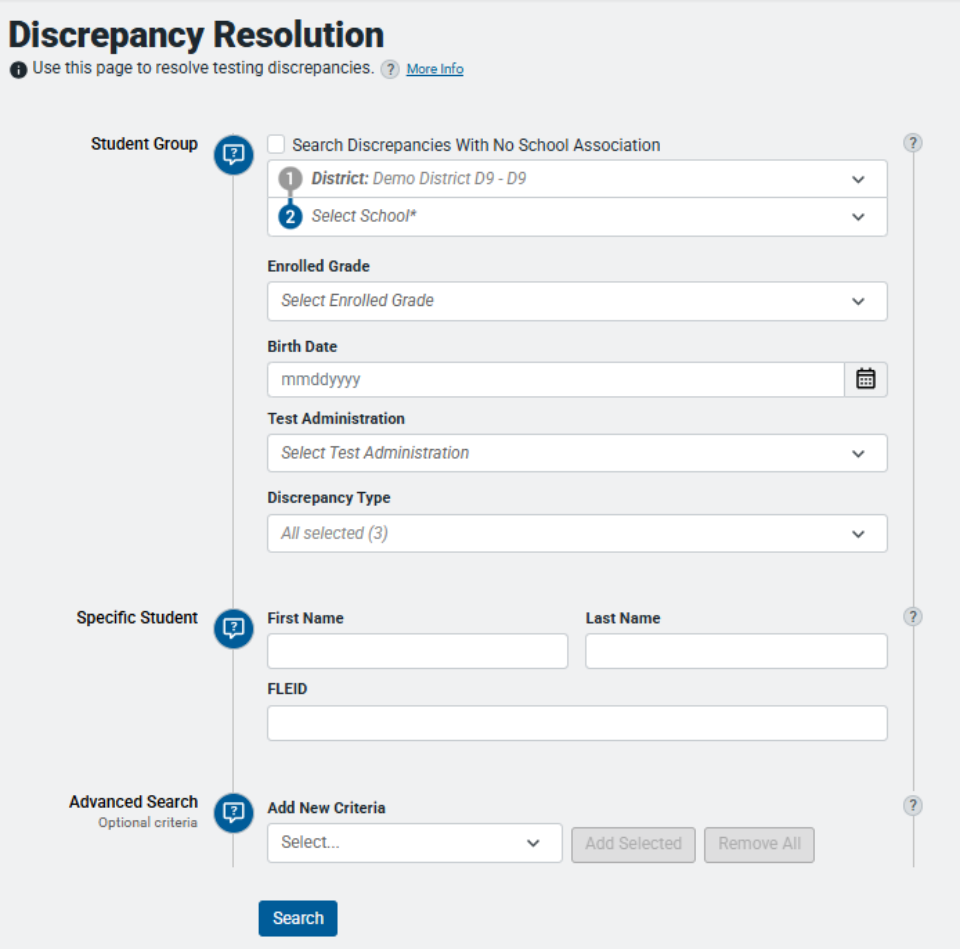
- Associate enables you to associate the test with an existing student.
- Add Student enables you to add or edit information for the student with whom the test should be associated in TIDE.

Use the following procedure to resolve student-not-found discrepancies.

To resolve student-not-found discrepancies:

1. From the **Data Cleanup** tile on the TIDE dashboard, select **Discrepancy Resolution**. The ***Discrepancy Resolution*** page appears.

Figure 81. Discrepancy Resolution Page



2. Retrieve the list of discrepancies for your district and schools by selecting and supplying the search criteria and selecting **Search**.

Note: Discrepancies can be resolved at the district level. To search for discrepancies which have no school association, select the **Search Discrepancies With No School Association** checkbox and select your district from the drop-down. Your search results will return only those discrepancies which have no school association.

3. *Optional:* To view the answer document for a retrieved discrepancy, select in the *View* column to access the PDF file for that discrepancy. If available, the answer document may contain information that is helpful in identifying the student to whom the test belongs.

4. Select for the discrepancy you want to resolve. The ***Resolve Discrepancy: Student-Not-Found*** page appears.

5. Do one of the following:

- If the student with whom you want to associate the test exists in TIDE, resolve the Student-Not-Found Discrepancy by Associating the Student.
- If you need to add the student to TIDE or edit the student in TIDE, resolve the Student-Not-Found Discrepancy by Adding or Editing the Student.

Resolve Student-Not-Found Discrepancy by Associating Student

To associate a test with an existing student:

1. Select in the *Associate* column. The *Search for Students to Associate* section appears.
2. Enter search criteria to retrieve an existing student and select **Search**.
3. Scroll down to the list of retrieved students, then select for the student with whom you want to associate the test.
4. To continue with the association, select **Continue** in the confirmation pop-up.
5. An affirmation message appears to inform you that the test has been associated with the student, and the discrepancy has been successfully resolved.

Note: If you receive a message that does not indicate success, take a screenshot of the message or write down the information and contact the Help Desk for assistance with this discrepancy. After selecting **Continue**, the discrepancy will remain in the list of discrepancies for your district.

6. The list of discrepancies appears. "Processing" appears in the *Status* column for the resolved discrepancy. The discrepancy will disappear from the list when processing is complete.

Resolve Student-Not-Found Discrepancy by Adding or Editing Student

To add or edit the student with whom the test is associated:

1. Select in the *Add Student* column. On the right, the *Search for Students to Add/Edit* section appears.

Note: About the Test Windows School Year This is a superset of all the test administrations for the entire school year. The graphic begins at the start date of the first test administration and continues through to the end date of the last test administration.

When adding a student:

- If the superset's end date is in the past, TIDE assigns that past date to the student record.

- If the superset's end date is in the future, TIDE uses today's date instead. This prevents overwriting the student's information for the ongoing test administration.

2. In the *Search for Student to Add/Edit* section, select the school year for which you are adding/editing a student and enter the necessary search criteria to search for the student.

Note: You can search by a student's FLEID, or you can search by specifying the student's first name and last name in addition to the district and school.

3. Select **Search**. The ***Search Results*** page opens showing a student or students matching your search. There's also the **Add New Student** button in case the search does not find the expected student. If the search does not find any matches, the ***Search Results*** page opens with only the **Add New Student** button.
4. On the ***Search Results*** page, choose **Select** to adjust the student's enrollment dates, **Update** to change the demographic information about the student, or **Add New Student** to enter the student's information if the student is not in TIDE.
5. After you choose **Select**, the original screen returns.
    a. Choose **Select**. The ***Search for Students to Add/Edit*** page appears displaying the selected student's record.
    b. To add the student to the discrepant test without any modifications, select **Save**.
    c. To add the student to the discrepant test with modifications, make the necessary modifications in the *Add/Edit Student's School* panel. You can make the following modifications:
        - Modify the enrollment dates to reflect the student's actual attendance at the listed schools.
        - If the applicable school does not appear in the section, add the new school information by selecting **Add New School**, and then enter the student's new school information in the displayed fields.
    d. Select **Save** to keep your modifications.
6. After selecting **Update**, the ***View/Edit [student name]*** page appears.
    a. Update the information for the student and select **Save**.
    b. Click **Select** and follow the steps for selecting students to resolve the discrepancy.
7. After selecting **Add New Student**, the ***Add Student*** page appears.
    a. Enter the information for the student you want to add and select **Save**, then **Continue**.
    b. Follow steps 2–5 to add the student to the test and resolve the discrepancy. The discrepancy will disappear from the list when processing is complete.

