



ADE

IT Department

ADEConnect: Entity Administrators

Quick Reference Guides

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Introduction

What Is ADEConnect?

ADEConnect is a new identity management system, enabling a secure single sign-on for multiple ADE Systems. ADEConnect helps schools, districts, and other agencies gain access to Arizona Department of Education (ADE) systems such as AZ Dashboards, longitudinal dashboards, Move on When Reading (MOWR), state/district reporting systems, Accountability, Assessments, and other applications. ADEConnect gives the administrative staff at your school, district or other agency the ability to manage user accounts and grant user access to ADE Systems. You can access the public ADEConnect portal at <https://home.azed.gov/Portal/>.

Who Uses ADEConnect?

ADEConnect is used by anyone who accesses ADE Systems. This includes most employees of educational institutions across the State of Arizona. Whether you are logging in through your Student Information System (SIS), Student Management System (SMS), or if you are logging in directly to the ADEConnect website, you are using ADEConnect to access the information and the tools you need.

What Is Single Sign On?

The concept of ADEConnect is that once a person is logged into a Student Information System (SIS), he or she will be able to seamlessly access an ADE system without having to enter another password.

What Is An Entity?

In the administrator guide, and while using ADEConnect, you will read terms referring to an entity, or an entity ID. “Entity” is the ADEConnect term for a school, district, charter, or agency generated by the Finance team or Health and Nutrition.

What Are My Responsibilities As An Entity Administrator?

All user accounts in ADEConnect are administered by their assigned entity administrators, who also 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 admins 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.

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Entity Admin Responsibilities

- Assign user roles and permissions.
- Manage site assignments.
- Delegate entity admin role.
- Monitor ADEConnect usage.
- Analyze SIS-ADEConnect connection.

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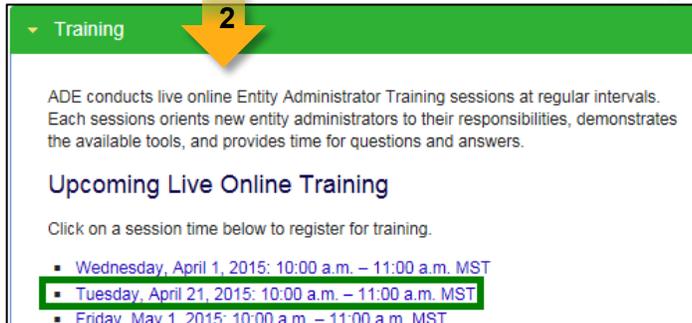
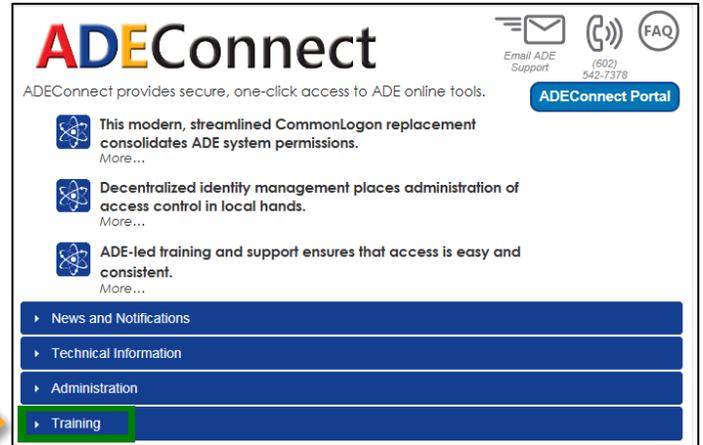
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Entity Administrator Training

ADE conducts live online Entity Administrator Training sessions at regular intervals. Each session orients new entity administrators to their responsibilities, demonstrates the available tools, and provides time for questions and answers. The classes do not require registration, simply access the course at the time and date specified for each session.

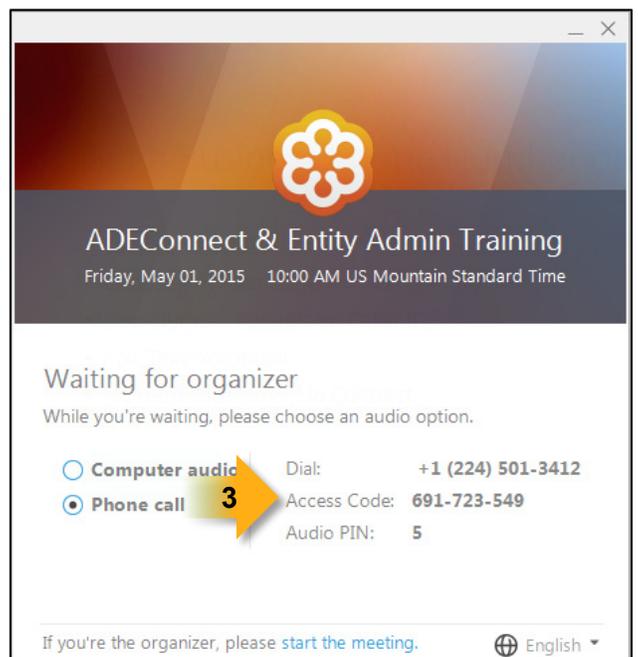
To View When Classes Are Available

- 1) Go to <http://www.azed.gov/aelas/adeconnect/>, scroll down, and click on Training to expand the section.
- 2) Locate a training class at a future date that you would like to attend. Mark this date on your calendar so you do not forget. On the date of the training, return to the site, expand the training section and click on the class for the current session.



Note: The Citrix Online Launcher will download and install GoTo Meeting. If this is your first time accessing GoTo Meeting, the process may take a few minutes to complete the initial installation.

- 3) Select the radial button for computer audio or phone audio. If you are using your phone, you will need to dial in using the number and access code provided (691-723-549). Wait for the meeting organizer to start the training.



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. 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.

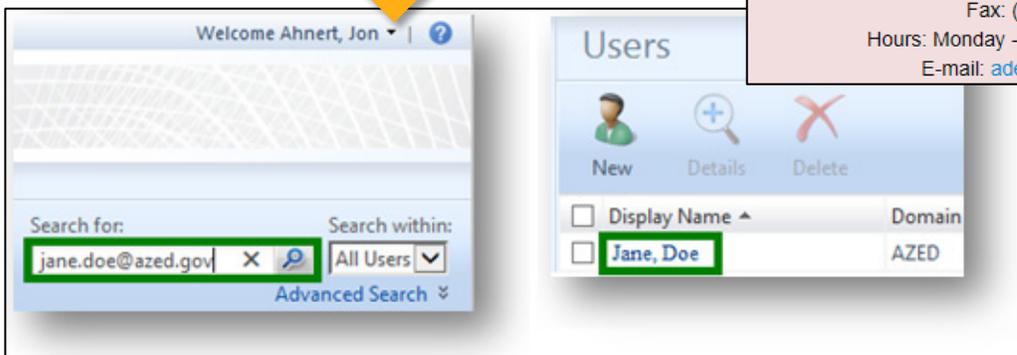
To Create A New User Account,

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



Note: If you receive an error message, 'WARNING! Unsupported Browser Detected' please log in using Internet Explorer 9 or higher to access the entity administrator section of the site. If you are using Internet Explorer 11 please put the browser in IE9 mode. (F12 / Emulation / Document Mode/ 9).

