

ADE IT Department



### **Entity Administration Manual**

- RDSS: Profile
- RDSS: Observation
- RDSS: Assessments
- RDSS: Leaders, Coaches, PCG Educators
- RDSS: Video Bank
- RDSS: Award Verification and Payout

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# Introduction

#### What are the RDSS Applications?

Application Name	Application Description
RDSS: Profile	Reports on Observation progress, school growth, assessment results, and REIL Score
RDSS: Observation	Data entry and export for Teacher, Academic Coach, and Leader observation scores.
RDSS: Assessments	Data entry and export for Group B student assessments
RDSS: Leaders, Coaches, PCG Educators	Data entry and export for teacher-to-student and academic coach-to-teacher connections
RDSS: Video Bank	Hosts and streams MCESA's professional Development videos
RDSS: Support & Data Verification	Allows educators to verify or submit Inquiry about their REIL Score; also supports Payout process with Districts



### Who Uses RDSS Applications?

Managed in ADEConnect	RDSS: Observation	RDSS: Assessments	RDSS: Leaders, Coaches, PCG Educators	RDSS: Profile	RDSS: Support & Data Verification	RDSS: Video Bank
RDSS Assessment and		District		District	District	
Observation Administrator	District Administrator	Administrator	District Administrator	Administrator	Administrator	No Access
RDSS Building Assessment and		School				
Roster Administrator	No Access	Administrator	No Access	No Access	No Access	No Access
<b>RDSS District Administrative</b>		District				
Assistant	No Access	Administrator	No Access	No Access	No Access	No Access
RDSS District Administrator	District Administrator	District Administrator	District Administrator	District Administrator	District Administrator	User
RDSS District Assessment and		District				
Roster Administrator	No Access	Administrator	No Access	No Access	No Access	No Access
RDSS Former User	No Access	No Access	No Access	No Access	No Access	No Access
RDSS Peer Evaluator	District Administrator	No Access	No Access	No Access	No Access	User
RDSS Program Administrator	District Administrator	No Access	District Administrator	District Administrator	District Administrator	No Access
RDSS School Administrative		School				
Assistant	No Access	Administrator	No Access	No Access	No Access	No Access
RDSS Support Specialist	Evaluatee and (if assigned) Evaluator	School Administrator	No Access	No Access	No Access	No Access
		RDSS:	RDSS: Leaders, Coaches,	NO ACCESS	RDSS: Support &	RDSS: Video
Managed in HQT	RDSS: Observation	Assessments	PCG Educators	RDSS: Profile	Data Verification	Bank
	School Administrator	School		School	School	
Principal	and Evaluatee	Administrator	School Administrator	Administrator	Administrator	User
Vice-Principal	School Administrator and Evaluatee	School Administrator	School Administrator	School Administrator	School Administrator	User
Teacher	Evaluatee	Teacher	Teacher	Teacher	Teacher	User
Academic Coach	Coach	Coach	Coach	Coach	Coach	User



#### What District Entities are allowed access?

This application limits the use of the RDSS Applications to the following MCESA REIL LEAs:

- Alhambra Elementary
- Gila Bend Unified
- Isaac Elementary
- Nadaburg Unified
- Tolleson Elementary
- Balsz Elementary
- AZ Juvenile Corrections
- Maricopa County Regional
- Mobile Elementary
- Phoenix Elementary
- Roosevelt Elementary
- Wilson Elementary
- Incito Schools

#### What Are My Responsibilities As An Entity Administrator?

Entity administrators administer all user accounts in ADEConnect and control user access to each ADE application.

Entity administrators are ultimately responsible for ensuring that their users are able to take advantage of the convenience and security ADEConnect offers. By appropriately assigning roles and permissions, entity administrators permit users to access the ADE applications they need to do their work. Entity administrators also maintain the security of ADE information by ensuring that users only have access to the applications and data they are authorized to see.

This document is specific to RDSS Applications. For details that apply to other applications, please access the Training section of the ADEConnect public website for additional documentation and training at <a href="http://www.azed.gov/aelas/adeconnect/">http://www.azed.gov/aelas/adeconnect/</a>

#### **Technical Requirements**

Please note you must have Internet Explorer 9 or above to access the ADEConnect Admin section of the site; most applications in ADEConnect are compatible with other browsers. Internet Explorer 9 or above is required to access the AZDash application



# **Entity Administrator Functions & Instructions**

#### **Create a New External User Account**

You must have entity administrator access at the Entity to create a new external user account. Entity administrators at a district level do not have access the schools under a district by default. After creating the account, you will need to add an Entity, and at least one role for the new user.