Resolve Duplicate-Test Discrepancies

A duplicate-test discrepancy occurs when TIDE detects two or more tests submitted by the same student. This discrepancy can occur when a student submits an online test and later submits a paper test, or when one student inadvertently submits a test under another student's name.

Use the following procedure to resolve duplicate-test discrepancies.

You can resolve a duplicate-test discrepancy in the following ways:

- Invalidate enables you to invalidate the test and prevent any further action on the test.
- Reassign enables you to reassign the test and related data to the correct student.

To resolve duplicate-test discrepancies:

1. From the **Data Cleanup** task group, select **Discrepancy Resolution**. The ***Discrepancy Resolution*** page appears.
2. Retrieve the list of discrepancies for your district and schools by selecting and supplying the search criteria and selecting **Search**.

Note: Discrepancies can be resolved at the district level. To search for discrepancies which have no school association, select the **Search Discrepancies With No School Association** checkbox and select your district from the drop-down. Your search results will return only those discrepancies which have no school association.

3. *Optional:* To view the answer document for a retrieved discrepancy, select in the *View* column to access the PDF file for that discrepancy. If available, the answer document may contain information that is helpful in identifying the student to whom the test belongs.
4. Select for the discrepancy you want to resolve. The ***Resolve Discrepancy: Duplicate*** page appears.
5. Do one of the following:

- To invalidate the duplicate test, select in the *Invalidate* column.

Note: Invalidations cannot be undone; reconfirm this is the correct action to take before submitting.

- To reassign the duplicate test to another student, select in the *Reassign* column. TIDE displays a list of search fields to retrieve the other student.

a. Enter search criteria to retrieve an existing student and select **Search**.

b. From the resulting list of students, select the icon for the student to whom you want to reassign the test.

6. The list of discrepancies appears. "Processing" appears in the *Status* column for the resolved discrepancy. The discrepancy will disappear from the list when processing is complete.

Resolve Below-Grade Tester/Non-Eligible Test Discrepancies

A non-eligible test discrepancy occurs when students submit tests for which they are not eligible. This can occur when a student's enrolled grade in TIDE is updated soon after the student started testing or when a student accidentally receives or submits an incorrect answer document.

To resolve non-eligible test discrepancies:

1. From the **Data Cleanup** tile on the TIDE dashboard, select **Discrepancy Resolution**. The ***Discrepancy Resolution*** page appears.
2. Retrieve the list of discrepancies for your district and schools by selecting and supplying the search criteria and selecting **Search**.

Note: Discrepancies can be resolved at the district level. To search for discrepancies which have no school association, select the **Search Discrepancies With No School Association** checkbox and select your district from the drop-down. Your search results will return only those discrepancies which have no school association.

3. *Optional:* To view the answer document for a retrieved discrepancy, select in the *View* column to access the PDF file for that discrepancy. If available, the answer document may contain information that is helpful in identifying the student to whom the test belongs.
4. Select for the discrepancy you want to resolve. The ***Resolve Discrepancy: Non-Eligible Test*** page appears.
5. If you want to invalidate the test, select in the *Invalidate* column. The list of discrepancies appears. "Processing" appears in the *Status* column for the resolved discrepancy. The discrepancy will disappear from the list when processing is complete.

Note: If the Non-Eligible Test discrepancy does not disappear from the list after successfully invalidating it, please contact the Help Desk.

6. If you have confirmed that the student's enrolled grade at the time of testing matched the test grade and you would like to ignore the discrepancy and forward the test for scoring, please reach out to the Scoring and Reporting team or the Help Desk.

Secure Material Tracking Reports

Depending on the assessment, DRC or Pearson provides reports that help districts monitor the return of secure testing materials. These reports are available on the **Secure Material Tracking Reports** page and can be used to verify that all secure materials have been returned.

The following reports are available:

- **Secure Material Tracking Report (SMTR)**: Displays the return status of secure test materials.
- **Box Count Report** (DRC): Displays the number of scorable and nonscorable boxes received from district shipments.

DRC and Pearson Secure Materials Tracking Reports (SMTRs) are posted daily in TIDE beginning the week districts receive their first secure materials shipment.

Note: The **Secure Material Tracking Reports** task menu is available only in the Materials administration associated with each testing window.

To Review Report

1. From the TIDE dashboard, under **After Testing**, select **Secure Material Tracking Reports**. The ***Secure Material Tracking Reports*** page appears.
2. In the *Track Documents* panel, select the report you would like to view. The report opens in Microsoft Excel.

Report Contents

Secure Material Tracking Report (SMTR)

The SMTR provides detailed and summary information about the secure materials received by DRC or Pearson.

- **DRC SMTR**: Displays the return status of each secure **B.E.S.T. Writing**, **B.E.S.T. EOC**, **Grades K–10/Retake FAST**, and **FACT College Algebra** test material assigned to the district or school.
- **Pearson SMTR**: Displays summary return status information for secure **Statewide Science**, **Science and Social Studies EOC**, and **FCLE** test materials by district or school, subject, and grade.

For secure materials that have been received, the report includes the scan date. DRC reports also include student information for Grades 4–10 B.E.S.T. Writing TO BE SCORED test and answer books. Because these reports contain personally identifiable student information, keep them secure and do not send them by email.

Tracking Information

For DRC SMTRs, all secure materials with a security barcode can be tracked. Grades 4–10 B.E.S.T. Writing regular print **TO BE SCORED** test and answer books, including those returned in a Special Document Kit, can be tracked by student name, FLEID, and/or security number.

NOT TO BE SCORED test and answer books and other secure materials, including FAST and FACT test and response books, braille (BR), large print (LP), one-item-per-page books (OIPP), and regular and large print passage booklets, can be tracked by security number.

For Pearson SMTRs, the receipt of secure Statewide Science, Science and Social Studies EOC, and FCLE test materials can be tracked.

Box Count Report

The DRC **Box Count Report** displays the number of scorable and nonscorable boxes received from district shipments.

District- and School-Level Reports

The **Secure Material Tracking Report (SMTR)** is available at both the district and school levels. The DRC **Box Count Report** is available only at the district level.

The district-level SMTR provides information for the district and all schools within the district.

- **DRC district-level SMTR**: Displays summary and detailed information for all secure materials received by the district and each school.
- **Pearson district-level SMTR**: Displays summary counts and detailed information for all secure test materials shipped and processed for the district and each school.

District users can also download SMTRs for individual schools. School-level SMTRs display information only for secure materials received by the selected school.

File Format

SMTR and Box Count reports are generated in .csv format.