- 2) In the top right, type in the user's last name or email address. Next click the search  button to verify the user does not already exist. If the user already has an account, click here to skip to the section on adding an entity relationship.



WARNING! Unsupported Browser Detected

We have detected that you are using the 'Compatibility Mode' of Internet Explorer. Internet Explorer version 8 or higher is required to access the Entity Admin portal.

Please contact the ADE Support Center for further assistance

Phone: (602) 542-7378
Toll free: 1(866) 577-9636
Fax: (602) 542-2560
Hours: Monday - Friday, 8:00AM - 5:00PM
E-mail: adesupport@azed.gov

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3) On the left, click Users. Next, click New.

4) For ADE Person Type, select EXTERNAL then type in the user's first and last name. Type in the user's email address and click Next.



Note: If you receive an error, 'This value already exists. Please try a different one,' this indicates the user already has an account. You will need to search for the user, ensure the user has access to the entity, and confirm the user has roles for the entity.



5) Verify that the user's information is correct and click Submit.

Attribute	Value
ADE Person Type	EXTERNAL
E-mail	jane.doe@azed.gov
First Name	Jane
Last Name	Doe
Resource Type	User



Note: After successfully creating a new user account, you will be taken back to Users screen. If you see the message, No display name, you need to refresh the page and search for the user.

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

Only users with entity administrator access can search for students in the ADEConnect administrative portal.

To Search For An Existing User

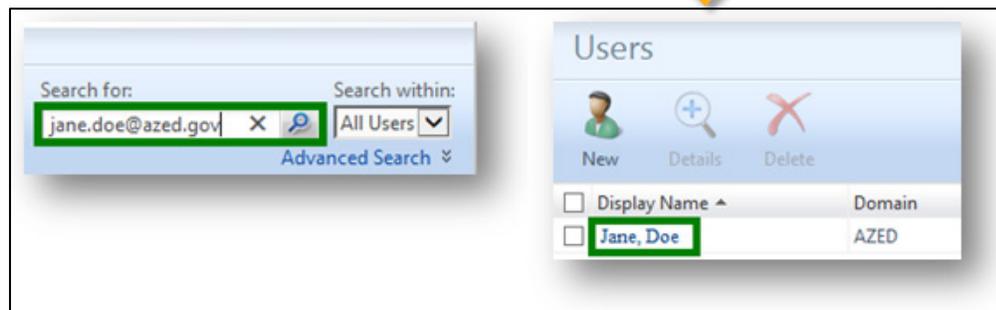
- 1) Access ADEConnect through your student information system or log into ADEConnect directly at <https://home.azed.gov/Portal/>. Locate the Entity you want to add for a user and click on the Entity Administrator link under the Entity name.



Note: If you receive an error message, 'WARNING! Unsupported Browser Detected' please log in using Internet Explorer 9 or higher to access the entity administrator section of the site. If you are using Internet Explorer 11 please put the browser in IE9 mode. (F12 / Emulation / Document Mode/ 9).



- 2) Type in the user's last name or email address, and then click on the search button. 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.

Add An Entity To A User's Account

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

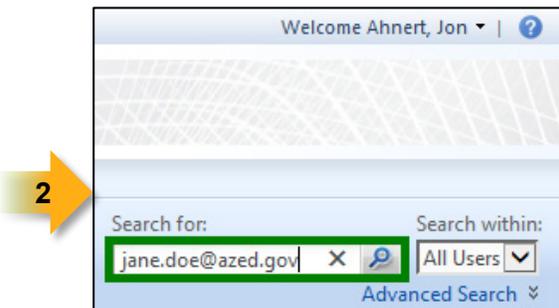
To Add An Entity To A User's Account

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



Note: If you receive an error message, 'WARNING! Unsupported Browser Detected' please log in using Internet Explorer 9 or higher to access the entity administrator section of the site. If you are using Internet Explorer 11 please put the browser in IE9 mode. (F12 / Emulation / Document Mode/ 9).

- 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 button.



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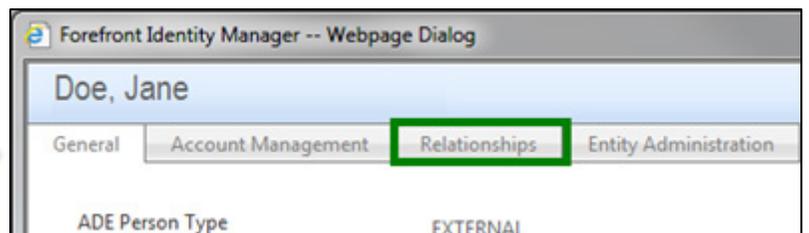
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- 3) Click on the user's name to open the user's account.

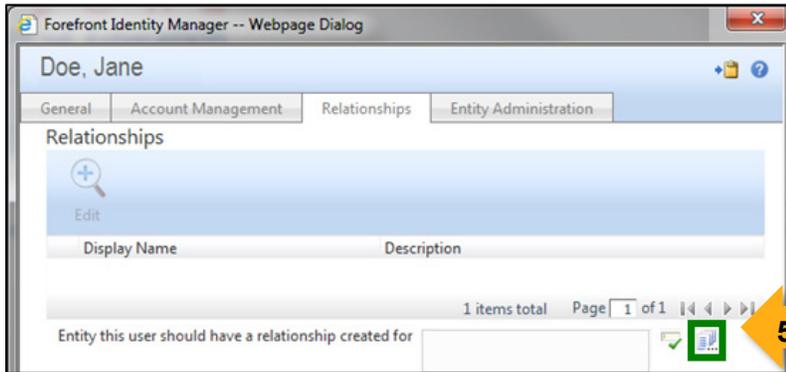


- 4) At the top of the user's profile, click on the Relationships tab.



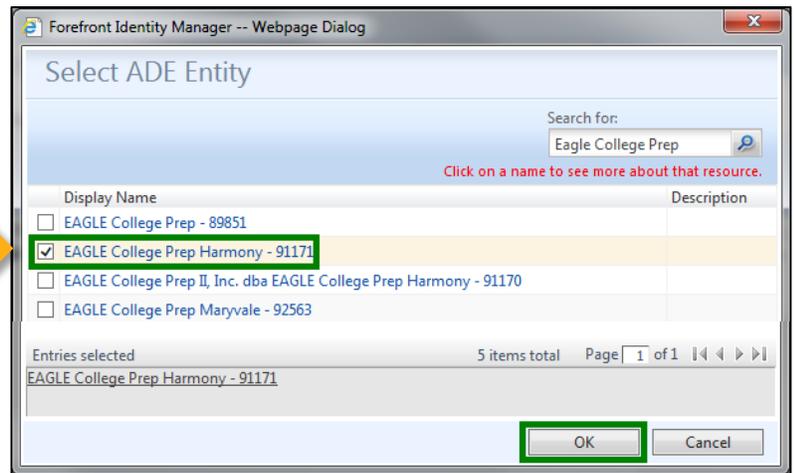
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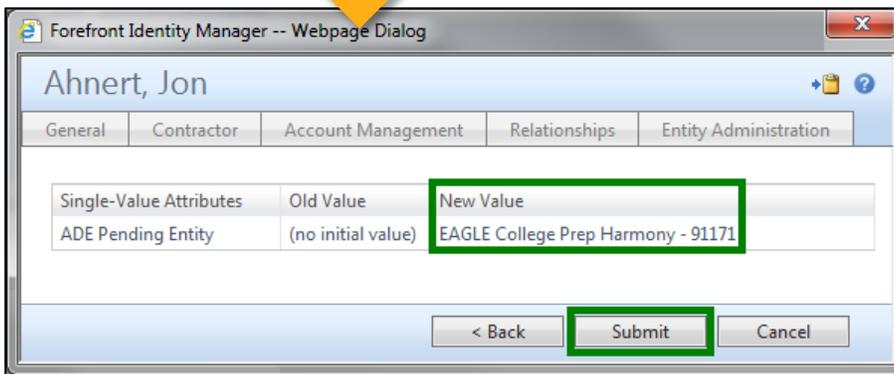


