

Frequently Encountered Errors



Idaho State Department of Education

October 20, 2011



Frequently Encountered Errors

This information is presented by the Idaho State Department of Education with the intent of providing the User with assistance in how to remedy the five commonly encountered errors when accessing the Admin Tool.

Error #1: Incorrect ADFS selection

<https://isee.sde.idaho.gov>

You must select SDE, unless you are from the Meridian School District.

If you select the Meridian School District in error, you will automatically receive this message.

Remedy: Go to <https://isee.sde.idaho.gov>.
Click on SDE. Click on "Continue to Sign In".

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The Idaho System for Educational Excellence is located at <https://isee.sde.idaho.gov>.

Data enter this address in your web page browser. After entering the address, you will be directed to this page.

Users must select SDE unless you are a member of the Meridian Joint School District.

After selecting either SDE or Meridian Joint School District, you must click on "Continue to Sign In".

If you select MJSD in error, you will receive the error cited in the PPT.

To remedy this; Go back to <https://isee.sde.idaho.gov>.

Select the correct option and click on "Continue to Sign In".



Error #2: No Registration

<https://isee.sde.idaho.gov>



This page and associated resources require you to sign in. Select your organization from the following list.

Remember, only schools choose the user for their students & parents. For other users, schools choose the ISEE option.

Click on the dropdown menu to select your organization.

Continue to Sign In



Log On

Please enter your username and password. If you don't have an account and require access, you may create your account on the Registration page. There is also a link to reset your password.

Account information

User name:

Password:

Sign In

By entering your user name and password you represent that:

- You are an authorized user.
- You have a valid email address on file for receiving the electronic distribution of admissions through an email for Idaho State Department of Education.
- You are responsible for ensuring that any distribution of information by you complies with all applicable state and federal standards and regulations.

Application state and federal policies may be imposed for the future to act in accordance with the conditions above. The sharing of user account information and/or passwords for others is strictly prohibited and will result in the termination of your access to ISEE applications as well as legal penalties if applicable.

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Error #2: Occurs during the sign on process.

To sign in, go to <https://isee.sde.idaho.gov>.

Click on “Continue to Sign In”.

This will direct you to the “Log On” page as noted in the second screen shot.

Type in your User Name which is typically your school/charter school email address and data enter your password.

Click on “Sign In” button.

The screenshot shows the ISEE IDAHO State Department of Education login page. At the top left is the ISEE logo. The main header reads "IDAHO STATE DEPARTMENT OF EDUCATION". Below this is a "Log On" section with a "Registration" link. A callout bubble points to the "Registration" link with the text: "Remedy: Click on 'Registration' link to begin registration process..". Below the login form, a message states "The user name or password is incorrect." A callout bubble points to this message with the text: "Message below indicates the User Name or Password were incorrect." Another callout bubble points to the password field with the text: "Password Box is empty." The page footer includes "Frequently Encountered Errors" and the number "4".

If you have typed in your User Name, which is typically your school/charter school email address and password and receive the error message: “The user name or password is incorrect”. This error message could mean a number of different things:

- (1) The user typed in his/ her User Name (email address) incorrectly or
- (2) The user typed in his/her password incorrectly or
- (3) The user typed in both User Name and password incorrectly or
- (4) The User has never registered or
- (5) The User needs a new password because he/she has forgotten it or it has been more than 120 days.

In Error #2, we will examine those User who have never registered. If you have never registered with the State Department of Education you will need to. Click on the “Registration” link shown in the screen shot.

The screenshot shows the ISEE 'Register User' page. At the top left is the ISEE logo. The main heading is 'Error #2: No Registration Create an Account'. Below this is a navigation bar with links for 'DIVERGENCE', 'PROGRAMS', 'COMMUNICATION', 'RESOURCES', 'DATA COLLECTION', and 'ADMINISTRATORS'. The page title is 'Register User'. The form includes fields for 'User Name', 'Name', 'Password', 'Confirm Password', 'Primary District/Org', and 'Security Words'. A 'Create' button is at the bottom left. Callouts provide instructions: 'In the User Name box, enter your email address...', 'In the Name box, enter your name.', 'Enter a password that is at least 6 characters in length...', 'Type the password again for confirmation.', 'Select your District or organization from the drop down menu.', and 'Type the security words in the box. Click on "Create" to process your information.'

