FREQUENTLY ASKED QUESTIONS – ADECONNECT

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Q1:   WHAT IS ADECONNECT?

A: ADEConnect is an identity management system. It protects you as a user of ADE applications, and it protects ADE from unauthorized access. FERPA (20 U.S.C. § 1232g; 34 CFR Part 99) and the Personally Identifiable Information (PII) Privacy Act (GSA 2180.1) dictates that personal information and student educational records are accessible by only those persons with a valid need. ADEConnect keeps ADE compliant with those regulations.

Remember, it is a violation of the ADE Acceptable Use Policy to share IDs and passwords. Violators of this policy could face sanctions up to and including referral to appropriate law enforcement agencies. See https://home.azed.gov/Portal/TermsAndConditions/Index/?ShowAcceptButton=_yes for more information.

Q2:   WHAT IS SINGLE SIGN-ON?

A: Single sign-on is a process which enables you to log onto a network of applications once and have access to all that are authorized. The identity management system remembers who you are and eliminated the need to have multiple IDS and passwords.

Q3:   WHICH IS THE BEST WEB BROWSER TO USE?

A: You can log on to ADEConnect using any modern web browser. Entity Administrator can be accessed once in ADEConnect (https://entityadmin.azed.gov/). However, it is recommended to access ADEConnect from your student information system (SIS).

Q4: WHERE DO I GO TO LOG ON TO ADECONNECT?

A: You can access ADEConnect either through your student information system (SIS) or via the ADEConnect portal https://home.azed.gov/Portal/.

Q5: ONCE AN APPLICATION IS MOVED TO ADECONNECT, WILL I STILL BE ABLE TO ACCESS THE APPLICATION FROM COMMON LOGON?

A: No. Once the application has been moved to ADEConnect, it will no longer be available via the Common Logon.

Q6: HOW LONG DOES IT TAKE TO OBTAIN FIRST-TIME ACCESS TO AN ESS DATA MANAGEMENT APPLICATON?

A: Once a request for access has been approved by ESS Data Management, it takes approximately 30 minutes before you will be able to log on.

Q7: AM I REQUIRED TO CHANGE MY TEMPORARY PASSWORD THE FIRST TIME I SIGN IN?

A: If you are a new user and do not already have access to ADEConnect, you will be required to change your password. If you already have access to ADEConnect, this will not be necessary.

Q8: WHEN WILL COMMON LOGON BE RETIRED?

A: For ESS applications, Common Logon access has been retired.

Q9: WHERE DO I GET HELP REGARDING ADECONNECT, OR FIND OUT WHICH STUDENT INFORMATION SYSTEMS (SIS) ARE COMPATIBLE?

A: You may contact the ADE Support Center Monday through Friday between the hours of 8:00 A.M. and 5:00 P.M. via email (adesupport@azed.gov) or telephone (602-542-7378 / 602-542-2222 / 866-577-9636).