5) Click the browse  button. A list of Entities will be displayed. The list will only show the Entities in which you have entity administrator access. If an Entity is missing, most likely you do not have entity administrator access for that Entity.

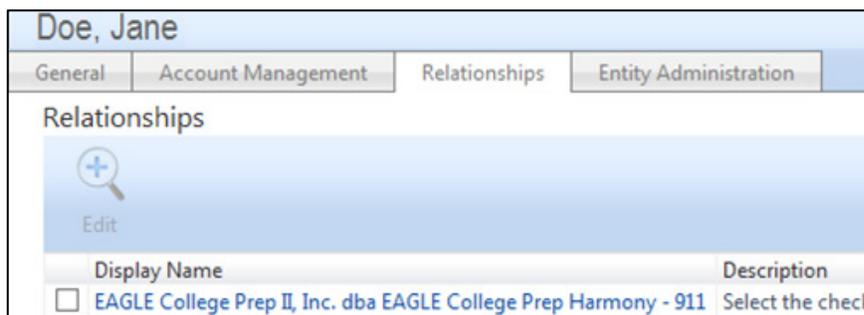
6) Check the box for the correct Entity. Click Ok.



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



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 or program to the user's account. Please proceed to the section below for instructions on adding a role.



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. Some roles only grant access to the application, but do not provide access to any of the functions, requiring a user with application administrator level access to enter the application and add the additional permissions. 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.

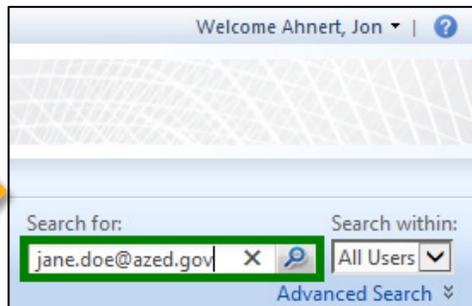
To Add A Role Or Program To A User's Account,

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



Note: If you receive an error message, 'WARNING! Unsupported Browser Detected' please log in using Internet Explorer 9 or higher to access the entity administrator section of the site. If you are using Internet Explorer 11 please put the browser in IE9 mode. (F12 / Emulation / Document Mode/ 9).

- 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 button.



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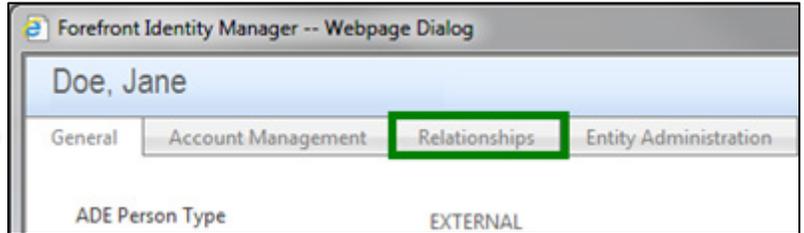
- 3) Click on the user's name to open the user's account.



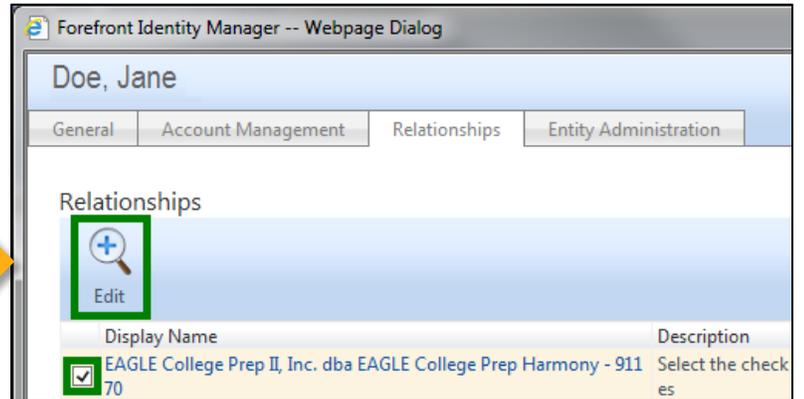
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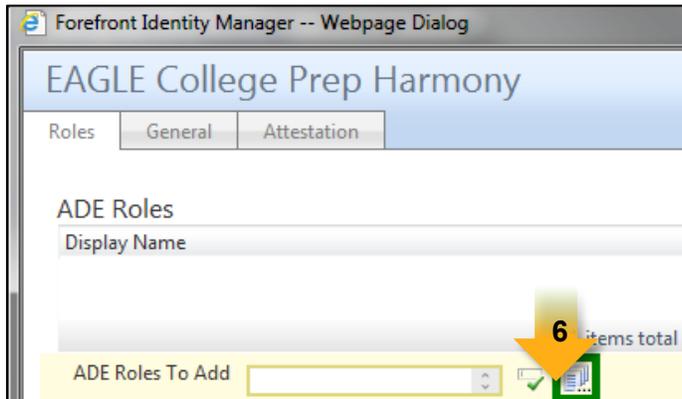
4) At the top of the user's profile, click on the Relationships tab.