ISEE

Error #2: No Registration Create an Account

DIVERGENCE PROGRAMS COMMUNICATION RESOURCES DATA COLLECTION ADMINISTRATORS

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Register User

User Information
 You must use your official district or organization email account as your user name.
 Passwords must be at least 6 characters, and contain at least three of the following elements:
 -lower case letter, upper case letter, digit, symbol
 In addition, the Password cannot contain your name, or 3 or more consecutive characters from your Name.

User Name:

Name:

Password:

Confirm Password:

Primary District/Org:

Security Words:

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After clicking on the Registration link, you will be directed to the Register User page.

Enter your User Name (which is typically your school district issued email address).

Next type in your Name

Enter in a password that is at least 6 characters in length and that includes an upper case letter, a lower case letter, a digit, and a symbol. This combinations provides greater security.

Select your District or organization from the drop down menu.

Type in the Security Words included in the box.

Click the “Create” button, to process your information.

The screenshot displays the ISEE registration interface. At the top left is the ISEE logo. The main heading reads "Error #2: No Registration Create an Account". Below this is a navigation menu with links for "DIVISIONS", "PROGRAMS", "COMMUNICATION", "RESOURCES", "DATA COLLECTION", and "ADMINISTRATORS". A blue and red banner features the "IDAHO STATE DEPARTMENT OF EDUCATION" logo. The central content area shows a "Registration Entered" confirmation message: "An email has been sent from the State Department of Education to the address you provided as your user name. When you receive the email, click on the link it contains. The link will take you to a web page that verifies your email address. That final step is needed to complete the registration process." A callout box on the left explains: "After clicking on 'Create', you will see this message. It informs you that SDE has sent you an email. In this email is information necessary for the registration process. Go to your email account listed in your registration." The footer includes contact information for the State Board of Education and the number "6".

After clicking on “Create”, the system will send you this message indicating that the State Department of Education has sent you an email. In this email is a link to continue the registration process.

Once you have received this message, go to your email account (the email account you listed on your registration).

 **Error #2: No Registration
Create an Account**

SDE account verification | John | 4

support@sde.idaho.gov to me [Show details](#) 8:58 AM (7 minutes ago)

Dear John Superintendent,

You recently registered for a user account at the [SDE.IDAHO.GOV](https://sde.idaho.gov) website. Before your account can be activated, you must click on the following link to complete the process:

[Verification](#)  

If you cannot click on the link, copy the following link text and paste it into your browser's address line:

<https://apps.sde.idaho.gov/Account/VerifyRegistration?Name=Camen.Achaba%40gmail.com&Key=LwQ1T5C5uapth1DqgHU1%2FwLzMOU%2Fq0onCEP0at%3D>

Thank you for your cooperation.

The SDE IT staff

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Here is a copy of the email sent by the State Department of Education. Within the email, there is a “Verification” link. Click on this link to continue with the registration process.

If you can not click on the link, copy the entire: [https://apps](https://apps.sde.idaho.gov/Account/VerifyRegistration?Name=Camen.Achaba%40gmail.com&Key=LwQ1T5C5uapth1DqgHU1%2FwLzMOU%2Fq0onCEP0at%3D) link by getting your cursor to the left of the https address, click on the left button of your mouse and drag the highlighted area across the entire length of the link or in simpler terms copy the address.

Paste it into your browser address.

**Error #2: No Registration
Create an Account**

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STATE DEPARTMENT OF EDUCATION

After clicking the Verification link, the system will provide you with this confirmation message that Registration has been completed.