SMTR File Naming Convention

District-level

<Contractor>_<Administration>_Secure_Material_Tracking_<district number>.csv

Example:

- DRC_ SPRING_Secure_Material_Tracking_77.csv
- Pearson_EOC_Secure_Material_Tracking_77.csv

School-level

<Contractor>_<Administration>_Secure_Material_Tracking_<district number>”-“<school number>.csv

Example:

- DRC_SPRING_Secure_Material_Tracking_77-9000.csv
- Pearson_EOC_Secure_Material_Tracking_77-9000.csv

Box Count Report File Naming Convention

<Contractor>_<Administration>_Box_Count_Report_<district number>.csv

Example:

- DRC_SPRING_Box_Count_Report_77.csv

Using the Secure Material Tracking Report (SMTR)

District-level users can use the SMTR to monitor the return status of secure materials and identify materials that have not yet been received.

Status Column

The STATUS column indicates the current processing status of each secure material.

DRC

- NOT RETURNED – Secure material has not been received by DRC.
- RETURNED SCORABLE – Grades 4–10 B.E.S.T. Writing regular print TO BE SCORED test and answer books have been received and processed through image scanning.
- RETURNED NON SCORABLE – NOT TO BE SCORED test and answer books and test and response books have been received and processed through book check-in.
- PENDING – Secure materials have been received by DRC and have an “unknown” status (e.g., materials on the Problem Cart or materials destroyed at the district).

Pearson

- MATERIAL NOT RETURNED – Secure material has not been received by Pearson.

- RETURNED SECURE MATERIAL – Secure material has been received and processed.

Filter Report Data

Use Excel filters to locate specific materials or identify missing materials.

1. Highlight the columns to which you wish to apply a filter.
2. On the Data tab, select Filter.
3. Select the filter arrow for the column you want to filter.
4. Select the value or values you want to display.

You can filter any column in the report, including **STATUS**, **DOCUMENT ASSIGNED SCHOOL**, **GRADE**, **SUBJECT**, **LAST NAME**, and **FLEID**.

Review Summary Information

The **TOTALS** section provides an overview of returned and outstanding secure materials.

DRC

- Review the total number of **RETURNED SCORABLE** test documents by school, grade, or subject.
- Use the **% NOT RETURNED** column to quickly identify schools, grades, or subjects with outstanding secure materials.

Pearson

- Review the **TOTAL RETURNED SECURE MATERIALS** and **TOTAL NOT RETURNED** columns to compare the number of returned and outstanding secure materials.
- Use the **% NOT RETURNED** column to quickly identify materials that may still be outstanding.

Review Detailed Information

The **DETAILS** section lists each secure material individually.

Common filters include:

- **STATUS**
  - **NOT RETURNED** (DRC) or **MATERIAL NOT RETURNED** (Pearson) to identify materials that have not been returned.
  - **RETURNED SCORABLE** (DRC) to verify that a student's TO BE SCORED test document has been received for scoring.
- **LAST NAME** or **FLEID** to locate a specific student.

The **DETAILS** section is sorted as follows:

- **District-level report**: Sorted by DOCUMENT ASSIGNED SCHOOL, then SECURITY NUMBER.
- **School-level report**: Sorted by SECURITY NUMBER.

For a description of the report fields, see Appendix A: Columns in the Secure Materials Tracking Report.

Hotline Direct

Hotline Direct is a secure, web-based platform designed to manage student crisis alerts generated during assessments. All assessments collected and scored by Cambium Assessment, Inc. (CAI) are scanned to generate alerts as needed. Hotline Direct offers real-time visibility of alerts, shared accountability through tracking and feedback, and a streamlined workflow that avoids reliance on email- or file-based processes.

Each Hotline Direct alert generates email notifications that are sent to specific user roles. Notifications continue until a user acknowledges the alert in Hotline Direct's user interface. If an alert is not acknowledged by a district or school user within a predefined time, Florida Department of Education users may opt to receive escalation notifications. After acknowledgment, alerts may be resolved.

User Roles and Permissions

Users have access to information about the students within their jurisdictions, based on each student's enrolled school and district. For example, a school-level user can access information about all the students enrolled in their school. Note that attending (testing) institutions do not affect user access, only enrolled institutions.

Alert Assignment

A user can assign an alert to another user within their jurisdiction, as long as the assignee has jurisdiction access for the alert. All assignees can access alerts assigned to them in the My Queue tab. When an alert is assigned, other users with permission to view that alert can still access it.

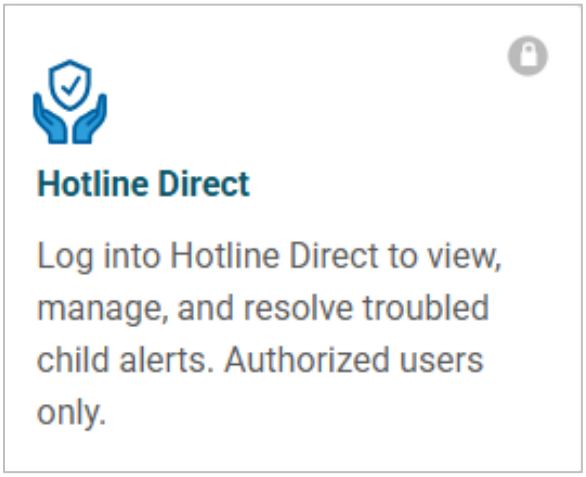
Access Hotline Direct

There are two easy ways to access Hotline Direct.

- If you are already logged in to TIDE, select Hotline Direct in the **Switch Applications** menu button (see Figure 13).

  The system opens in the same browser tab or window. You do not need to log in again.
- If you receive an email notification about an alert, a Hotline Direct link is provided in the email.
- Navigate to the Florida Statewide Assessment Portal, select your user role, then select the Hotline Direct system card.

Figure 82. Hotline Direct System Card



The system opens in a new browser tab or window. Log in using the same email address and password you use to access TIDE and other CAI systems.

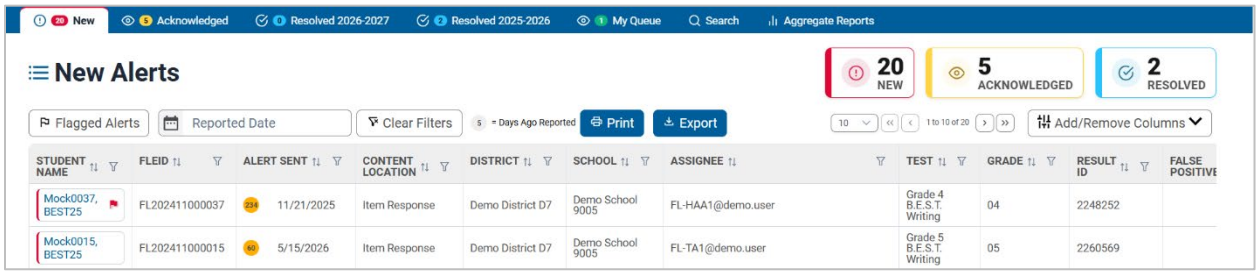
Dashboard Overview

The header of the Hotline Direct system displays a menu button [ ] that you can use to switch systems, a **Secure File Center** button, information on your role, and a username menu that allows you to change your role or log out.

The dashboard serves as the central hub for managing alerts. It contains tables of available alerts, which you can display in turn by selecting the tabs **New**, **Acknowledged**, **Resolved [school year]**, **My Queue**, **Search**, and **Aggregate Reports** (Figure 83). Each of these status view buttons (except Search and Aggregate Reports) displays a number indicating how many alerts are in each status.

