

## Quick Guide to TIDE: Activating Your Account, Logging In, and Adding Users

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This Quick Guide provides a brief overview of the steps for activating your TIDE account, logging into TIDE, and adding user accounts (if allowed). Complete information about TIDE is available in the [TIDE User Guide](#).

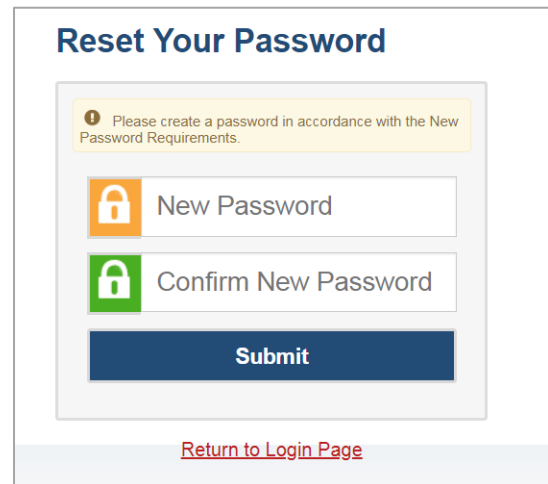
### Activating your TIDE Account

Your TIDE administrator (a Principal if you are a Test Coordinator, or a Test Coordinator if you are a Test Administrator or Teacher) needs to create your account in TIDE, and then TIDE sends you an activation email. All users who had access to Cambium Assessment (CAI) systems in 2022-2023 will continue to have access in 2023-2024, after resetting their password.

#### To activate your account:

1. Click the link in the activation email. The **Reset Your Password** page appears (see [Figure 1](#)).
  - a. If you have not received the activation email, please check your junk or SPAM email folders.
  - b. If you require assistance with activation, or a new password, please call the Help Desk at (866) 648-3712 or email the Help Desk at [hsaphelpdesk@cambiumassessment.com](mailto:hsaphelpdesk@cambiumassessment.com).
2. In the *Password* and *Confirm Password* fields, enter a new password. The password must be eight characters long and must include one lowercase alphabetic character, one uppercase alphabetic character, one number, and one special character (e.g., %, #, or !).
3. Click **Submit**.

Figure 1. Fields in the Login Page



**Reset Your Password**

Please create a password in accordance with the New Password Requirements.

New Password

Confirm New Password

Submit

[Return to Login Page](#)

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Account activation is complete. You can proceed to TIDE by clicking the TIDE card (see [Figure 3](#)) in the portal page.

# Quick Guide to TIDE

## Logging in to TIDE

This section describes how to log in to TIDE.



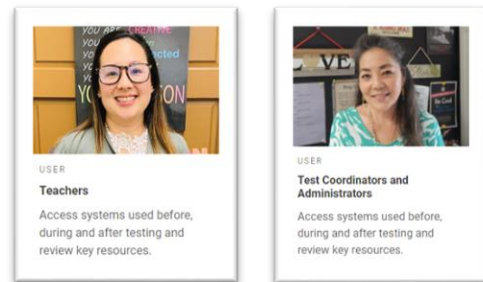
**Warning:** Do not share your login information with anyone. All HSAP systems provide access to student information, which must be protected in accordance with federal privacy laws.

### To log in to TIDE:

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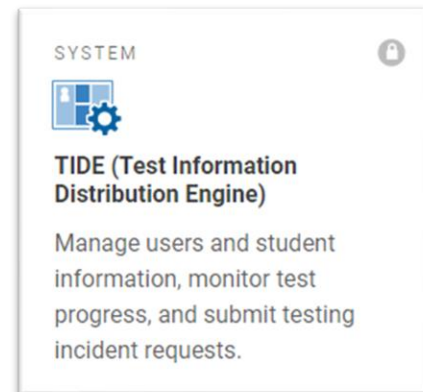
1. Open your web browser and navigate to the HSAP portal at [alohahsap.org](http://alohahsap.org).
2. Click the assessment you will be administering.
3. Click the **Teachers** or **Test Coordinators / Administrators** card (see [Figure 2](#)).

Figure 2. User Role Card



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4. Click **TIDE** (see [Figure 3](#)). The **Login** page appears.