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

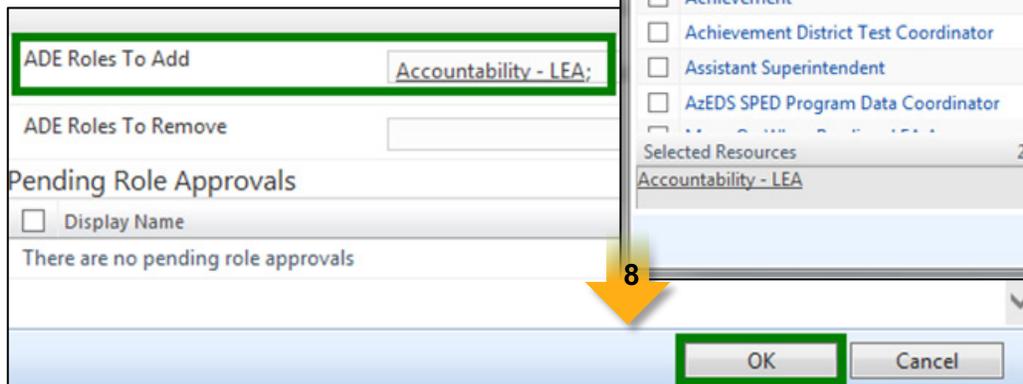
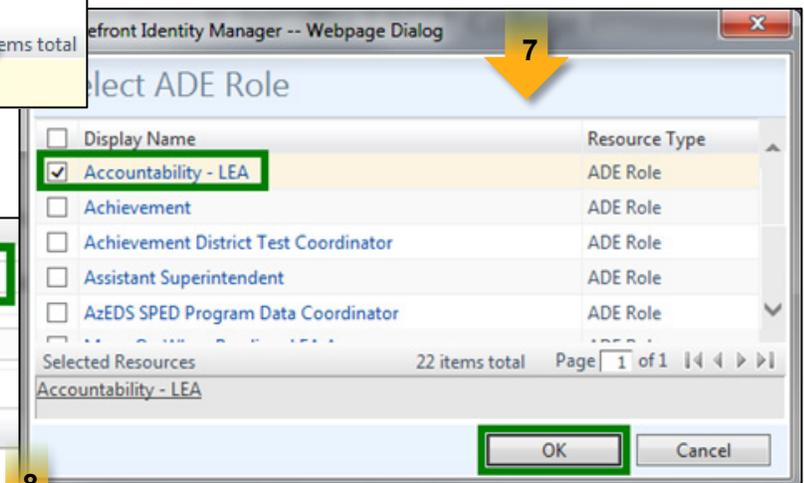


6) Click on the browse  button.



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. Click OK.

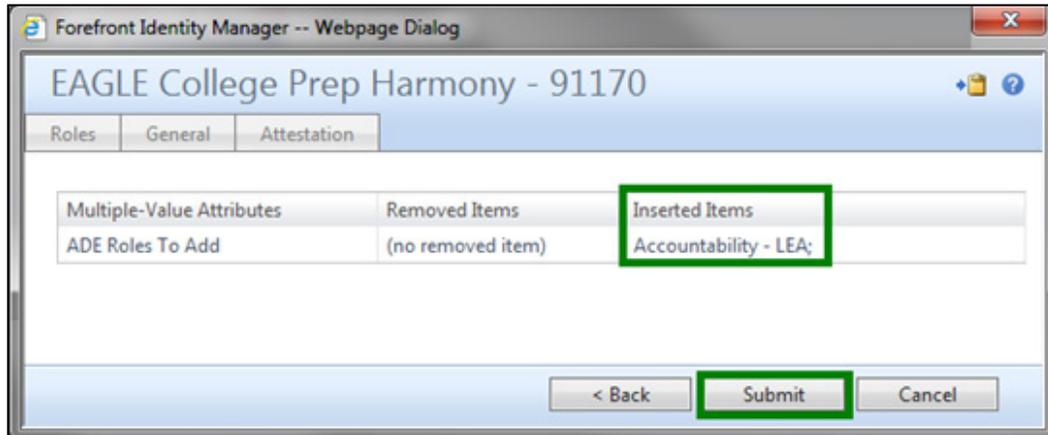
8) Click OK again.



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- 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.



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.

When adding entity administrators, please take the time to train the user or make sure that the user signs up for a training class so that he or she knows how to properly administer accounts.

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 <https://home.azed.gov/Portal/> 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.

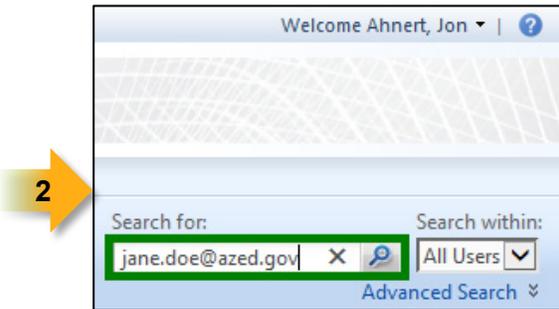
Check An Existing User's Roles and Program Access

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



Note: If you receive an error message, 'WARNING! Unsupported Browser Detected' please log in using Internet Explorer 9 or higher to access the entity administrator section of the site. If you are using Internet Explorer 11 please put the browser in IE9 mode. (F12 / Emulation / Document Mode/ 9).

- 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 button.



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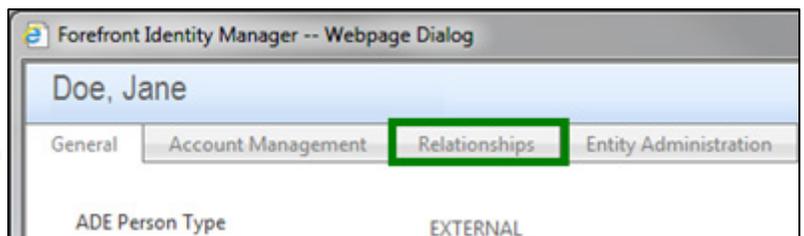
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 Toll free: 1(866) 577-9636
 Fax: (602) 542-2560
 Hours: Monday - Friday, 8:00AM - 5:00PM
 E-mail: adesupport@azed.gov

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



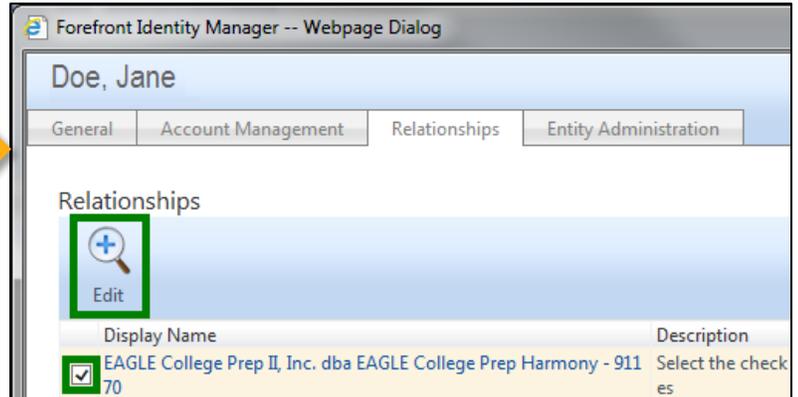
- 4) At the top of the user's profile, click on the Relationships tab.



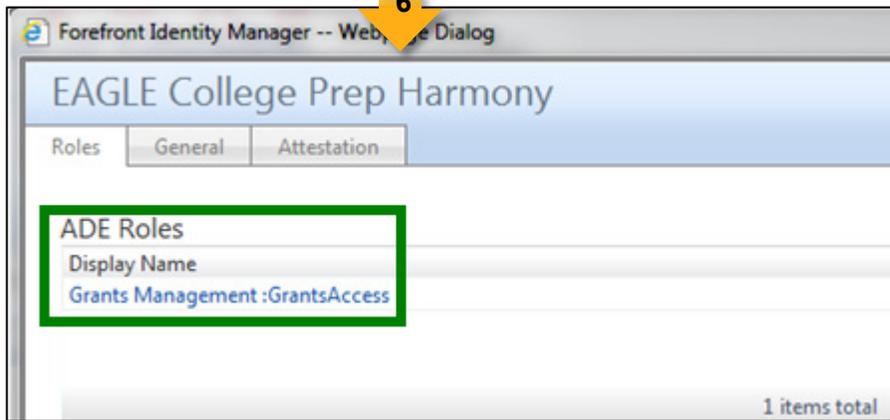
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- 5) Check the box next to the Entity, then click Edit.