- **New**: These alerts require immediate attention to prevent potential risks or issues from escalating further.
- **Acknowledged**: These alerts are reviewed but not closed. Once an alert is marked as acknowledged, no further email notifications are generated.
- **Resolved [school year]**: These are alerts from the given school year. They may include outstanding alerts from the previous year. The current and previous year may be available.
- **My Queue**: These are the alerts that have been assigned to you for processing.
- **Search**: Use this table to find alerts in any status.
- **Aggregate Reports**: Provides insights into alert trends and patterns within your user role's jurisdiction.

Figure 83. Dashboard Displaying New Alerts Tab



On the dashboard, you can navigate the current table displayed, apply filters, customize columns, and access individual alerts.

Read Columns

Alerts are listed in tables, and the following alert attribute columns are available. Some columns may be hidden by default, and you can customize them as described in Customize Columns.

- *Student Name*: A flag icon [ ] appears beside the name if the alert has been flagged by a user.
- *FLEID*: Statewide student identifier.
- *Alert Sent*: The date on which the alert was reported, not necessarily the date of the student's test response. To the left of the date, a circle displays the number of days since the alert was reported. This circle is color-coded orange when the number is greater than five.
- *Content Location*: Also known as a type. Describes the type of content that generated the alert.
    - Item Response means the body of the student's response to an item, such as an essay or audio recording.
    - Item Note means a note saved in the Notepad tool specific to an item.
    - Global Notes means a note saved in the global Notepad tool for a test.
- *District*: The district in which the student is enrolled. Available at all user role levels.
- *School*: The school in which the student is enrolled. Available at all user role levels.
- *Assignee*: The user to whom the alert is assigned. Acknowledgment of an alert automatically assigns an alert to the person acknowledging it. All alerts will be either automatically assigned through acknowledgment or explicitly assigned.
- *Test*: Title of the assessment.
- *Grade*: Student's enrolled grade.
- *Result ID*: ID of the test opportunity.

- *False Positive*: This is for alerts that should not have been flagged as alerts. A user can mark an alert as a false positive when resolving it. Only alerts in the Resolved status are designated "Yes" or "No."
- *Attending District Name* (hidden by default – Not Applicable for Florida Assessments): When applicable, a district where the student takes tests. Attending district and school are not the same as enrolled district and school. Available at all user role levels.
- Attending School Name (hidden by default – Not Applicable for Florida Assessments): When applicable, a school where the student takes tests. Available at all user role levels.
- *Local Student ID* (hidden by default – Not Applicable for Florida Assessments): District-level student ID that is assigned by the district. Available at all user role levels.

Sort a Table

You can sort any column by selecting the column header. To sort in the opposite order, select it again. Selecting it a third time clears the sort.

Navigate a Table

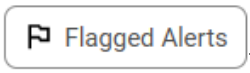
Above each table, use the dropdown list to adjust the number of alerts listed on the page. Use the arrow buttons [

] to navigate multiple table pages.

Printouts and exports always include all rows in the table, regardless of how many are currently displayed.

Apply Filters

Use filters to quickly find relevant alerts within the *New*, *Acknowledged*, *Resolved [school year]*, *My Queue*, and *Search* tabs.

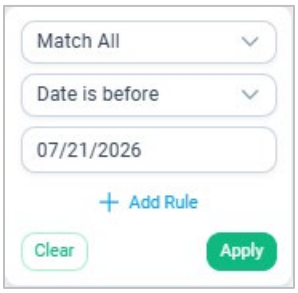
- To filter any table to show only flagged alerts, select the **Flagged Alerts** [

] button above the table. Deselect it to clear the filter.
- To filter by the values in any column, select [ ] in the column header, then do the following in the pop-up that appears:
  a. Use the second dropdown list to select a rule type, such as **Starts with**, **Contains**, or **Date is before**.
  b. Set the rule by typing in the text box or selecting a date. For example, in the *School* column, you can enter part of the name of a school.
  c. Optional: Use the first dropdown list to select **Match All** or **Match Any**. Then select **Add Rule** and repeat steps a and b to create a second rule. You can set a maximum of two rules per column filter, and the filter will look for matches to both or either of

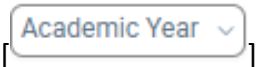
the rules, depending on the match setting. To delete either rule, select **Remove Rule** below it.

d. Select **Apply**. The filter is applied. You can reopen the pop-up and select **Clear** to clear the column filter.

Figure 84. Alert Sent Column Filter Pop-Up



- To filter the *Acknowledged*, *Resolved*, *My Queue*, or *Search* tab to show only alerts reported within a certain date range, use the date range field above the table.
  a. In the calendar widget, select the start date. The table filters to show only alerts reported on that date. When you select the end date, the table filters to show alerts reported within the range.
  b. Select outside the calendar widget to close it.

To filter the Search table to show only alerts reported within certain school years, use the Academic Year dropdown [

] above the table.

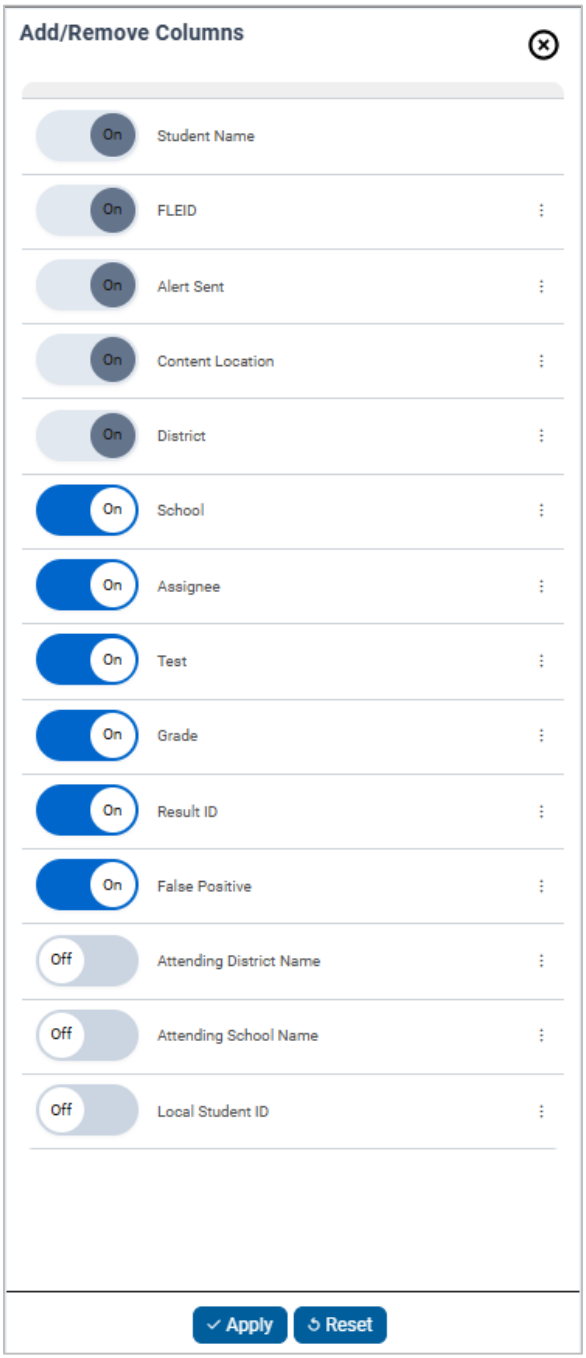
To clear all filters, select **Clear Filters**.

