TIDE is now open for the 2018-19 school year. As part of the system roll-over for the new school year all user passwords have been reset. All users will need to complete the steps below to create a new password.

1. From the [HSAP portal](https://alohahsap.org/), select any assessment and navigate to the TIDE login page. Select the "Request a new one for this school year" link just below the login prompt.
2. On the “Reset Your Password” page, enter the email address you use for all HSAP systems and select the ‘Submit’ button.
3. An email (from AIRAST-DoNotReply@airast.org) which contains a link to reset your password will be sent to the email address associated with the account. This link must be accessed within 15 minutes or you will need to restart the password reset process.
4. Within 15 minutes, select the link in the email and follow the on-screen prompts to create a new password. Press the ‘Submit’ button.

**New in 2018-2019:** Upon login to TIDE, an “Enter Code” page may appear. An authentication code will automatically be sent to your email address. You must enter this code into the “Enter Emailed Code” field and select the ‘Submit’ button, within five minutes of receiving the authentication code email. Throughout the school year, returning users who access TIDE from a new device or browser, or who have cleared the cache on a previously-used browser, will be required to receive an emailed code after entering their username and password via the secure login prompt.

All users who had access to AIR systems in 2017-2018 will continue to have access this year, after the above procedure has been followed to reset their password. If a user should no longer have an account, their principal or test coordinator should follow the process in the TIDE user guide, found in the Resources section of the [HSAP portal](https://alohahsap.org/), to remove their system access. Please contact the HSAP Help Desk at (866) 648-3712 or hsaphelpdesk@air.org with any questions, or if you need additional assistance with your password.