- 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 and programs for 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 or program access for any of the Entity should be automatically deleted by the system after a period of time.

Remove Role Access From A User's Account

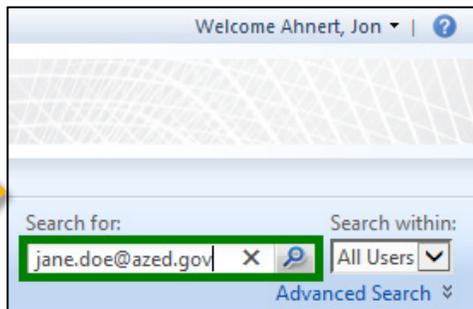
This process will remove a user's permissions granted by a role in ADEConnect. Once a role is removed the user will lose access to the applications and functions granted by the role. Only users with entity administrator access can remove a role from user's account.

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



Note: If you receive an error message, 'WARNING! Unsupported Browser Detected' please log in using Internet Explorer 9 or higher to access the entity administrator section of the site. If you are using Internet Explorer 11 please put the browser in IE9 mode. (F12 / Emulation / Document Mode/ 9).

- 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 button.



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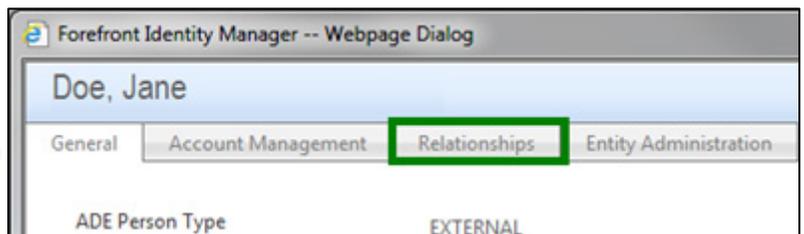
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- 3) Click on the user's name to open the user's account.

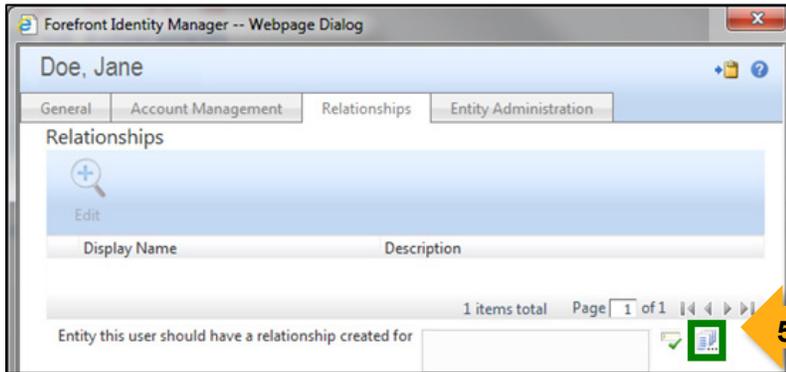


- 4) At the top of the user's profile, click on the Relationships tab.



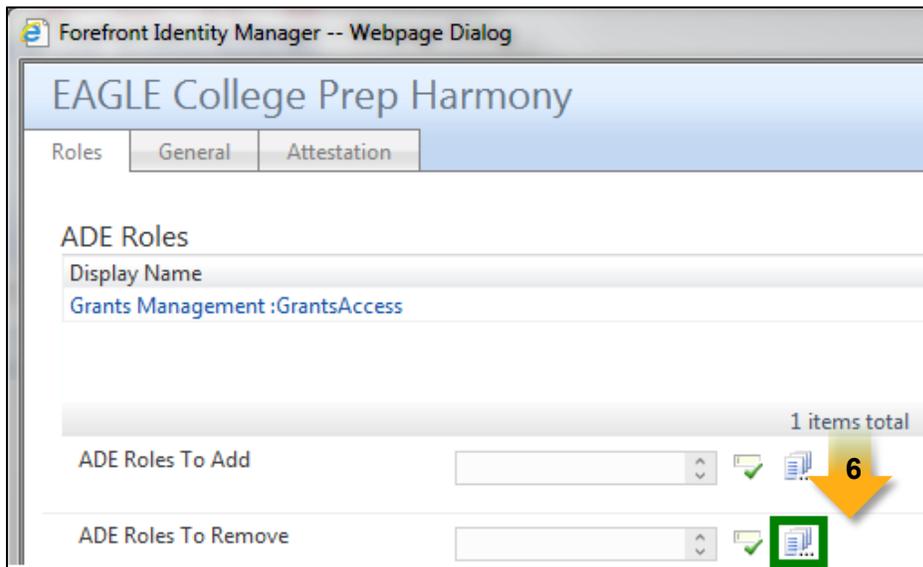
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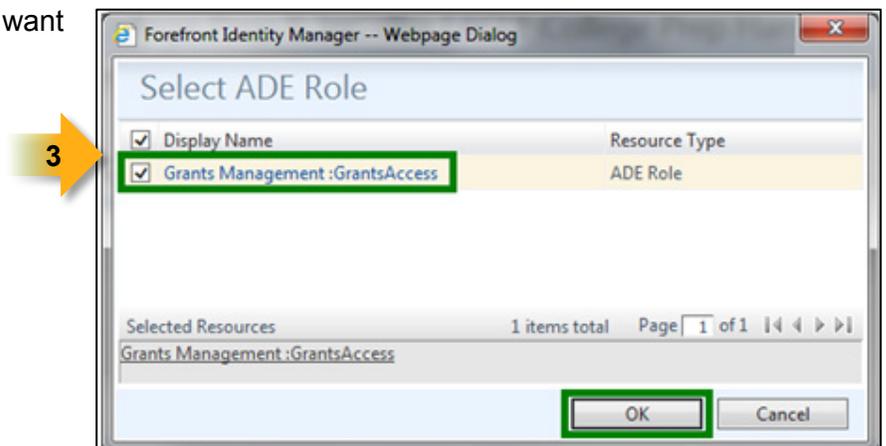


5) Click the browse  button. A list of Entities will be displayed. The list will only show the Entities in which you have entity administrator access. If an Entity is missing, most likely you do not have entity administrator access for that Entity.

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  button next to 'ADE Roles To Remove'.