#### To Create A New User Account,

1) Access ADEConnect through your student information system or log into ADEConnect directly at <a href="https://home.azed.gov/Portal/">https://home.azed.gov/Portal/</a>. Click on the Entity Administrator link under the Entity name.



Welcome Ahnert, Jon 👻   🕜	Users	
	New Details Delete	
Search for: jane.doe@azed.gov × 2 All Users Advanced Search *	Display Name A Jane, Doe	Domain AZED
	Search for: jane.doe@azed.gov × 2 All Users	Search for: jane.doe@azed.gov × 2 All Users

	DE Quick Re DEConnect -			A r i z o n Department of Educa	48 (19 Arizona	912) 1 (1864) 33 (1886) 8 E Education Learning Ac	(1910) 1,981 (2012) A S scountability System
3)	On the left, click U	sers. Next, click Ne	W.	3	· ·	Arizo	n a
4)	user's first and last and click Next.	ype, select EXTER t name. Type in the	• •	ddress	DEConnect Iome Isers	Department of E Users	ducation N Delete
5)	E-mail Required for all EXTERNAL users ADE Stakeholder ID Optional for EXTERNAL users • Requires input	Jane Doe Doe Jane. Socioocom Jane.doe@azed.gov Sinformation is co	Finish Ca	alr this acc us em the <b>S</b> This val jane.doe@	eady exis s indicati count. Ye er, ensui tity, and e entity. ue already itest.com	y receive an error, 'The ists. Please try a difference to user already have ou will need to search re the user has access confirm the user has a y exists. Please try a difference Jsers	rent one,' as an o for the s to the roles for ent one.
	Create User					New Details Delet	
	General Summary					Display Name A (No display name)	Domain
	Attribute ADE Person Type E-mail First Name Last Name Resource Type	Value EXTERNAL jane.doe@azed.gov Jane Doe User	< Back Submit	Cancel		Note: After successf creating a new user you will be taken bac Users screen. If you message, No display you need to refresh and search for the u	account, ck to see the y name, the page

6) Now that the account has been created, you must add a relationship Entity for the user, and add the roles needed for each entity, before the account will function properly. The user should receive an email with a system-generated password. If the user did not receive the system-generated password, please have the user contact ADE Support for assistance. For instructions on searching for the user, please proceed to section below, Search For An Existing User.



# **Search For An Existing User**

#### To Search For An Existing User

 Access ADEConnect through your student information system or log into ADEConnect directly at <u>https://home.azed.gov/Portal/.</u> Locate the Entity you want to add for a user and click on the Entity Administrator link under the Entity



name.

2) Type in the user's last name or email address, and then click on the search Abutton. Click on the user's name to open the user's account.

If you are searching for a new user that you just created, you will need to add the Entity to the users account. Please proceed to the section below 'Add An Entity To A User's Account,' for instructions.

2		Users	5		
ane.doe@azed.gov 🗙 👂 🗛	arch within: Il Users 🔽 ed Search 🌣	8 New	<b>e</b> Details	X Delete	
		Displa	y Name 🔺		Domain
		Jane,	Doe		AZED



# Add An Entity To A User's Account

Only users with entity administrator access can add Entity relationships to a user's profile.

#### To Add An Entity To A User's Account

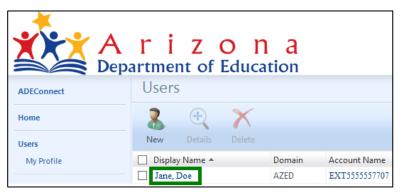
1) Access ADEConnect through your student information system or log into ADEConnect directly at <a href="https://home.azed.gov/Portal/">https://home.azed.gov/Portal/</a>. Click on the Entity Administrator link under the Entity name.



2) At the top right, in the Search For field, type the user's last name or email address, and then click on the search leavest button.