Registration Complete

Your account has been successfully created and activated. This will allow you to log onto the SDE website. You will need to contact the administrators of the website programs you wish to access so they can assign your account access permissions.

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After clicking the Verification link, the system will provide you with this confirmation message that the registration has been completed.

Now you can go to ISEE and log on.

**Error #2: No Registration
Create an Account**

Select SDE, unless you are from the Meridian Joint School District.

Click "Continue to Sign In".

Meridian users should choose the Joint School District 2 option
All other users should choose the SDE option

Continue to Sign In

You should now be able to log in.

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When logging on to <https://isee.sde.idaho.gov>, the system will ask you to designate if you are SDE or a member of the Meridian Joint School District. Use the drop down menu and click on Continue to Sign In.

Now you should be able to log in.

Error #3: No Password

Log On

Please enter your username and password. If you don't have an account and require access, you may create your account on the [Registration](#) page. There is also a page to assist you if you [lost your password](#).

Account Information

User name

Password

The user name or password is incorrect.

Sign In

By entering your user name and password you represent that:

- You are an authorized user
- You have a legitimate educational interest in receiving the disclosure of information through access to Idaho State Department of Education information applications for which you are an authorized user
- You are responsible for ensuring that any re-disclosures of information by you complies with all applicable state and federal statutes and regulations

Applicable state and federal penalties may be imposed for the failure to act in a manner in accordance with the conditions above. The sharing of user account names and/or passwords to others is specifically prohibited and will result in the termination of your access to SDE applications as well as legal penalties if applicable.

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Error #3: Also occurs during the sign on process.

To sign in, go to <https://isee.sde.idaho.gov>.

Click on “Continue to Sign In”.

This will direct you to the “Log On” page as noted in the second screen shot.

Type in your User Name which is typically your school/charter school email address and data enter your password.

Click on “Sign In” button.

If you receive the error message, “ The user name or password is incorrect”, this may mean you have forgotten your password or it has been more than 120 days with that password, you will need to request a new password. To request a new password, click on the “lost your password” link embedded within the Log On page.

After clicking on the “lost your password” link, you will be directed to the following page.

The screenshot shows the ISEE 'Request New Password' page. At the top left is the ISEE logo. The main heading is 'Error #3: No Password Request New Password'. Below this is a navigation bar with links for 'DIVISIONS', 'PROGRAMS', 'COMMUNICATION', 'RESOURCES', 'DATA COLLECTION', and 'ADMINISTRATORS'. The page title is 'Request New Password'. A callout bubble on the left says: 'After clicking on Request New Password, you will be directed to this page.' The main content area has a 'Request New Password' section with instructions: 'If you're having trouble logging into your account, you can request a new password. Enter your user login, as well as the two security words, and then click on the "Request New Password" button. After clicking on the button, you will receive further instructions. You may only use this feature if you are the owner of the account entered below. Information associated with requests for a new password are logged and monitored to assist in preventing abuse of the password reset feature.' There are two input fields: 'User Name' (containing 'John.Superintendent@SD123456789.com') and 'Security Words' (containing 'together' and 'rain'). A callout bubble next to the User Name field says: 'Enter your User Name (typically your school district email address)'. Below the Security Words field is a 'Request New Password' button. A callout bubble next to the button says: 'Data enter the security words shown in the box. Click on "Request New Password".' At the bottom of the page, there is a footer with contact information for the State Board of Education, including phone and fax numbers.

After clicking on the “Request New Password” link, you will be directed to the Request New Password page.

Enter your User Name, which is typically your school district email address.

After entering your User Name, you will need to data enter the security words as they appear on your screen.

Once you have finished entering the security words, click on “Request New Password”.

After clicking on “Request New Password”, you will be sent a confirmation message.