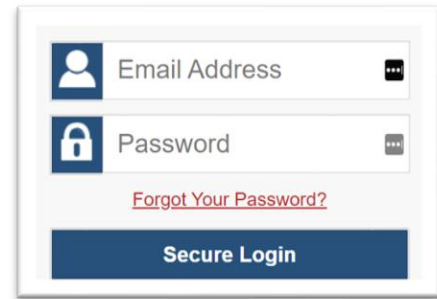
Figure 3. TIDE Card



# Quick Guide to TIDE

5. On the **Login** page (see [Figure 4](#)) enter the email address and password you use to access all CAI systems.

Figure 4. Login Page



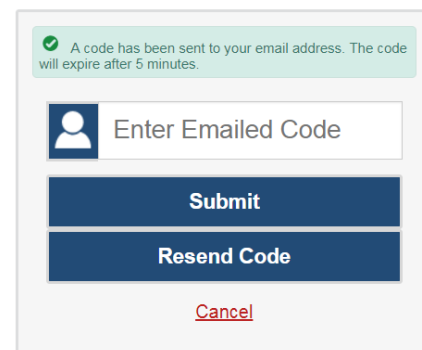
The screenshot shows a login form with two input fields: 'Email Address' and 'Password'. Each field has a small icon on the left (a person for email, a lock for password) and a 'show/hide' icon on the right. Below the password field is a red link that says 'Forgot Your Password?'. At the bottom of the form is a large blue button labeled 'Secure Login'.

6. Click **Secure Login**.

a. If you have not logged in to TIDE using this computer or browser before, or if you have cleared your browser cache, the **Enter Code** page appears (see Figure 5) and an email is sent to your address. This applies every time you access TIDE using a new computer or a new browser. The email contains an authentication code, which you must use within 15 minutes of the email being sent.

Figure 5. Enter Code Page

## Enter Code



The screenshot shows a message at the top: 'A code has been sent to your email address. The code will expire after 5 minutes.' Below this is an input field labeled 'Enter Emailed Code' with a person icon on the left. There are two blue buttons: 'Submit' and 'Resend Code'. At the bottom is a red link labeled 'Cancel'.

i. In the *Enter Emailed Code* field, enter the emailed code.

ii. Click **Submit**.

iii. If the Terms and Conditions page appears, you should review the terms on this page and click Accept to proceed.



**Note:** If the code has expired, click **Resend Code** to request a new code.

The **Dashboard** for your user role appears. Depending on your user role, TIDE may prompt you to select a role, client, state, district, or school to complete the login.



**Caution: Loss of Data:** Working with TIDE in more than one browser tab or window may result in changes in one tab overwriting changes made in another tab. Do not have more than one TIDE browser tab or window open at one time to prevent loss of data.

# Quick Guide to TIDE

## Adding Users to TIDE

Principals and Test Coordinators use TIDE to add and manage user accounts in the Hawai'i Statewide Assessment Program. You can add users one at a time, as described in [Adding Individual Users to TIDE](#). You can also add many users at one time, as described in [Uploading Multiple Users to TIDE](#).

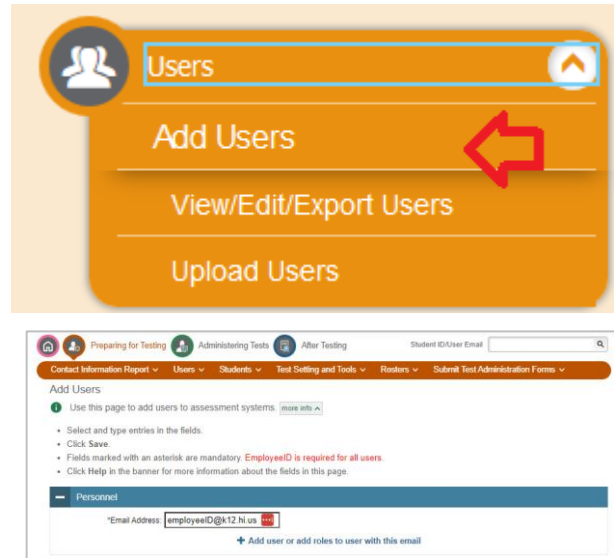


**Note:** When you add a user account, its role must be lower in the hierarchy than your role. Furthermore, you can add only those users that fall within your institution. For example, For example, complex-level users can create school-level accounts only for schools within their complex.

## Adding Individual Users to TIDE

1. On the dashboard, open **Users**.
2. Click **Add Users** (see [Figure 6](#)).
3. In the *Email Address* field, enter the new user's email address. Hawai'i DOE Assessment Section recommends using the new user's [employeeID#@k12.hi.us](#) email address.
4. Click **+ Add user or add roles to user with this email**. Additional fields appear.

Figure 6. Fields in the Add Users Page



# Quick Guide to TIDE

Figure 7. Fields in the Add Users Page

Preparing for Testing Administering Tests After Testing Student ID/User Email

Contact Information Report Users Students Test Setting and Tools Rosters Submit Test Administration Forms

### Add Users

Use this page to add users to assessment systems. [more info](#)

- Select and type entries in the fields.
- Click Save.
- Fields marked with an asterisk are mandatory. **EmployeeID is required for all users.**
- Click Help in the banner for more information about the fields in this page.