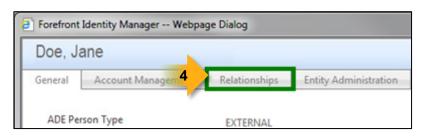
Welco	me Ahnert, Jon 👻   🕜
Search for:	Search within:
jane.doe@azed.gov	All Users V Advanced Search ¥

3) Click on the user's name to open the user's account.

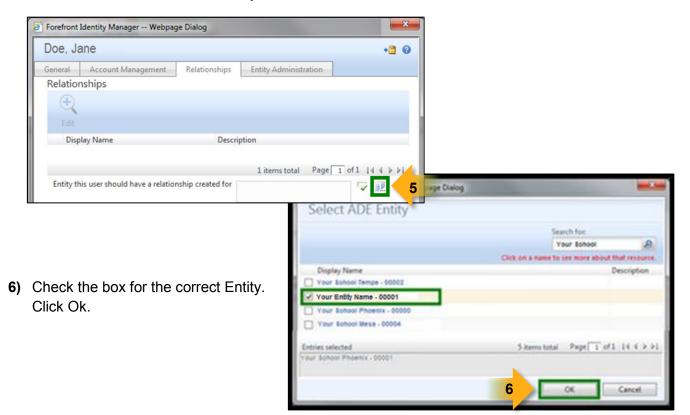




4) At the top of the user's profile, click on the Relationships tab.



5) Click the browse ketter button. A list of Entities will be displayed. The list will only show the Entities in which you have entity administrator access. If an Entity is missing, you do not have entity administrator access for that Entity.



7) Confirm that the Entity name is correct in the New Value column and click Submit.

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ieneral	Contractor	Account Manager	nent	Relationships	Entity Add	ministration
	alue Attributes ding Entity	Old Value (no initial value)	New V Your Er	alue htty Name - 00001		
		Old Value (no initial value)	and the second		_	



8) The Entity will be added to the Relationships section on the user's account (see example below). Repeat the steps to add any additional Entity access the user will need. Once the relationships have been added, you will need to add a role to the user's account. Please proceed to the section below for instructions on adding a role.

General	Account Management	Relationships	Entity Administration
Relatio	nships		
(+)			
al.			
Edit			
	olay Name	4	Description
Disj	nay rearrie		w every were



# Add A Role To A User's Account

In ADEConnect, permissions are granted through roles. Only users with entity administrator access can add roles to a user's profile. The user's account must have a relationship with an Entity before a role can be added. Most of the roles provide the user with access to the applications, and to specific functions within the applications. After adding a role it can take up to 30 minutes for the changes to appear. The user will need to refresh the webpage or logout and log back in to view the changes.

#### To Add An LEA Role Or Program To A User's Account,

This is the list of Roles available for assignment at an LEA only level Entity. Principal and Assistant (Vice-) Principals are available, but should be initially added in HQT per the district and state requirements.

LEA and Program-wide ADEConnect Role Names	Description
RDSS District Administrative Assistant	An individual that performs duties in support of a Superintendent and/or Assistant Superintendent.
	A district level employee who An individual that administers the accounting function for an entire school district; OR
RDSS Assessment and Observation Administrator	A district level employee who plans, designs, and rolls out assessments for an entire school district; OR
	A district level employee who designs and rolls out the curriculum and instruction approved by district, board and stays abreast of current state requirements; OR
	A district level employee who submits all SAIS reports to the state and works with the local SIS system to provide data to all other systems within the district; OR
	District level employee who looks at all the assessments reports and evaluation data and provides the board educator effectiveness levels per school site. A lot of times uses school labels and Galileo data to communicate this information; OR
	District level employee who the manages all staff of special education along with all their needs like IEPs, funding, reporting to the state, local sites inspections.

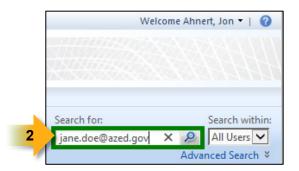


RDSS Peer Evaluator	A MCESA employee whose primary responsibility is to perform classroom observations for a cadre of assigned teachers over the course of a year in REIL districts. They will also support teachers with both on-site and cross-district professional learning, ensuring that teachers receive the job- embedded support needed to improve practice and student achievement.
RDSS District Assessment and Roster Administrator	An individual that performs secretarial duties in support of a Superintendent and/or Assistant Superintendent.
RDSS District Administrator	An HR Administrator who is an individual that administers the human resources management function for an entire school district; OR A Superintendent/Assistant Superintendent who directs and manages an entire school district.
RDSS Program Administrator	A MCESA Employee who has a signed Data Steward Agreement for a MCESA district and directly supports the district with RDSS applications.