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

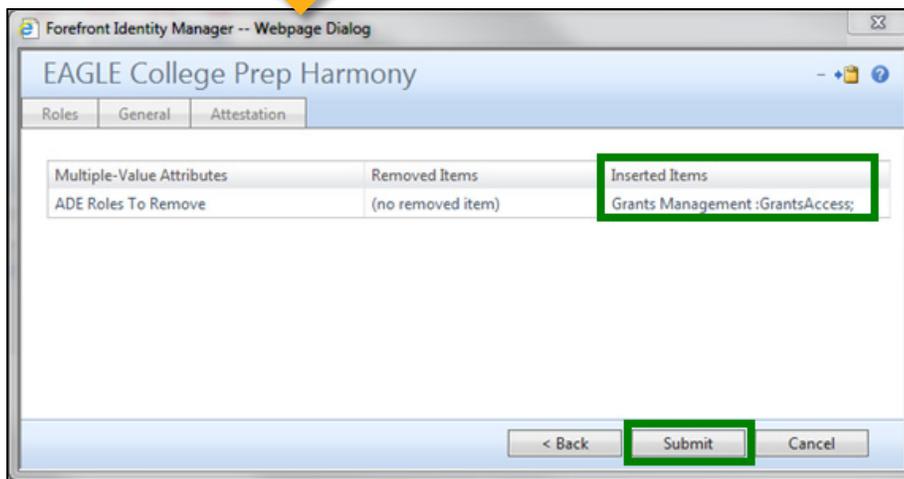
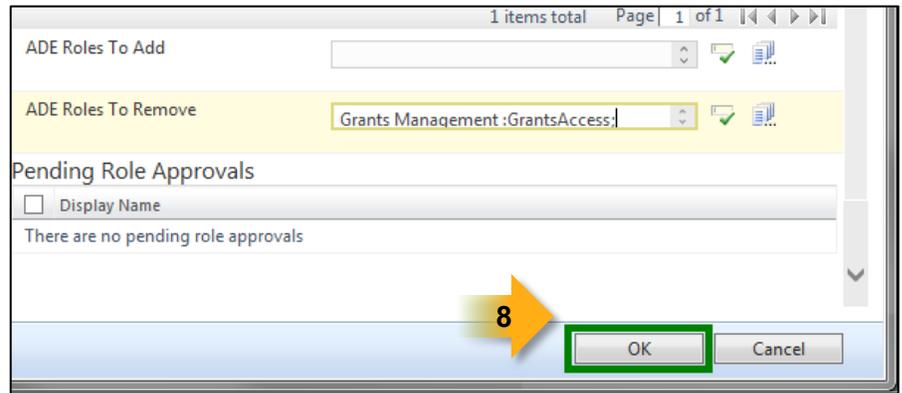


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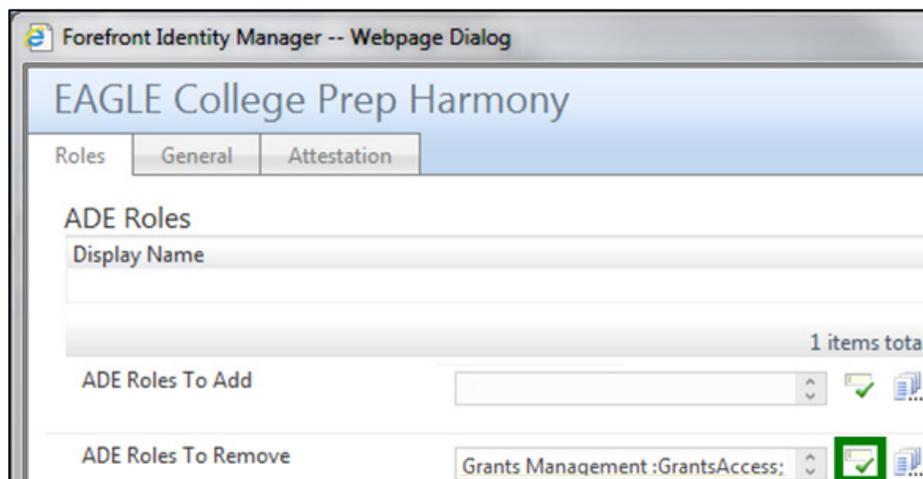
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8) Click ok again.

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



Note: If you know name of the roles, you can also type in the role name in the ADE Roles To Remove field, click on the 'Validate and Resolve checkmark' button, and then click ok to remove the new role.



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

Entity Administrators have the ability to edit a user's name or email address in ADEConnect for a period of 2 weeks after you created the account. 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.

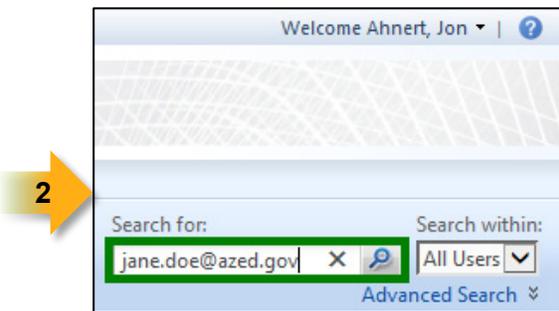
To Edit A User's Name Or Email Address

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



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- 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 button.



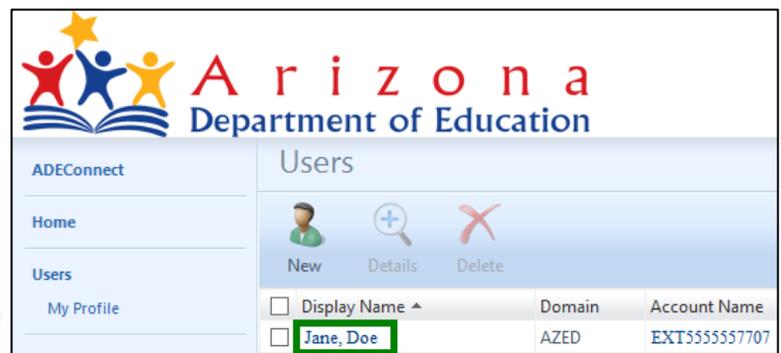
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 E-mail: adesupport@azed.gov