Save Cancel

#### Personnel

\*First Name:  \*Email Address:

\*Last Name:  EmployeeID (Required):

\*Phone Number:

#### Add Role

\*Role:

+ Add More Roles

Save Cancel

5. Enter the user's first name and last name in the required fields and other details in the optional fields.
6. From the *Role* drop-down, select a role.
7. From the drop-downs that appear, select a state, Complex Area, Complex, and school, if applicable.
8. *Optional:* To add multiple roles, click **+ Add More Roles** and repeat steps [6](#) and [7](#).
9. *Optional:* To delete a role, click  next to that role.
10. Click **Save**.
11. In the affirmation dialog box, click **Continue** to return to the **Add Users** page. TIDE adds the account and sends the new user an activation email from [DoNotReply@Cambiumassessment.com](mailto:DoNotReply@Cambiumassessment.com). New users should check their junk mail folder if they do not receive an activation email.

# Quick Guide to TIDE

## Uploading Multiple Users to TIDE

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### Retrieve the Upload File Template

1. On the dashboard, open **Users**.
2. Click **Upload Users** (see [Figure 8](#)).
3. Click **Download Templates** and select the Excel or CSV template. Use this template to compose the upload file (see [Figure 9](#)).

Figure 8. Upload User

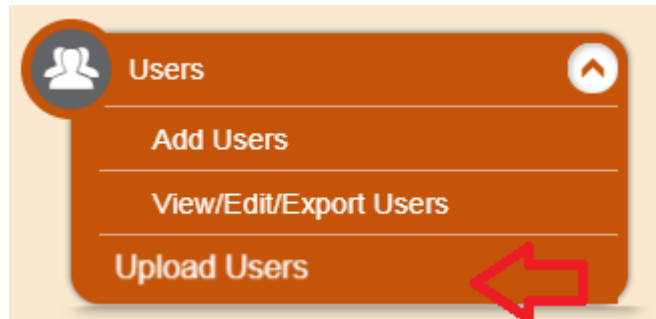


Figure 9. Uploading Users, Retrieving the Template

### Template

The format of your data is important. Use a template to get started.

[Download Template](#)

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# Quick Guide to TIDE

## Enter User Information into the Upload File

Fill in one row for each user. Populate each column in the row, including the Complex Area ID, Complex ID, School ID, first name, last name, email address (using the [employeeID#@k12.hi.us](mailto:employeeID#@k12.hi.us) email address), role, phone number, and employee ID. In the Action column, enter **ADD** to add or edit users, or enter **DELETE** to delete users. Save the file on your computer.

Refer to the [TIDE User Guide](#) for detailed information about composing the upload file.

Figure 10. Uploading Users, Using Template

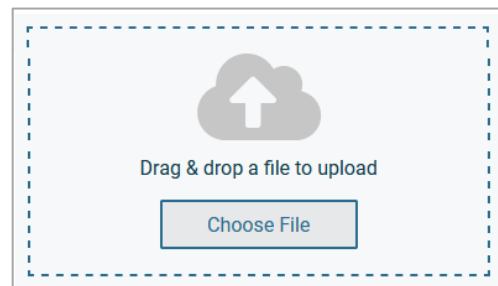
	A	B	C	D	E	F	G	H	I	J
1	Complex Area ID	Complex ID	School ID	FirstName	LastName	Email	Role	Phone	EmployeeID	Action
2										
3										
4										
5										

## Upload the User File

Step 1: Select Upload file

1. Click **Choose File** and navigate to the file you saved on your computer, then click **OK**. Or drag and drop the file to upload into TIDE.
2. Click **Next**.

Figure 11. Uploading Users – Step 1: Select File to Upload



# Quick Guide to TIDE

## Step 2: Preview File

1. Preview the first few records from the file to ensure that you selected the correct file and that the information is in the appropriate columns.
2. Click **Next**.

Figure 12. Uploading Users – Step 2: Preview File

Row Number	Complex Area Code	complex code	School code	First Name	Last Name	Emailaddress	Role	Phone Number	Employee ID	Action
1	999	999	999	Thomas	Walker	tw@air.org	TC	808-555-1111	11111111	ADD
2	999	999	999	Thomas	Walker	tw@air.org	TA	808-555-1111	11111111	ADD
3	999	999	999	Thomas	Walker	tw@air.org	TA	808-555-1111	11111111	DELETE
4	999	999	998	Patricia	Martin	pm@air.org	TE	808-555-1111	11111112	ADD

## Step 3: File Validation

1. TIDE validates the file to ensure that there are no data or layout errors. For information about correcting errors, refer to the *TIDE User Guide*.
2. If no errors exist, click **Continue with Upload**.

Figure 13. Uploading Users – Step 3: Validate File

- ✓ 1 record(s) will be processed.
- ✗ 2 record(s) with errors cannot be processed.  
To include these records, review the tables below. Then edit and upload your revised file.

## Step 4: Confirmation

A confirmation message indicates that TIDE successfully uploaded the file.

Figure 14. Uploading Users – Step 4: Confirmation