Filters do not persist when you log out or when you switch between tabs. They do persist when you access an alert and return to the dashboard. Printouts and exports honor the current filters.

Customize Columns

To add, remove, or reorder table columns, select the **Add/Remove Columns** button. A panel appears on the left, listing column names with on/off switches and draggable handles.

Figure 85. Detail of Dashboard Alerts Table: Add/Remove Columns Panel



- If the on/off switch for a column is enabled, you can turn it on or off. Some columns cannot be turned off, and the switches are grayed out.

- To reorder columns, select [⋮] to the right of the column name and drag it to another position in the list. All columns except Student Name can be reordered.

When you are finished customizing the columns, select **Apply** at the bottom of the panel to apply your changes or select [ ] at the top to cancel. You can always reopen this panel and select **Reset**, then **Apply**, to restore the defaults.

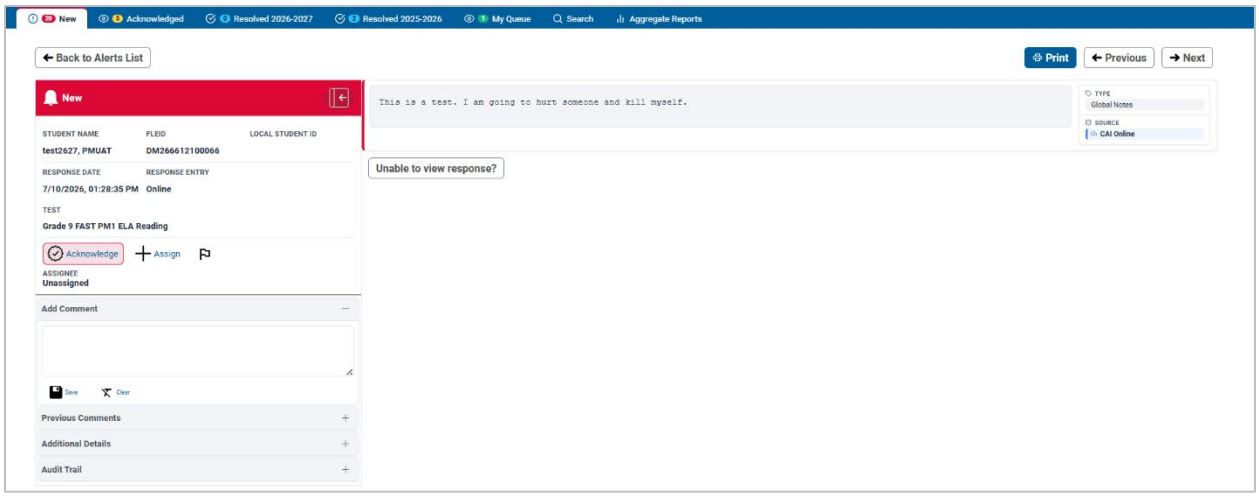
Column customizations persist across your sessions. Printouts and exports honor the current column customizations.

Access an Alert

To access an alert from one of the tabs, select a student's name. The page that appears displays the response that caused the alert, with information on the type (classification), item ID (only displayed if your role is at the state level), and source (for example, online tests or paper Writing tests).

If the student's response fails to appear as expected, select **Unable to view response?** and type a description of the issue in the pop-up that appears. Then select **Submit**.

Figure 86. New Alert Page



A panel on the left displays additional information about the student and alert, including the response date. It also displays controls that allow you to flag, comment on, assign or reassign and (depending on the alert's status) acknowledge or resolve the alert. You can collapse and expand this panel using the [ ] and [ ] buttons.

In the panel on the left, using the [ ]button to expand *Previous Comments*, *Additional Details*, and *Audit Trail* allows you to read prior comments, learn more about the alert, learn about the historical progression of the alert from time reported to time resolved, and find out who has viewed the alert and how many times.

- To return to the dashboard, select **Back to Alerts List** at the top left or select any of the tabs above.
- To navigate to the previous or next alert in the list, use the **Previous** and **Next** buttons at the top right.

Flag an Alert

When accessing an alert in any status, you can flag it by selecting [ ] in the panel on the left. In the pop-up, select **Confirm**. The flag icon turns red. You can repeat this action to remove the flag. Flags are displayed to all users who can access the alerts.

Flagged alerts are easy to find on the dashboard by selecting **Flagged Alerts** at the top left.

Comment on an Alert

When accessing an alert in any status, you can enter a comment in the panel on the left and select **Save**. The comment appears below in the expandable *Previous Comments* section and is available to all users who can access this alert.

To clear what you have written instead of saving, select **Clear**.

Acknowledge an Alert

When accessing an alert in the New status, you can acknowledge it to indicate that the alert has been received and reviewed, but additional action is required before it can be resolved and closed. Acknowledging an alert stops the system from sending out email notifications for that alert. Once the alert is acknowledged, the system assumes that it is being handled at the jurisdiction level.

If you acknowledge an alert that is not yet assigned, it is automatically assigned to you. If the alert is already assigned to someone else when you acknowledge it, you receive a prompt to reassign it to yourself (Figure 88).