The screenshot displays the ISEE website interface. At the top left is the ISEE logo. To its right, the main heading reads "Error #3: No Password Request New Password". Below this is a navigation menu with links for "DIVISIONS", "PROGRAMS", "COMMUNICATION", "RESOURCES", "DATA COLLECTION", and "ADMINISTRATORS". The main content area features the IDAHO State Department of Education logo and a banner image of a mountain range. The central message is titled "Reset Password Email Sent" and states: "An email has been sent from the State Department of Education to the email address you provided as your user name. When you receive the email, click on the link it contains. The link will take you to a web page that will allow you to reset your password. The link will be valid for 24 hours." A callout box on the left explains: "After clicking on Request New Password, system will send you this message indicating the request was received. You will need to access your email account to complete the New Password Process." At the bottom of the page, there is a footer with contact information for the State Board of Education and the State of Idaho.

Error #3: No Password Request New Password

DIVISIONS PROGRAMS COMMUNICATION RESOURCES DATA COLLECTION ADMINISTRATORS

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Reset Password Email Sent

An email has been sent from the State Department of Education to the email address you provided as your user name. When you receive the email, click on the link it contains. The link will take you to a web page that will allow you to reset your password. The link will be valid for 24 hours.

After clicking on Request New Password, system will send you this message indicating the request was received.

You will need to access your email account to complete the New Password Process.

State Board of Education | Employee Resources | State of Idaho | Privacy Policy | Contact Us

650 West State Street, PO Box 83720 Boise, Idaho 83720-0027
Toll Free: (800) 432-4601 Local: (208) 332-6850 Fax: (208) 334-2238

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After clicking on the “Request New Password” link, the system will send you this message informing you the password request was received.

The message states an email has been sent to your email address that serves as your User Name.

The message directs you to access your email account within 24 to continue with the password reset process.

Please go to your email account that serves as your User Name.

The screenshot shows an email interface with the ISEE logo in the top left. The main heading is "Error #3: No Password Request New Password". The email body contains the following text:

Dear SDE website user,

We received a request through our website to reset your test password for your account John.Superintendent@SD121.idaho.gov. If you did not make this request, please contact the Idaho State Department of Education Helpdesk at support@SDE.IDAHO.GOV. If you made the request and wish to reset your password, click on the following link to complete the process:

Reset Password

If you cannot click on the link, copy the following link text and paste it into your browser's address line. This link will only be valid for 24 hours.

https://apps.sde.idaho.gov/Account/ResetPassword?Key=HbWU3_330aE49V75tsUaUIGoAvtIm7Jdr1Mh1QigSopnePr1K3f5m00osA4324h0DdmUcRt.cwK3D763D

The State Department of Education IT staff

A callout box on the left side of the email content says: "This is a copy of the email sent to you. Click on the 'Reset Password' link."

At the bottom of the screenshot, there is a footer with the text "Frequently Encountered Errors" on the left and the number "13" on the right.

In your email account that serves as your User Name, you will receive a message from the SDE (State Department of Education).

A similar email to the one in this screen will be sent to you.

The email directs the user to click on the “Reset Password” link. Click on the “Reset Password” link.

After clicking on the “Reset Password” link, you will be automatically directed to the “Reset Password” Page.

If you have clicked on the “Reset Password” link and encountered problems, please contact the SDE Support Desk.

The screenshot shows the ISEE 'Reset Password' page. At the top left is the ISEE logo. The main heading is 'Error #3: No Password Request New Password'. Below this is a navigation bar with links for DIVISIONS, PROGRAMS, COMMUNICATION, RESOURCES, DATA COLLECTION, and ADMINISTRATORS. The page title is 'IDAHO' with the tagline 'IMPROVING EDUCATION'. The 'Reset Password' section includes instructions: 'Use the form below to set your password. Passwords must be at least 6 characters, and contain at least three of the following elements: lowercase letter, uppercase letter, digit, symbol. In addition, the Password cannot contain your name, or 3 or more consecutive characters from your Name.' The form has three fields: 'Login name' (pre-filled with 'John.Superintendent@12345678.us'), 'New password' (with asterisks), and 'Confirm password' (with asterisks). A 'Set Password' button is at the bottom left. Two callout boxes provide instructions: one on the left says 'After clicking the "Reset Password" link, you will be directed to this page. Type in your school district email address in the Login Name field.' and one on the right says 'Type in a new password and confirm the password by entering it again. Click on "Set Password".'