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

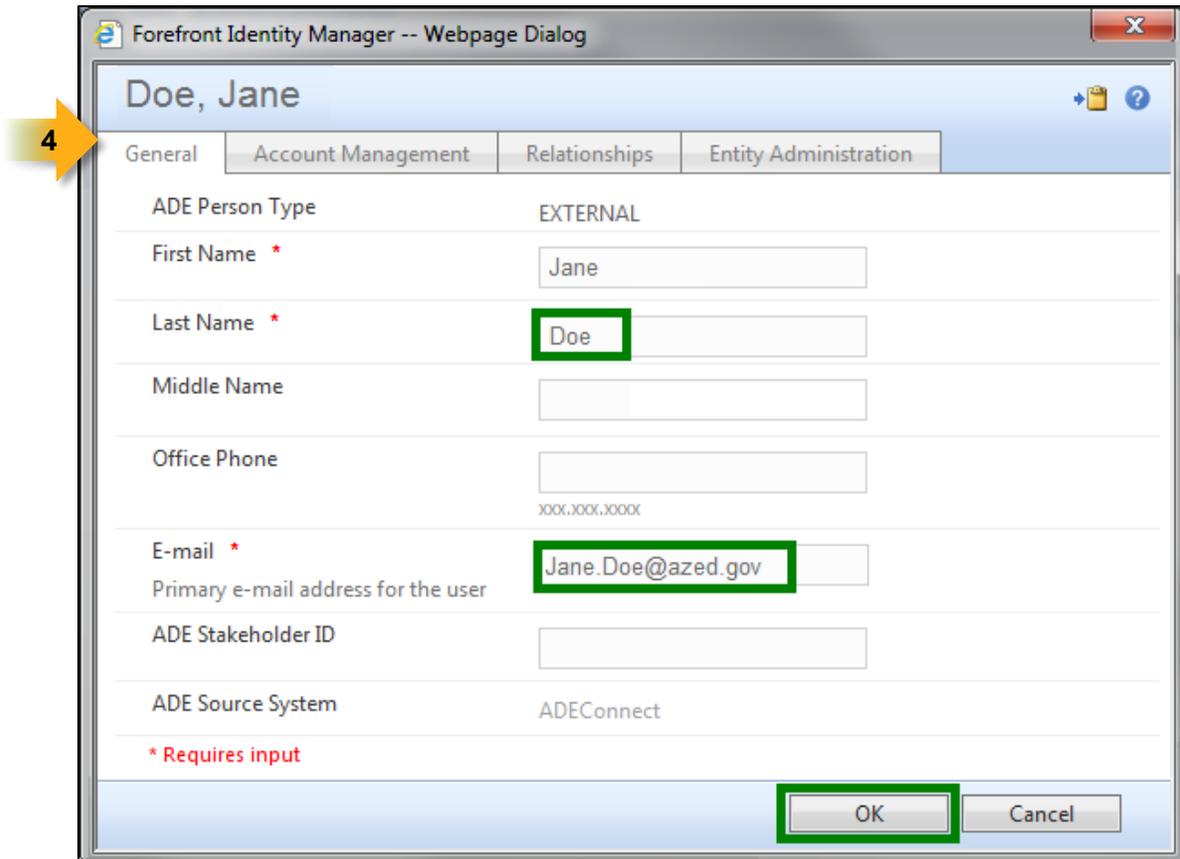


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- 4) Edit the information on the General tab. Type in the changes to the user's name or email address and Click OK.

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.



Forefront Identity Manager -- Webpage Dialog

Doe, Jane

General Account Management Relationships Entity Administration

ADE Person Type EXTERNAL

First Name * Jane

Last Name * Doe

Middle Name

Office Phone

xxx.xxx.xxxx

E-mail * Jane.Doe@azed.gov

Primary e-mail address for the user

ADE Stakeholder ID

ADE Source System ADEConnect

* Requires input

OK Cancel

Managing And Assigning Roles

Deciding Who Should Have What Role

Within your organization, people perform various job functions which require specific application roles which are assigned in ADEConnect. A role enables a person to have access to an application and the functions within an application. The Entity Administrator is the key person at the district or school who will use ADEConnect to responsibly manage the application roles for the people at the entity. When managing your organizations access to applications, the Entity Admin should ask, “Does this individual need access to the role as a part of their job?” Is he or she authorized to access the application? These same questions should be asked when a person leaves an organization as well.

We suggest setting up the following individuals as entity administrators:

- Principals
- Directors of program areas
- IT Team
- Lead Admin
- Business Manager

Deciding How Many Entity Administrators Are Needed For A School

As a school, you can decide how many entity administrators are needed for each school and district. Below is a suggestion on how to configure your administrative accounts based on the size of your school or district.

- Small LEA (1 - 5 schools)
 - 1 LEA district level Entity Administrator
 - 1 LEA back-up district level Entity Administrator
 - 1 Entity Admin at each school
 - 1 Entity Admin Back-up at each school
- Medium LEA (6 - 20 schools)
 - 1 LEA district level Entity Administrator
 - 1 LEA back-up district level Entity Administrator
 - 1 Entity Admin at each school
 - 1 Entity Admin Back-up at each school
 - Groupings of Entity Administrators
 - Groupings by school type (elementary, middle school, high school)
- Large (21+ schools)
 - 2 LEA district level Entity Administrator
 - 2 LEA back-up district level Entity Administrator

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- 2 Entity Administrator at each school
- 2 Entity Administrator Back-ups at each school.
 - Groupings by school type (elementary, middle school, high school)

Deciding Who Will Communicates Changes In ADEConnect With Your Staff

As changes are made in ADEConnect, it is important that those changes are communicated within your organization. Your Entity should decide the following,

- Who would communicate new applications available inside ADEConnect to your staff?
- Who would communicate these changes to the schools within your district?
- How would this communication be disseminated to the right people?

Reporting

ADEConnect provides access to a variety of reports useful for entity administration. Each is accessed via the ADEConnect portal Reports tab.

- 1) Access ADEConnect through your student information system or log into ADEConnect directly at <https://home.azed.gov/Portal/>. Click on **Reports**.



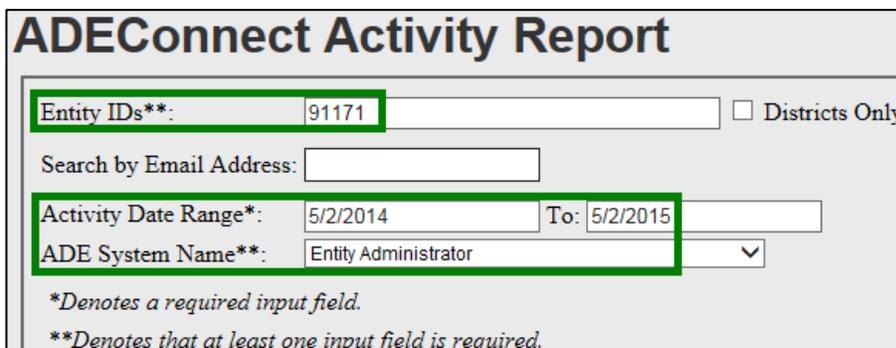
- 2) Click on the desired report.



Report Of All Entity Administrator Activity For Your Assigned Entity(s)

The ADEConnect Activity Report details the Entities, Applications, and Roles/Permissions users have accessed in ADEConnect. You can use this report to pull a list of other entity administrators who have accessed the entity administrator section of the site for your school or district.

- 1) Click on **ADEConnect Activity Report**.
- 2) Type in the Entity ID number, and enter a date range (Example: 5/2/2014 to 5/5/2015), for 'ADE System Name' select Entity Administrator.



ADEConnect Activity Report

Entity IDs**: 91171 Districts Only

Search by Email Address:

Activity Date Range*: 5/2/2014 To: 5/2/2015

ADE System Name**: Entity Administrator

**Denotes a required input field.*
***Denotes that at least one input field is required.*

ADE Quick Reference Guides

ADEConnect

- Click on View Report.

ADEConnect Activity Report

Entity IDs**: Districts Only

Search by Email Address:

Activity Date Range*: To:

ADE System Name**: ▼

**Denotes a required input field.*

***Denotes that at least one input field is required.*

- The report will load. From this report you will be able to view when other entity administrators have accessed the system and the dates of access.

ADEConnect Activity Report											
Entity IDs:		91171									
From:		5/1/2014 12:00:00 AM									
To:		5/1/2015 12:00:00 AM									
Email Address:		None Specified									
Application Name:		Entity Administrator									
Last Name	First Name	Email Address	ADE System Name	Role	District ID	District Name	Entity ID	Entity	Permission	Date Submitted	
Doe	Jane	jane.doe@azed.gov	Entity Administrator	Entity Admin	91170	EAGLE College Prep II, Inc. dba EAGLE College Prep Harmony	91171	EAGLE College Prep Harmony - 91171	Entity Administrator	9/16/2014	
Doe	Jane	jane.doe@azed.gov	Entity Administrator	Entity Admin	91170	EAGLE College Prep II, Inc. dba EAGLE College Prep Harmony	91170	EAGLE College Prep II, Inc. dba EAGLE College Prep Harmony - 91170	Entity Administrator	4/28/2015	
Smith	John	John.Smith@test.com	Entity Administrator	Entity Admin	91170	EAGLE College Prep II, Inc. dba EAGLE College Prep Harmony	91170	EAGLE College Prep II, Inc. dba EAGLE College Prep Harmony - 91170	Entity Administrator	4/30/2015	

Report Of A Users Current Permissions In ADEConnect

The Administrative Application Association Report provides a real-time snapshot of the user's permissions assigned in the Administrative portal.