Figure 87. New Alert Page Displaying Acknowledge Button

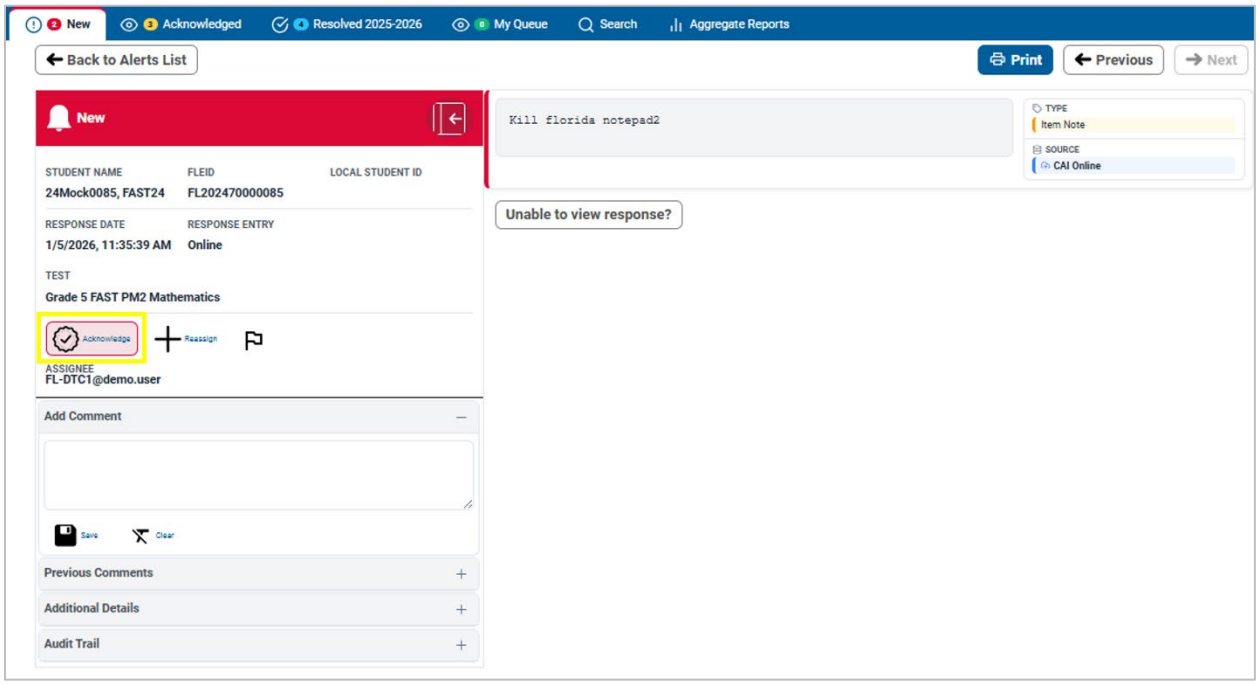
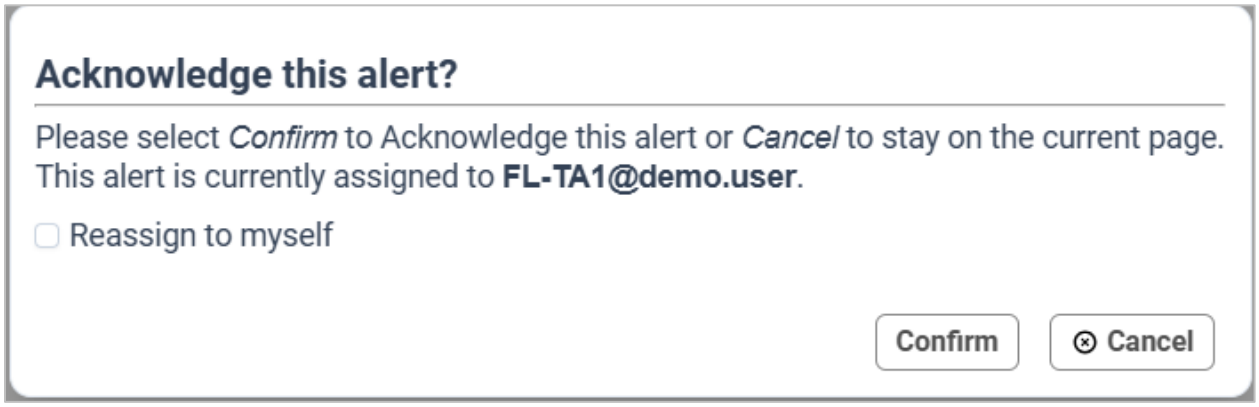


Figure 88. Alert Acknowledgement Pop-up with Option to Reassign to Yourself



Select **Acknowledge** in the panel on the left to move the alert to the Acknowledged status. Click **Confirm** in the pop-up that appears.

Assign an Alert

You can assign an alert to yourself or another user. Once assigned, the alert will be listed in the assignee's My Queue tab. It will remain available to you and other users, with the assignee listed in the Assignee column. An alert can have no more than one assignee at a time.

1. In the left panel of an alert page, select **Assign** or **Reassign**. A pop-up opens. It indicates the current assignee, if any.
2. Select the role level of the user to whom you want to assign the alert. The available users at that level are listed. You can type part of a name or email in the text box to filter the list.

3. Select the user and select **Assign** or **Reassign**.

To unassign an alert, select Reassign, then select Unassign in the pop-up. The alert is no longer assigned to anyone and is removed from the user's My Queue tab.

Resolve an Alert

You can resolve an alert in the Acknowledged status. Resolving alerts helps maintain accurate records of completed tasks.

1. Before resolving an alert, verify that all required steps to address the alert have been completed.
2. When accessing an alert in the Acknowledged status, select **Resolve** to indicate that no further action is needed on this alert. A confirmation pop-up appears.
3. If the alert is a false positive, select the checkbox **Report as False Positive**. CAI uses this information to further improve detection processes.
4. Optional: Enter a comment in the text box. Comments appear in the *Previous Comments* section.
5. Select **Confirm**.

Once the alert is in the Resolved status, it is officially closed, and no further action is needed. Users can still flag the alert and add comments.

Read Aggregate Reports

Aggregate reports provide insights into alert trends and patterns within your user role's jurisdiction. You can access alert data across different reporting periods, such as the past week, past month, past three months, current school year, or prior school year. Data is based on the dates alerts were processed.

To access aggregate reports, select **Aggregate Reports** to the right of the dashboard alert status tabs. The available report charts appear.

Figure 89. Aggregate Reports Tab – District User

Depending on your role, the following bar charts may appear:

- *Age of New Alerts*: Breaks down alerts in the New status into date ranges based on reported date.
- *Alerts Acknowledged by User*: Displays only at the district and school levels. Breaks down the number of alerts acknowledged by each user within the reporting period.

You can select a reporting period from the buttons above the charts. The currently displayed reporting period is indicated with a check mark [✓]. This setting does not persist when you navigate away from aggregate reports.

Print and Export

Hotline Direct includes options to print certain pages or to export data in a CSV format for further analysis. **Print** and **Export** buttons appear in each tab, including the ***Aggregate Reports*** tab, and a Print button appears on each alert page. They are useful for creating hard copies for meetings or conducting deeper evaluations outside the system. Always ensure data security when handling sensitive information.

As an alternative to using the **Print** button, you can use your browser's print function to print what is currently visible on the page.

Printouts and exports of a dashboard alert table always include all rows in the table, regardless of how many are currently displayed, and they honor all filters and column customizations.

- Select **Print** to create a PDF or hard copy.
- Select **Export** to download a CSV or multiple CSVs in a ZIP file.

Note: When printing an individual alert page, the sections on the left (e.g., Additional Details or Audit Trail) that are open when you print will alter the appearance of what is included in the print job when the print option is used.

Note: An export of a dashboard alert table does not include the number of days since an alert was reported, only the reported date. It also includes a Status column that indicates the status of each alert.

Appendix A: Columns in the Secure Materials Tracking Report

You can use the information in the table below to track return shipments of paper testing materials.

The DRC Secure Material Tracking Report contains the following columns and values.

Table 27. DRC Secure Material Tracking Report Fields

Colum	Column Header Text	Possible Values/Calculations
Totals Section		
A	MATERIAL DESCRIPTION	Material description for each secure material assigned to a district or school.
B	DOCUMENT ASSIGNED SCHOOL	School number where the secure material was assigned and packaged. If the secure material was packaged as district overage, the field will be left blank. A district-level report will contain all school numbers where secure materials were assigned and packaged.
C	DOCUMENT ASSIGNED SCHOOL NAME	School name where the secure material was assigned and packaged. If the secure material was packaged as district overage, the field will be left blank. A district-level report will contain all school names where secure materials were assigned and packaged.
D	TOTAL SHIPPED	The sum of all secure material associated with the data in columns A and B that were shipped.
E	TOTAL RETURNED SCORABLE	The sum of all test and answer books associated with the data in columns A and B that were shipped and have a status of RETURNED SCORABLE. If there are no RETURNED SCORABLE test and answer books to report, the field will be zero.