1) Access ADEConnect through your student information system or log into ADEConnect directly at <a href="https://home.azed.gov/Portal/">https://home.azed.gov/Portal/</a>. Click on the Entity Administrator link under the Entity name.

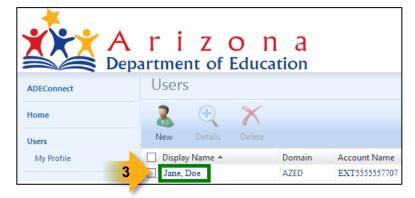


2) At the top right, in the Search For field, type the user's last name or email address, and then click on the search low button.





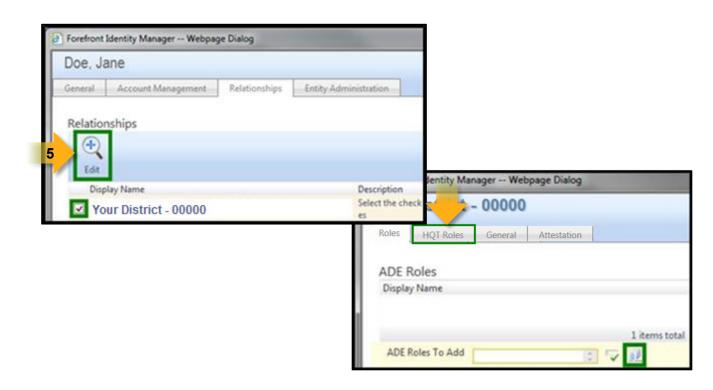
3) Click on the user's name to open the user's account.



4) At the top of the user's profile, click on the Relationships tab.

Forefront	Porefront Identity Manager Webpage Dialog							
Doe, Ja	ane							
General	Account Managem 4	Relationships	Entity Administration					
ADE Per	ADE Person Type EXTERNAL							

5) Check the box next to the Entity, then click Edit.





**If** the educator has a Position in HQT that will sync to a role in ADEConnect, the **HQT Roles** tab will be present in the window. If present, click on the HQT Roles tab to verify what role(s) have been synced from HQT. If they have the appropriate role, but do not have the desired access, direct the user to ADESupport to troubleshoot the HQT entry.

Forefron	t Identity Man	iager Webpi	e Dialog	13
Demo	School	- 00001		•3 0
Roles	HQT Role	General	Attestation	
permissi a District	ons automatical HR Administrat	ly via a nightly tor or other aut	uslified Teacher (HQT) application and are for informationa ic with HQT. Any management of these noises is accomplish rised District personnel. For assistance managing MCEEA un ment, Inked below.	ed solely in the HQT application via Common Logon by:
Help 1			Common Logon	
			MCESA Entity Admin Manual	
ADE H	QT ROLES			
Display				
Princip	al			
				1 items total Page 1 of 1 14 4 2 21
				OK Cancel

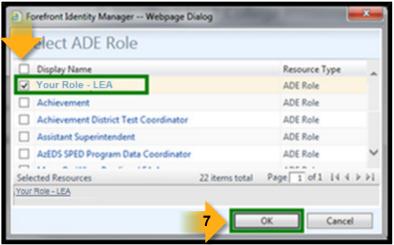


If you are managing non-HQT roles, they are managed in the Entity Administrator Portal. The steps below instruct you on updating user accounts for non HQT roles.

6) Click on the browse 🔜 button.



7) Check the box for the role to add and then click ok. The role will be added under 'ADE Roles To Add.' The roles for each entity will be different; some roles may not be available. For a list of ALL ADEConnect application roles and descriptions, Go to the ADEConnect public site. Click OK.



8) Click OK again.

	1 items total	Page	1 of 1  4 4 )	N N
Your Role - LEA		\$	🔽 🗊	
		0	7 12	
		/		~
	(	ОK	Cancel	
	Your Role - LEA			



**9)** Confirm the role is correct under 'Inserted Items' and click submit to apply the new role. You must add a role at each Entity the user needs. Advise the user that it can take up to 30 minutes for the changes to appear. The user will need to refresh the webpage or logout then back in to view the changes.

