Frequently Asked Questions about TIDE
(Test Information Distribution Engine)

Contents

Important Dates

For Ohio's State Tests (OST) visit https://oh-ost.portal.cambiumast.com/important-dates.html.

For Ohio English Language Proficiency Assessment (OELPA), the Ohio English Language Proficiency Screener (OELPS), and the Alt-OELPA visit https://oh-oelpa.portal.cambiumast.com/calendar.html#list.

For Ohio's Alternate Assessment for Students with the Most Significant Cognitive Disabilities (AASCD), visit https://oh-alt.portal.cambiumast.com/calendar.html#list.

Administrative Information

How do I access TIDE?

District and building personnel access TIDE to complete tasks for OST, AASCD, OELPA, OELPS and the Alt-OELPA. TIDE is accessed via the Ohio's State Tests Portal (https://oh.portal.cambiumast.com).

Is there a User Guide for TIDE?

Yes, the TIDE User Guide provides comprehensive information on how to navigate TIDE and perform tasks and can be accessed as follows:

- You can access the online version of the TIDE User Guide by clicking the [**Help**] button at the top right corner of any page in TIDE.

- You can also download a PDF version to your computer or print it for easy reference from the Ohio's State Tests Portal (https://oh.portal.cambiumast.com/). After selecting an assessment system, click **Resources**, then search for "TIDE User Guide". You will need Adobe Reader or another PDF viewer to open the file.

Activating User Accounts and Passwords

I received an activation email to set up my account, what should I do?

To activate your account:

1. Click the link in the activation email to bring up the **Reset Your Password** page.
2. In the *Password* and *Confirm Password* fields, enter a new password. The password must be at least eight (8) characters long, cannot be the same as your current or previous password and must have each of the following:
    - one lowercase alphabetic character
    - one uppercase alphabetic character
    - one number
    - one of the following special characters: %, #, or !
3. Click the [**Submit**] button.
4. You will be directed to the Ohio's State Tests Portal from where you can access the required assessment and system.

I did not activate my account in time, what should I do?

If you did not activate your account within 15 minutes of receiving the activation email, follow the steps outlined below to have a new temporary link emailed to you so you may activate your account.

1. Go to the TIDE login page.

2. Select the [**Request a new one for this school year**] link.

3. The Password Reset page appears. Enter in your email address and select the Submit button. Doing so resends an email with a new temporary link. Click the link in the email to go to the Reset Your Password page in TIDE.

Note: The new password cannot be the same as any previous password.

Why am I unable to log into TIDE?

There are four primary reasons you may not be able to log into TIDE.

1. You are not entering the email address that was entered when your account was created.
   - Ask the person who created your account to verify your user record in TIDE. If your email address was entered incorrectly, your account creator needs to delete your record and add you back to TIDE with your correct email address.

2. You may not have an account.
   - If you are new to your school, contact your district or building test coordinator to create your account.

3. You are not using the correct password for your account.
   - If you have forgotten your password, you can reset it. See "I forgot my password, how do I reset it?" below.

4. You did not activate your account within 15 minutes of your account being created.
   - Follow the steps outlined in the question above, "I did not activate my account in time, what should I do?"

I forgot my password, how do I reset it?

1. On the login page, click the [**Forgot Your Password?**] link. The **Reset Your Password** page opens.

2. Enter your TIDE email address in the User Name field and click the [**Submit**] button.

3. A confirmation message displays informing you that a link to reset your password was sent to your email address. A link to return to the Login page is also displayed.

4. You will get an email that contains a temporary link. (If you do not see an email, check your spam folder. The email comes from DoNotReply@cambiumast.com).

5. Click the **[Link to reset credentials]** in the email to access the **Reset Password** page.

6. In the Password and Confirm Password fields, enter your new password. The password must be at least eight (8) characters long, cannot be the same as your current or a previous password and must have each of the following:

- one lowercase alphabetic character
- one uppercase alphabetic character
- one number
- one of the following special characters: %, #, or !

7. Click the [**Submit**] button.

8. You will be directed to the Ohio's State Tests Portal from where you can access the required assessment and system.

Where do I change my password?

The procedure for changing your password is the same as for resetting it.

- See the previous FAQ "I forgot my password, how do I reset it?".

Managing Users

Who can add users to TIDE and what role should they be set up with?

District Test Coordinators (DTC), District Administrators (DA), and Building Test Coordinators (BTC) can add subordinate user roles to TIDE.

Note: To update a District Test Coordinator user role, call the Ohio Help Desk at 1-877-231-7809.