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After clicking the “Reset Password” link that was embedded in your email, you were automatically directed to the Reset Password page (noted in the presentation slide).

You will need to type in a new password that must contain an upper case letter, a lower case letter, a digit, and a symbol.

Once you have typed in your password, using the perimeters listed, type in your password again.

The double entry of a password is a common security practice to ensure that the User knows his/her password and can data enter it again, for comparison purposes.

If the password does not follow the perimeters of upper case, lower case, a digit, and a symbol, you will receive an error message.

If the password you entered in the New Password box, does not match the password you entered in the Confirm password box, you will receive an error message.

Once you have successfully data entered the same password in both boxes, click on the “Set Password” link.

You will automatically receive the following message.

The screenshot displays the ISEE (Idaho State Education) website interface. At the top left is the ISEE logo. The main heading reads "Error #3: No Password Request New Password". Below this is a navigation menu with links for "DIVISIONS", "PROGRAMS", "COMMUNICATION", "RESOURCES", "DATA COLLECTION", and "ADMINISTRATORS". A banner for "IDAHO" (Department of Education) is visible. The page title is "Reset Password". A message states: "Your password has been successfully reset." A callout box on the left explains: "After resetting the password, you will receive this message from the system confirming your password has been reset." The footer contains contact information for the State Board of Education, including the address "600 West State Street, PO Box 83720 Boise, Idaho 83720-0027" and phone numbers: "Toll Free (800) 432-4601 Local (208) 332-6800 Fax (208) 334-2228".

After data entering your password twice and clicking on, “Set Password”, you will automatically receive this message from the system confirming your password has been reset.

With your password, you can return to the ISEE log on page.

Error #3: No Password Request New Password

Select SDE, unless you are from the Meridian Joint School District.
Click "Continue to Sign In".

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STATE DEPARTMENT OF EDUCATION

The site that you are accessing requires you to sign in. Select your organization from the following list.

Meridian users should choose the Joint School District 2 option.
All other users should choose the SDE option.

SDE

Continue to Sign In

Log On

Please enter your username and password. If you don't have an account yet, please click on the "Forgot my password" link.

User Name:

Password:

Log In

You should now be able to log in.

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With your User Name and a new password, you can now go to the ISEE Log On page located at <https://isee.sde.idaho.gov>.

You will need to select SDE unless you are a member of the Meridian Joint School District. Click "Continue to Sign In".

After clicking on "Continue to Sign In", you will be directed to a log in page. Data enter your User Name and your new password.
You should now be able to log in.



Error #4: No Admin Tool Authorization

A screenshot of the ISEE Instructional Management System (IMS) web portal. The page header includes the IDAHO logo and the text 'IDAHO STATE EDUCATIONAL PORTAL'. Below the header, there is a navigation menu on the left and a main content area. The main content area features an 'Announcements' section with a red banner for the 'ISEE INSTRUCTIONAL MANAGEMENT SYSTEM'. A callout box on the right side of the page, under the heading 'My Applications', contains a red '1' in a blue square and a speech bubble that reads: 'User logged on however does not have authorization to the Admin Tool (Not listed under "My Applications").' The bottom of the screenshot shows a 'Frequently Encountered Errors' section with the number '17'.

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If a User does not see the “Admin Tool” under the “My Applications” heading, this indicates the User has not been authorized for this application.

Authorization must be obtained in order to have access to this application.

Please refer questions about Admin Tool access to your Superintendent, his/her delegate, the Technology Director, or other appropriate members of your administration. This will vary between school districts.

Error #4: No Admin Tool Authorization

SDE needs signed authorization from the Superintendent

Contact SDE Support to have appropriate roles assigned

Remedy: Obtain Authorization and send form to SDE.