Forefront	Forefront Identity Manager Webpage Dialog						
EAGL	EAGLE College Prep Harmony - 91170						
Roles	General	Attestation					
Multiple	e-Value Attri	butes	Removed Items	Inserted Items			
ADE Rol	les To Add		(no removed item)	Your Role - LEA			
				< Back Submit	Cancel		

Note: If you know name of the roles, you can also type in the role name in the 'ADE Roles' To Add field and click on the 'Validate and Resolve' checkmark then Click OK to save the new role.



#### To Add A School Role Or Program To A User's Account,

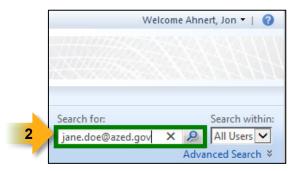
This is the list of Roles available for assignment at a School only level Entity

School ADEConnect Role Name	Description
	Single school site clerk that manages the school front office but in some districts can be the data entry clerk for the SIS
RDSS School Administrative Assistant	system. This person oversees a division of the school for instruction,
RDSS School Assessment and Roster Administrator	special programs, etc. Examples would include Math Department Chairman, Head of Federal Programs, etc.
RDSS Support Specialist	A role used to fulfill the same needs as school Assistant Principal and is used so that this person may be evaluated against the Leading Observation instrument.
RDSS Former User	Educators who no longer are employed at a district in the REIL program, but still need to access their own personal information in RDSS: Profile and BFK: Awards in order to fulfill payout tasks for the previous school year.

1) Access ADEConnect through your student information system or log into ADEConnect directly at <a href="https://home.azed.gov/Portal/">https://home.azed.gov/Portal/</a>. Click on the Entity Administrator link under the Entity name.



2) At the top right, in the Search For field, type the user's last name or email address, and then click on the search let button.



**3)** Click on the user's name to open the user's account.

**4)** At the top of the user's profile, click on the Relationships tab.

5) Check the box next to the Entity, then click Edit.

If the educator has a Position in HQT that will sync to a role in ADEConnect, the **HQT Roles** tab will be present in the window. If present, click on the HQT Roles tab to verify whether the user has already inherited the desired role from HQT. If they have a role but do not have the desired access, direct the user to ADESupport to troubleshoot in HQT

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Roles	QT Role	General	Attestation	
permissions a a District HR	automatically Administrate	y via a nightly s or or other sult	Qualified Teacher (HQT) application and are for informational pu- count HQT. Any management of these roles is accomplished s origed District personnel. For assistance managing MCESA users	solely in the HQT application via Common Logon by
Help Info		tor training oo	ument, linked below.	
nep mo			Common Logon	
			MCESA Entity Admin Manual	
ADE HQT	ROLES			
Display Na	me			
Principal				
·				1 items total Page 1 of 1 14 4 2 21





Forefront	Identity Manager Webpa	ge Dialog	
Doe, Ja	ane		
General	Account Management	Relationships	Entity Administration
5 Relation	nships		



6) Check the box for the role to add and then click ok. The role will be added under 'ADE Roles To Add.' The roles for each entity will be different; some roles may not be available. For a list of ALL ADEConnect application roles, and descriptions, Go to the ADEConnect public site. Click OK..

Forefront Identity Manager Webpage Dialog		×
Select ADE Role		
Display Name	Resource Type	
Your Role - School	ADE Role	
Achievement	ADE Role	
Achievement District Test Coordinator	ADE Role	
Assistant Superintendent	ADE Role	
AzEDS SPED Program Data Coordinator	ADE Role	~
Selected Resources 22 items total	- pe 1 of 1 14 4	+ +1
Your Role - LEA		
	OK Cancel	_

Click OK again.

Ultra control de la control de		1 items total	Page	1 0	f1 [4 4	> >1
ADE Roles To Add	Your Role - School		0	V	R.	
ADE Roles To Remove			×.>	V	11	
Pending Role Approvals						
Display Name						28
There are no pending role approvals						
						~
			ОК		Cancel	

7) Confirm the role is correct under 'Inserted Items' and click submit to apply the new role. You must add a role at each Entity the user needs. Advise the user that it can take up to 30 minutes for the changes to appear. The user will need to refresh the webpage or logout then back in to view the changes.