- Click on 'Administrative Application Association Report.'
- In the Entity ID field, type in the Entity ID number. In the Email Address field, type in the person's email address. In the ADE System Name field, click on Select All or select a program name to narrow your search to a specific program. Click on View Report.

Administrative Application Association Report

Entity IDs**: Districts Only

Search by Email Address:

ADE System Name**: ▼

***Denotes that at least one input field is required.*



ADE Quick Reference Guides

ADEConnect

- The report will load; from this report you will be able to view the ADE system name, role and permission names currently assigned to a user in ADEConnect.

Administrative Application Association Report											
Entity IDs:		91171									
E Mail Address:		jane.doe@azed.gov									
Applications:		Accountability, ADEConnect Portal, Assessment Asset Tracker, AZ Dash, AZ Dash UAT, AzEDS Reports, AzEDS Reports STAGE, College Career Readiness Reports, Connectivity Test, Content Management System, Entity Administrator, ESS Annual Data, ESS Funding and Maintenance of Effort (MoE), Exceptional Student Services Vouchers, Federated test application, Graduation Rate Cohort and Dropout Rates, Grants Management Learning Management System, Move On When Reading, Post School Outcomes Survey, Postsecondary Report Card, Program Exemption Requests, RDSS: Assessment, RDSS: Observation, RDSS: Profile, RDSS: Roster Verification, RDSS: Support & Data Verification, RDSS: Video Bank, RMFUI, School Finance Systems, SLDs/AzED3S—Dashboards, State and Federal Accountability Evaluations, State Tutor Fund, Statewide Assessments Participation List, Tech readiness, Unmatched Test Records Report									
Last Name	First Name	Email Address	District ID	District Name	Entity ID	Entity Name	ADE System Name	Role	Permission	Date Submitted	Date Terms Accepted
Doe	Jane	jane.doe@azed.gov	91170	EAGLE College Prep II, Inc. dba EAGLE College Prep Harmony	91171	EAGLE College Prep Harmony	ADEConnect Portal	Entity Admin	ExternalApplicationActivity	4/10/2014	4/17/2014
Doe	Jane	jane.doe@azed.gov	91170	EAGLE College Prep II, Inc. dba EAGLE College Prep Harmony	91170	EAGLE College Prep II, Inc. dba EAGLE College Prep Harmony	Grants Management		GrantsAccess	4/10/2014	4/17/2014

Report Of A Users Activity For Your Assigned Entity(s)

The ADEConnect Activity Report details the Entities, Applications, Roles/Permissions users have accessed in ADEConnect.

- Click On 'ADEConnect Activity Report.'

Type in the entity ID number, type in the user's email address, enter date range (Example: 5/2/2014 to 5/5/2015); for 'ADE System Name' choose select all or you can pick a specific program. Click View Report.

ADEConnect Activity Report

Entity IDs**: Districts Only

Search by Email Address:

Activity Date Range*: To:

ADE System Name**:

**Denotes a required input field.*
***Denotes that at least one input field is required.*

- The report will load showing the application names and the dates the applications were last accessed by the user.

ADEConnect Activity Report											
Entity IDs:		91171									
From:		5/2/2014 12:00:00 AM									
To:		5/2/2015 12:00:00 AM									
Email Address:		jane.doe@azed.gov									
Application Name:		Accountability, ADEConnect Portal, Assessment Asset Tracker, AZ Dash, AZ Dash UAT, AzEDS Reports, AzEDS Reports STAGE, College Career Readiness Reports, Connectivity Test, Content Management System, Entity Administrator, ESS Annual Data, ESS Funding and Maintenance of Effort (MoE), Exceptional Student Services Vouchers, Federated test application, Graduation Rate Cohort and Dropout Rates, Grants Management Learning Management System, Move On When Reading, Post School Outcomes Survey, Postsecondary Report Card, Program Exemption Requests, RDSS: Assessment, RDSS: Observation, RDSS: Profile, RDSS: Roster Verification, RDSS: Support & Data Verification, RDSS: Video Bank, RMFUI, School Finance Systems, SLDs/AzED3S—Dashboards, State and Federal Accountability Evaluations, State Tutor Fund, Statewide Assessments Participation List, Tech readiness, Unmatched Test Records Report									
Last Name	First Name	Email Address	ADE System Name	Role	District ID	District Name	Entity ID	Entity	Permission	Date Submitted	
Doe	Jane	jane.doe@azed.gov	ADEConnect Portal	Entity Admin	91170	EAGLE College Prep II, Inc. dba EAGLE College Prep Harmony	91171	EAGLE College Prep Harmony - 91171	ExternalApplicationActivityReport	5/7/2014	
Doe	Jane	jane.doe@azed.gov	ADEConnect Portal	Entity Admin	91170	EAGLE College Prep II, Inc. dba EAGLE College Prep Harmony	91170	EAGLE College Prep II, Inc. dba EAGLE College Prep Harmony - 91170	ExternalApplicationActivityReport	5/8/2014	
Doe	Jane	jane.doe@azed.gov	Grants Management		91170	EAGLE College Prep II, Inc. dba EAGLE College Prep Harmony	91170	EAGLE College Prep II, Inc. dba EAGLE College Prep Harmony - 91170	GrantsAccess	5/13/2014	

Frequently Asked Questions (FAQ's)

Which Browsers Are Compatible With ADEConnect?

Users can access ADEConnect using any modern web browser however; some applications will not function in all browsers. AZDash use a program called JQuery, which is only available on Internet Explorer 9 or above. The Entity Administrator Portal requires Internet Explorer 9 or above. Support recommends using Internet Explorer 9 or above to avoid potential problems within ADEConnect. If you are using Internet Explorer 11 please put the browser in IE9 mode. (F12 / Emulation / Document Mode/ 9). If you have any additional questions regarding browser compatibility, or configuring your browser, please contact ADE Support for assistance.

Who Do I Contact For Technical Assistance With My Student Information System?

For assistance with technical problems in your (SIS) Student Information System or Student Management System (SMS), please contact your local SIS Administrator for assistance. The SIS Administrator will be able to assist you or will reach out to the vendor of the software.

Who Do I Contact For Assistance Setting Up ADEConnect?

Please contact the Support Center for assistance at 602-542-7378 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

If you have an ADEConnect account, you can view the Entity Administrators at each Entity you have access to in ADEConnect. To view a list of your entity administrators, access ADEConnect through your student information system or log into ADEConnect directly at <https://home.azed.gov/Portal/>. Next to the Entity name, click on the Administrator link, a window will appear displaying a list of your administrator contacts for ADEConnect.

Contact ADE Support

If you have questions or require further assistance, please contact the Support Center for assistance at 602-542-7378 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.