<http://www.sde.idaho.gov/site/isee/docs/Access%20Authorizations%20Feb%201%202010.pdf>

Authorization form needed by SDE.

REQUIREMENTS AND REQUEST FOR SCHOOL DISTRICT AND CHARTER SCHOOL ACCESS TO IDAHO STATE DEPARTMENT OF EDUCATION DATA SYSTEM APPLICATIONS

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The State Department of Education needs a signed authorization form from the Superintendent or the Superintendent’s delegate.

The authorization form can be accessed from ISEE.

Included for reference is an image of the authorization form.

SDE strongly encourages the user to read the form and understand the responsibility and liability this authorization possesses.



Error #4: No Admin Tool Authorization

The screenshot shows the Idaho Educational Portal interface. At the top, there is a navigation bar with the IDAHO logo and a 'Log Out' button. Below the navigation bar, there is a search bar and a 'Portal Home' link. The main content area is divided into several sections. On the left, there is a sidebar with a 'PORTAL HOME' button and a list of links: Home, Contact Us, About Us, News, Announcements, and My Applications. The main content area features an 'Announcements' section with a red header and a blue box containing the text: 'ISEE INSTRUCTIONAL MANAGEMENT SYSTEM' and 'TEACHERS: Please contact your District Technology Director and ask for an ISEE update to the State Department of Education'. To the right of the announcements, there is a 'MY APPLICATIONS' section with a list of links: Admin Tool, ISEE - Manage My Profile, ISEE - My Profile, ISEE - My Account, and ISEE - My Settings. A callout box with a pink background and a white border points to the 'Admin Tool' link in the 'MY APPLICATIONS' section. The callout box contains the text: 'Admin Tool Application listed under "MY APPLICATIONS". Click on heading to be directed to Admin Tool Application.'

After you have received Admin Tool authorization and have signed on correctly, you will see the Admin Tool listed under My Applications.

The screenshot shows the IDAHO Administration web application home page. At the top left is the ISEE logo. The main header includes navigation links: DIVISIONS, PROGRAMS, COMMUNICATION, RESOURCES, DATA COLLECTION, and ADMINISTRATORS. Below this is a red banner with the IDAHO logo and a 'Log On' button. The page content includes a 'Links' section with 'IDE Users' and 'IDE Programs', a 'Welcome to Administration' message, and an 'At A Glance' section. A 'Remedy' callout points to the 'Log On' button, stating: 'Remedy: Click on "Log On" to be logged onto the Admin Tool application.' Another callout points to the 'Welcome to Administration' message, stating: 'This is the Administration Tool Home Page. It states Administration in upper right hand corner, as well as states, "Welcome to Administration".'

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After clicking on the Admin Tool title, you will be directed to the Admin Tool application home page.

In the upper right hand corner, "Administration" is listed. Additionally, the page states, "Welcome to Administration".

You'll also notice there are no "functions" listed under the Links heading.

In order to access the Administrative Tool application, you must log on.

Although you are on the Administration Tool page, you must click on "Log On". Place your cursor over the "Log On" link. When you do this, the lettering will turn yellow.

Click on the "Log On" button.

After doing this, the user will be directed to the Admin Tool application.

Error #5: Not Logged Onto Admin Tool Application

Admin Tool functions are now listed on left hand side.

User Name in upper right hand corner indicates User is logged onto Admin Tool.

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After clicking on the “Log On” link from the Administration home page, you will be directed to a similar page. However this page now identifies you by your User Name in the upper right hand corner, along with a link that states, “Log Off”.

Additionally you know you are logged on to the Admin Tool by seeing Admin Tool functions listed on the left hand side.



Assistance



SDE IT Support Desk Email:
support@sde.idaho.gov

SDE IT Support Desk:
208.332.6923

If you encounter other errors in the operation of the Admin tool, please contact the SDE IT Support Desk at: support@sde.idaho.gov or at 208.332.6923.