Your	Schoo	I - 00001			+3
Roles	General	Attestation			
Multip	ole-Value Attri	butes	Removed Items	Inserted Items	
ADE R	oles To Add		(no removed item)	Your Role - School	
			12,000		



#### **Password Reset Requests**

Entity administrators do not have the ability to set a new password in ADEConnect. By default, a user's password is generated by ADEConnect and emailed to the user's email address. If a user did not receive a password, please direct the user to ADE Support for assistance. Users who have registered for password resets also have the ability to reset the password themselves at

<u>https://home.azed.gov/Portal/</u>and click on the Forgot Password link provided. If a user is unable to reset his or her password, please have the user contact ADE Support at 602-542-7378 or 1-866-577-9636 or by email at support@azed.gov.



# **Edit An Existing User's Role Access**

To check an existing user's roles using this method, you must have entity administrator access.

#### **Check An Existing User's Roles and Program Access**

 Access ADEConnect through your student information system or log into ADEConnect directly at <u>https://home.azed.gov/Portal/.</u> Locate the Entity you want to add for a user and click on the Entity Administrator link under the Entity



2) At the top right, in the Search For field, type the user's last name or email address, and then click on the search leavest button.

	Weld	ome	Ahne	ert, Jon 👻   💡
Search for:				Search within:
jane.doe@azed.go	v	х	Q	All Users 🗸
			Adva	nced Search ≈

3) Click on the user's name to open the user's account.

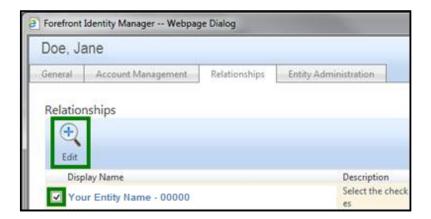




4) At the top of the user's profile, click on the Relationships tab.

Forefront	Identity Manager Webpa	ge Dialog	
Doe, J	ane		
General	Account Management	Relationships	Entity Administration
ADE Pe	rson Type	EXTERNAL	

5) Check the box next to the Entity, then click Edit.



6) The user's current roles will be displayed under ADE Roles. Repeat steps 5 and 6 for any other Entity you would like to check for this user.





# **Remove An Entity From A User's Account**

ADEConnect does not give an entity administrator the ability to manually remove an Entity from a user's account. If you remove all of the roles for an Entity in ADEConnect and on your student information system, the system runs an automated process to remove the Entity if the user has no roles assigned. User accounts with no roles for any of the Entity should be automatically deleted by the system after a period of time (roughly 3 days).



# **Remove Role Access From a User's Account**

THIS FUNCTION WILL NOT REMOVE ROLES OR PERMISSIONS FOR POSITIONS THAT ARE VALID IN HQT. ONLY THE END-DATE OF THAT POSITION IN HQT WILL REMOVE ACCESS.

This process will remove a user's permissions granted by a role in ADEConnect. Once a role is removed the user will lose access to the applications and functions granted by the role. Only users with entity administrator access can remove a role from user's account.

1) Access ADEConnect through your student information system or log into ADEConnect directly at <a href="https://home.azed.gov/Portal/">https://home.azed.gov/Portal/</a>. Locate the Entity you want to add for a user and click on the Entity Administrator link under the Entity name.

	A r i z o n a Department of Education	
Home	Reports	
	[-] Your Entity Name - 00000  Entity Administrator	[Hide All] Administrator Contact

2) At the top right, in the Search For field, type the user's last name or email address, and then click on the search end button.

Welco	me Ahnert, Jon 👻   🕜
Search for: jane.doe@azed.gov	Search within:

3) Click on the user's name to open the user's account.

A Dep	<b>r i z O</b> Partment of Ed	<mark>n a</mark> ucation	
ADEConnect	Users		
Home	🤱 🔍 🏅	<	
Users	New Details De		
My Profile	Display Name 🔺	Domain	Account Name
	Jane, Doe	AZED	EXT5555557707



4) At the top of the user's profile, click on the Relationships tab.

Forefront	Forefront Identity Manager Webpage Dialog					
Doe, J	ane					
General	Account Management	Relationships	Entity Administration			
ADE Pe	rson Type	EXTERNAL				

5) Click the browse I button. A list of Entities will be displayed. The list will only show the Entities in which you have entity administrator access. If an Entity is missing, most likely you do not have entity administrator access for that Entity.