Colum	Column Header Text	Possible Values/Calculations
F	TOTAL RETURNED NON SCORABLE/PENDING	The sum of all secure materials associated with the data in columns A and B that were shipped and have a status of RETURNED NON SCORABLE/PENDING. If there are no secure materials to report, the field will be zero.
G	TOTAL NOT RETURNED	The sum of all secure materials associated with the data in columns A and B that were shipped and have a status of NOT RETURNED. If all secure material has been returned, the field will be zero.
H	% NOT RETURNED	The sum of all secure materials associated with the data in columns A and B: • TOTAL NOT RETURNED divided by TOTAL SHIPPED. • When TOTAL SHIPPED = TOTAL NOT RETURNED, the field will be 100%. • When TOTAL NOT RETURNED is zero, the field will be 0%.
Totals Summary (Last Row of Totals Section)		
A		GRAND TOTAL (Static text designating all the subjects tested)
B		Blank
C		Blank
D	TOTAL SHIPPED	The total summarizes all secure materials shipped (all subjects and all grades).
E	TOTAL RETURNED SCORABLE	The sum of all test and answer books (all subjects and all grades) that have a status of RETURNED SCORABLE. If there are no RETURNED SCORABLE test and answer books to report, the field will be zero.
F	TOTAL RETURNED NON SCORABLE/PENDING	The sum of all secure materials (all subjects and all grades) that have a status of RETURNED NON SCORABLE. If there are no secure materials to report, the field will be zero.

Colum	Column Header Text	Possible Values/Calculations
G	TOTAL NOT RETURNED	The sum of all secure materials (all subjects and all grades) that have a status of NOT RETURNED. If all secure material has been returned, the field will be zero.
H	% NOT RETURNED	Using the sum of all secure materials (all subjects and all grades): • TOTAL NOT RETURNED divided by TOTAL SHIPPED. • When TOTAL SHIPPED = TOTAL NOT RETURNED, the field will be 100%. • When TOTAL NOT RETURNED/PENDING is zero, the field will be 0%.
Details Section		
A	MATERIAL DESCRIPTION	Material description for each secure material assigned to a district or school.
B	DOCUMENT ASSIGNED SCHOOL	School number where the secure material was assigned and packaged. If the secure material was packaged as district overage, the field will be left blank. A district-level report will contain all school numbers where secure materials were assigned and packaged.
C	DOCUMENT ASSIGNED SCHOOL NAME	School name where the secure material was assigned and packaged. If the secure material was packaged as district overage, the field will be left blank. A district-level report will contain all school names where secure materials were assigned and packaged.
D	SECURITY NUMBER	The security barcode number listed on the secure material.
E	LAST NAME	When the status is RETURNED SCORABLE:

Colum	Column Header Text	Possible Values/Calculations
F	FIRST NAME	• If a test and response book has a PreID label, the data will be obtained from the corresponding PreID label. • If a test and response book was returned incorrectly without a PreID label and a District/School label is applied at DRC, the field will be blank. • The MI field will be blank if no middle initial is provided on the PreID label. • The field is blank when the status = NOT RETURNED, RETURNED NON SCORABLE, or PENDING.
G	MI	
H	DOB	When the status is RETURNED SCORABLE: • If a test and response book has a PreID label, the data will be obtained from the corresponding PreID label. • If a test and response book was returned incorrectly without a PreID label and a District/School label is applied at DRC, the field will be blank. The field is blank when the status = NOT RETURNED, RETURNED NON SCORABLE, or PENDING. **FORMAT**: MM/DD/YYYY The DOB will be blank for the Summer and Fall administrations and will only be available for the Winter and Spring B.E.S.T. EOC administrations if the student information was loaded into TIDE during the initial PreID label extract windows.
I	GRADE ENROLLED	When the status is RETURNED SCORABLE: • If a test and response book has a PreID label, the data will be obtained from the corresponding PreID label. • If a test and response book was returned incorrectly without a PreID label and a District/School label is applied at DRC, the value will be obtained from the test and response book's document ID which indicates the grade of the book. • If a test and response book was returned incorrectly without a PreID label and a District/School label is applied at DRC, the field on a non-grade specific test and response book (e.g. Algebra 1, ELA Reading Retake) will be blank. The field is blank when the status = NOT RETURNED, RETURNED NON SCORABLE, or PENDING.

Colum	Column Header Text	Possible Values/Calculations
J	FLEID	When the status is RETURNED SCORABLE: • If a test and response book has a PreID label, the data will be obtained from the corresponding PreID label. • If a test and response book was returned incorrectly without a PreID label and a District/School label is applied at DRC, the field is populated if the FLEID is gridded in the FLEID DRC USE ONLY box on the front cover of the demographic page. • If a test and response book was returned incorrectly without a PreID label, a District/School label is applied at DRC, and the FLEID DRC USE ONLY box was not gridded, the field will be blank. The field is blank when the status = NOT RETURNED, RETURNED NON SCORABLE, or PENDING. **FORMAT**: FL123456789012
K	STATUS	The status value of the secure material. **VALID VALUES:** NOT RETURNED – all secure materials start out as NOT RETURNED RETURNED SCORABLE – a test and answer book has been through image scanning RETURNED NON SCORABLE/PENDING – the secure material has been through book check-in PENDING – the secure material has been returned to DRC and has an “unknown” status (e.g., Problem Cart) or the secure material was destroyed at the district and recorded at DRC as being removed from the Missing Material Report)
L	DATE SCANNED AT DRC	The date the secure material went through book check-in. The field is blank when the status = NOT RETURNED. **FORMAT**: MM/DD/YYYY

Colum	Column Header Text	Possible Values/Calculations
M	PREID FILE ACCOMMODATION	When the status is RETURNED SCORABLE: • If a test and response book has a PreID label and the student's PreID record has a braille, large print, or one-item-per-page accommodation, the field will be populated with BR, LP, or OIPP, respectively. • If no accommodation, the field will be blank. • If a test and response book was returned incorrectly without a PreID label and a District/School label is applied at DRC, the field will be blank. The field is blank when the status = NOT RETURNED, RETURNED NON SCORABLE, or PENDING.
N	BUBBLED ACCOMMODATION	When the status is RETURNED SCORABLE: • If a test and response book was returned and the accommodation bubble was gridded in the DRC USE ONLY box on the front cover of the demographic page, the field will be populated with BR, LP, or OIPP. • If no accommodation, the field will be blank. The field is blank when the status = NOT RETURNED, RETURNED NON SCORABLE, or PENDING.
O	STUDENT ENROLLED DISTRICT	When the status is RETURNED SCORABLE: • If a test and response book has a PreID label, the district number from the PreID label will be the value. • If a test and response book was returned incorrectly without a PreID label and a District/School label is applied at DRC, the field will be blank. The field is blank when the status = NOT RETURNED, RETURNED NON SCORABLE, or PENDING.
P	STUDENT ENROLLED SCHOOL	When the status is RETURNED SCORABLE: • If a test and response book has a PreID label, the school number from the PreID label will be the value. • If a test and response book was returned incorrectly without a PreID label and a District/School label is applied at DRC, the field will be blank. The field is blank when the status = NOT RETURNED, RETURNED NON SCORABLE, or PENDING.