Before adding a user to TIDE, consult the Ohio Online User Role Matrix and the Online User Management Guidance Document, located on Ohio's State Tests portal, for more information regarding user roles and access to Ohio's online systems.

Note: You must be associated with the same district or school as the users you are trying to add or upload.

Can multiple users be added at one time?

Yes, using a file upload process. Refer to the TIDE User Guide by clicking the [**Help**] button at the top right corner of any page in TIDE. You can also download a PDF version of the user guide from Ohio's State Tests Portal (https://oh.portal.cambiumast.com/).

Note: You must be associated with the same district or school as the users you are trying to add or upload.

How can a user's role be changed?

If you created a person's account in error (for example, you added a user with a TA (Test Administrator) role who needs to have a TE (Teacher) role, that person's account must be deleted and a new one created. For additional information and instructions on Managing Users in TIDE, refer to the TIDE User Guide.

Note: A single person (email address) may be associated with multiple schools and have a different user role for each school. For example, John Smith may have a Teacher (TE) role in School A and a Test Administrator (TA) role in School B.

How is a user added to multiple schools?

Personnel who administer assessments to students in multiple schools only need a *single* user account that is associated with each of the schools. The same username (email address) can be associated with each school to which the user needs access.

Under the Users task in TIDE, use the **Add User** task to re-add that person to TIDE with the same (or a different) role for each school needed. Alternatively, you may use the **Upload Users** task to add someone to multiple schools; include a row in the upload file for each school (SIRN) to which the user should be added. For additional information and instructions, refer to the TIDE User Guide.

I am a Test Coordinator that will be administering tests, do I need to create a TA role for myself?

No, user roles are hierarchical and higher-level roles have the same access to the testing systems as their subordinate roles (plus the additional access granted by their higher roles).

- A district level user only needs one role in their district and should **not** be assigned a role in any of their subordinate schools.
- A school level user only needs one role in each school with which they are associated. For example, a BTC user should **not** add themselves as a TE or TA in their school. Likewise, a DA user should **not** add themself as a BTC for any school within their district.

Refer to the Online User Role Matrix for full details on the access given to each user role in each system.

The user I added never received an email with login information, what should we do?

Have the person check their email account's spam folder. The account activation email comes from DoNotReply@cambiumast.com. If the email is not in the spam folder, check to make sure that DoNotReply@cambiumast.com is on the allow list maintained by the school or district's Technology Coordinator.

If the user does not see the email, then verify with them that the email address was entered in TIDE correctly. You can use the **View/Edit/Export User** task to search for the user's information

and check the email address. If the email address is incorrect, you will need to delete the user's record and re-add them to TIDE with the correct email address.

About Student Information

Which students must be added to TIDE?

All students who participate in OST, AASCD, OELPA, OELPS or Alt-OELPA test administrations must be added to TIDE. A student must be preidentified in TIDE to take a Readiness Refer to the Guidance Document for Ohio Pre-ID Files, located on the test portal, for more information.

Am I required to add students to TIDE using a Pre-ID file?

No, districts have the option to add students manually to TIDE using the **Add Student** task.

Can the Pre-ID layout from a previous test administration be used?

No, districts must use the current year's Ohio Pre-ID File Layout located on the test portal. This Pre-ID layout is used for all students who participate in OST, AASCD, OELPA, OELPS or the Alt-OELPA test administrations.

Who can edit students' demographic information and test eligibility?

Only District Test Coordinators, District Administrators, EMIS Coordinators, Building Test Coordinators and Information Technology Centers (ITCs) can edit student information, test eligibility and test mode selections. For information about determining a student's test eligibility and test mode, please refer to the Guidance Document for Ohio Pre-ID Files located on the Ohio's State Tests portal for more information.

Who can edit students' test settings for Ohio's State Tests?

Only District Test Coordinators, District Administrators, EMIS Coordinators, Building Test Coordinators, Teachers and Test Administrators, can edit a student's test settings (for example, print size or color choice) in TIDE. Test settings can be manually marked using the **View/Edit/Export Student** task or imported through the Student Settings file upload. Directions for adding, editing or uploading student test settings are found in the TIDE User Guide. Some test settings can also be marked or updated in the TA Interface at the time of testing.

What user roles can export a list of students?

All TIDE user roles can use the **View/Edit/Export Student** task to search for student records and export the list of results. The TIDE User Guide contains instructions for exporting student records. It is important to remember that Family Educational Rights and Privacy Act (FERPA) requirements prohibit the unauthorized release of student information, so exported files must be kept in a secure place and disposed of properly when no longer needed.