Doe, Ja	ane			+2 🤅
General	Account Management	Relationships	Entity Administration	
Relation	nships			
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Disp	olay Name	Descri	otion	

6) The user's current roles will be displayed under ADE Roles. (Repeat steps 5 and 6 for any other Entity you would like to check for this user. ) Click the browse IL button next to 'ADE Roles To Remove'.

Forefrom	Forefront Identity Manager Webpage Dialog					
Your	District - 00000					
Roles	HQT Roles General Attestation					
ADE F Display	Roles y Name					
ADE F	1 items to Roles To Add	otal				



7) Check the box for the role you want to remove and click ok.

Forefront Identity Manager We	ibpage Dialog 🗾
Select ADE Role	
<ul> <li>Display Name</li> </ul>	Resource Type
Your Role:Role Access	ADE Role
Selected Resources	1 items total Page 1 of 1 i 4 4 ≥ ≥i
Your Role:Role Access	
	OK Cancel

8) Click ok again.

1 items total Page 1 of 1 ∥4 4 ▷ ▷	
0 🔽 🔝	
Your Role:Role Access	
vals	
	~
OK Cancel	
	Vals

**9)** Under the 'Inserted Items' column, confirm the role entered is the role you want to remove. Click submit to save your changes.

Your Entity Name			3
Multiple-Value Attributes	Removed Items	Inserted Items	
ADE Roles To Remove	(no removed item)	Your Role Role Access	

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# **Delete a Users Account**

Entity administrators do not have the ability to directly delete a user's account; entity administrators can remove the roles and program access for all of the entities. After all role permission access has been removed from a user's account, the system will automatically delete the user's account after a period time. Only users with entity administrator access can remove role permissions from user's account.



# Edit A User's Name Or Email Address

If a user has a role that is synced from HQT (HQT Roles tab will appear if there are any synced HQT roles) changes must be made in the HQT application in Common Logon.

Entity Administrators have the ability to edit a user's name or email address in ADEConnect for a period of 2 weeks after the account was created. Please note that if you change the user's email address, this can affect the user's ability to log in as it can take up to 24 hours for the changes to take effect. If you did not create the account, or the account was created more than two weeks ago, you can remove all the roles from the user's account and create a new account with user's new name or email address and re-add the roles. If you would prefer, you can contact support; support has the ability to update names and email addresses in the system after a period of two weeks.

#### To Edit A User's Name Or Email Address

1) Access ADEConnect through your student information system or log into ADEConnect directly at <a href="https://home.azed.gov/Portal/">https://home.azed.gov/Portal/</a>. Click on the Entity Administrator link under the Entity name.



2) At the top right, in the Search For field, type the user's last name or email address, and then click on the search end button.

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3) Click on the user's name to open the user's account.



4) Edit the information on the General tab. Type in the changes to the user's name or email address and Click OK.

Changing a user's name will not affect the user's ability to log into ADEConnect. If you change the user's email address, it can lock the user out for up to 24 hours.

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First Name *		Jane		
Last Name *		Doe		
Middle Name				
Office Phone		X00X,300X,3000X		
E-mail * Primary e-mail ac	ldress for the user	Jane.Doe@a	zed.gov	
ADE Stakeholder	ID			
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# **Frequently Asked Questions (FAQs)**

# Please see the public webpage with the most up to date details on ADEConnect questions.

http://www.azed.gov/aelas/adeconnect/answers/

#### For questions regarding RDSS applications?

Please contact the MCESA Field Specialist for your district.

#### Who Do I Contact For Assistance Setting Up ADEConnect?

Please contact the Support Center for assistance at 602-542-2222 or 1-866-577-9636 or support@azed.gov. The Support Center will transfer you to one of our staff members who is can assist you further.

#### Who Is My Entity Administrator

Please contact the Support Center for assistance at 602-542-2222 or 1-866-577-9636 or support@azed.gov. The Support Center will provide you with a list of entity admin and their contact details.

#### **Contact ADE Support**

If you have questions or require further assistance, please contact the Support Center for assistance at 602-542-2222 or 1-866-577-9636 or by email at support@azed.gov. The Support Center is open Monday through Friday from 6am to 6pm and is closed for federal and state holidays.