The DRC Box Count Report contains the following columns and values.

Table 28. DRC Box Count Report Fields

Column	Column Header Text	Description/Values
A	District	The district associated with the boxes' RS labels. FORMAT: 2 digits
B	District Name	District Name
C	School	The school associated with the boxes' RS labels. Blank when reporting the district level count. FORMAT: 4 digits
D	School Name	Blank when reporting the district level count.
E	Total Boxes Received at DRC	Sum of all boxes received by DRC (TBS + NTBS) to date from the: • district • school Zero if no boxes have been received at DRC.

The Pearson Secure Material Tracking Report contains the following columns and values.

Table 29. Pearson Secure Material Tracking Report Fields

Column	Column Header Text	Possible Values/Calculations
Totals Section		
A	MATERIAL DESCRIPTION	Material description for each secure material assigned to a district or school.
B	DOCUMENT ASSIGNED DISTRICT	Two-digit district number where the secure material was assigned and packaged.
C	DOCUMENT ASSIGNED SCHOOL	Four-digit school number where the secure material was assigned and packaged. This column will only be present for School files.

Column	Column Header Text	Possible Values/Calculations
C - District	DOCUMENT ASSIGNED DISTRICT NAME OR	A district-level report will contain the district name where secure materials were assigned and packaged.
D - School	DOCUMENT ASSIGNED SCHOOL NAME	School name where the secure material was assigned and packaged.
D - District E - School	TOTAL SHIPPED	The sum of all secure material associated with the data in columns A, B and C that were shipped.
E - District F - School	TOTAL RETURNED SECURE MATERIALS	The sum of all secure materials associated with the data in columns A, B and C that were shipped and have a status of RETURNED SECURE MATERIAL. If there are no RETURNED SECURE MATERIAL test documents to report, the field will be zero.
F - District G - School	TOTAL NOT RETURNED	The sum of all secure materials associated with the data in columns A, B and C that were shipped and have a status of MATERIAL NOT RETURNED. If all secure material has been returned, the field will be zero.
G - District H - School	% NOT RETURNED	The sum of all secure materials associated with the data in columns A, B and C: TOTAL NOT RETURNED divided by TOTAL SHIPPED. When TOTAL SHIPPED = TOTAL NOT RETURNED, the field will be 100%. When TOTAL NOT RETURNED is zero, the field will be 0%.
Details Section		
A	MATERIAL DESCRIPTION	Material description for each secure material assigned to a district or school.
B	DOCUMENT ASSIGNED DISTRICT	Two-digit district number where the secure material was assigned and packaged.

Column	Column Header Text	Possible Values/Calculations
C	DOCUMENT ASSIGNED SCHOOL	Four-digit school number where the secure material was assigned and packaged. This column will only be present for School files.
D	DOCUMENT ASSIGNED SCHOOL NAME	School name where the secure material was assigned and packaged.
E	SECURITY NUMBER	The security barcode number listed on the secure material.
F	LAST NAME	These fields will remain blank.
G	FIRST NAME	
H	MI	
I	DOB	
J	GRADE ENROLLED	
K	FLEID	
L	STATUS	The status value of the secure material. **VALID VALUES:** • MATERIAL NOT RETURNED – all secure materials start out as NOT RETURNED • RETURNED SECURE MATERIAL – secure material that has been returned.
M	DATE SCANNED AT PEARSON	The field will remain blank.
N	PREID FILE ACCOMMODATION	These fields will remain blank.
O	BUBBLED ACCOMMODATION	

Column	Column Header Text	Possible Values/Calculations
P	STUDENT ENROLLED DISTRICT	Two-digit district code where the document was assigned.
Q	STUDENT ENROLLED SCHOOL	Two-digit district code with four-digit school code where the document was assigned.

The Pearson Box Count Report contains the following columns and values.

Table 30. Pearson Box Count Report Fields

Column	Column Header Text	Description/Values
A	District	2-digit District Number (with leading zeros)
B	District Name	District Name
C	School	4-digit School Number (with leading zeros) 0000 when reporting for District
D	School Name	School Name District Name when reporting for District
E	Box Count	Total # of boxes to date received by Pearson

Appendix B: User Support

For additional information and assistance in using TIDE, contact the Florida Help Desk.

The Helpdesk is open Monday–Friday from 7:00 a.m. to 8:30 p.m. ET (except holidays or as otherwise indicated on the portal).

Florida Help Desk

Toll-Free Phone Support: 1-866-815-7246

Email Support:
FloridaHelpDesk@CambiumAssessment.com

Please provide the Helpdesk with a detailed description of your problem, as well as the following:

- If the issue pertains to a student, provide the FLEID and associated district or school for that student. Do not provide the student's name.
- If the issue pertains to a TIDE user, provide the user's full name and email address.
- Any error messages that appeared.
- Operating system and browser information, including version numbers (e.g., Windows 11 and Chrome 114/Firefox 127 or Mac OS 13.13.3 and Safari 5.1.7)

Appendix C: Change Log

Location	Change	Date
Throughout	Added and updated screenshots where necessary. Added and updated internal links/cross-references where necessary.	7/30/26
Overview of the Test Information Distribution Engine	Added information on roles that have access to Hotline Direct.	7/30/26
Accessing TIDE	Added image of the Reset Your Password Page. Added subsection on logging out of TIDE.	7/30/26
Understanding the User Interface	Updated information on Card View.	7/30/26
Accessing Global Features	Added new subsection on the Accessibility Tools. Updated information on downloading files from the Secure File Center, labeling, categorizing, moving and deleting files in the Secure File Center, and sharing files in the Secure File Center.	7/30/26
Overview of Common Functions Across TIDE	Updated section on searching for record in TIDE with information on Partial Match searches and changes in pop-ups. Moved section on Saving Searches as Favorites. Edited section on customizing search results. Edited section on Printing, Exporting, and Deleting Records. Added subsections on Adding and Editing Records.	7/30/26
Manage Student Information	Updated information on adding and editing students. Added new section on adding students to rosters from the Student Information tab. Added new section on reviewing student account updates.	7/30/26
Manage Rosters	Updated entire section to include information on adding, editing, and deleting rosters via file uploads and the use of multi-teacher rosters. Added section on saving Participation Reports as favorites.	7/30/26
Manage Orders for Testing Materials	Changed instructions for verifying contact and shipping information. Added additional step to placing additional orders section and updated other steps.	7/30/26

Location	Change	Date
Manage Requests	Updated steps in managing requests to reflect removal of some pop-ups.	7/30/26
Family Portal Access	Moved sections on printing Family Portal Access Codes form student lists and roster lists, and resetting Family Portal Access Codes, to this section.	7/30/26
Secure Material Tracking Reports	Changed section name and updated contents to make it easier to read.	7/30/26
Hotline Direct	Added section.	7/30/26

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