Frequently Encountered Errors

This information is presented by the Idaho State Department of Education with the intent of providing the User with assistance in how to remedy the five commonly encountered errors when accessing the Admin Tool.

The Idaho System for Educational Excellence is located at https://isee.sde.idaho.gov.

Data enter this address in your web page browser. After entering the address, you will be directed to this page.

Users must select SDE unless you are a member of the Meridian Joint School District.

After selecting either SDE or Meridian Joint School District, you must click on "Continue to Sign In".

If you select MJSD in error, you will receive the error cited in the PPT.

To remedy this; Go back to https://isee.sde.idaho.gov.

Select the correct option and click on "Continue to Sign In".

Error #2: No Registration

https://isee.sde.idaho.gov

Frequently Encountered Errors   3

Error #2: Occurs during the sign on process.

To sign in, go to https://isee.sde.idaho.gov.

Click on "Continue to Sign In".

This will direct you to the "Log On" page as noted in the second screen shot.

Type in your User Name which is typically your school/charter school email address and data enter your password.

Click on "Sign In" button.

If you have typed in your User Name, which is typically your school/charter school email address and password and receive the error message:

"The user name or password is incorrect". This error message could mean a number of different things:

(1) The user typed in his/ her User Name (email address) incorrectly or

(2) The user typed in his/her password incorrectly or

(3) The user typed in both User Name and password incorrectly or

(4) The User has never registered or

(5) The User needs a new password because he/she has forgotten it or it has been more than 120 days.

In Error #2, we will examine those User who have never registered If you have never registered with the State Department of Education you will need to.

Click on the "Registration" link shown in the screen shot.

After clicking on the Registration link, you will be directed to the Register User page.

Enter your User Name (which is typically your school district issued email address).

Next type in your Name

Enter in a password that is at least 6 characters in length and that includes an upper case letter, a lower case letter, a digit, and a symbol. This combinations provides greater security.

Select your District or organization from the drop down menu.

Type in the Security Words included in the box.

Click the "Create" button, to process your information.

After clicking on "Create", the system will send you this message indicating that the State Department of Education has sent you an email. In this email is a link to continue the registration process.

Once you have received this message, go to your email account (the email account you listed on your registration).

Error #2: No Registration
Create an Account

This is a copy of the email you will receive from SDE.

Click on the "Verification" link to continue with the registration process.

Frequently Encountered Errors   7

Here is a copy of the email sent by the State Department of Education. Within the email, there is a "Verification" link. Click on this link to continue with the registration process.

If you can not click on the link, copy the entire: https://apps link by getting your cursor to the left of the https address, click on the left button of your mouse and drag the highlighted area across the entire length of the link or in simpler terms copy the address.

Paste it into your browser address.

After clicking the Verification link, the system will provide you with this confirmation message that the registration has been completed.

Now you can go to ISEE and log on.

When logging on to https://isee.sde.idaho.gov, the system will ask you to designate if you are SDE or a member of the Meridian Joint School District.

Use the drop down menu and click on Continue to Sign In.

Now you should be able to log in.

Error #3: Also cccurs during the sign on process.

To sign in, go to https://isee.sde.idaho.gov.

Click on "Continue to Sign In".

This will direct you to the "Log On" page as noted in the second screen shot.

Type in your User Name which is typically your school/charter school email address and data enter your password.

Click on "Sign In" button.

If you receive the error message, " The user name or password is incorrect", this may mean you have forgotten your password or it has been more than 120 days with that password, you will need to request a new password. To request a new password, click on the "lost your password" link embedded within the Log On page.

After clicking on the "lost your password" link, you will be directed to the following page.

After clicking on the "Request New Password" link, you will be directed to the Request New Password page.

Enter your User Name, which is typically your school district email address.

After entering your User Name, you will need to data enter the security words as they appear on your screen.

Once you have finished entering the security words, click on "Request New Password".

After clicking on "Request New Password", you will be sent a confirmation message.

After clicking on the "Request New Password" link, the system will send you this message informing you the password request was received.

The message states an email has been sent to your email address that serves as your User Name.

The message directs you to access your email account within 24 to continue with the password reset process.

Please go to your email account that serves as your User Name.

Error #3: No Password
Request New Password

Dear SDE website user,

We received a request through our website to reset your lost password for your account John.Superintendent@SD121.idaho.gov. If you did not make this request, please contact the Idaho State Department of Education Helpdesk at support@SDE.IDAHO.GOV If you made the request and wish to reset your password, click on the following link to complete the process.

Reset Password

If you cannot click on the link, copy the following link text and paste it into your browser's address line. This link will only be valid for 24 hours.

https://apps.sde.idaho.gov/Account/ResetPassword?Key=AbV6J5J39faP49YnTs5fsuXal0GgAntd0mFXubct1Mr4fQkg5papn5Pp1X9NGmDQxsAfk2by4hQJcfmXcGtLoarfx3D%3D

The State Department of Education IT staff

This is a copy of the email sent to you.

Click on the "Reset Password" link.

In your email account that serves as your User Name, you will receive a message from the SDE (State Department of Education).

A similar email to the one in this screen will be sent to you.

The email directs the user to click on the "Reset Password" link.   Click on the "Reset Password" link.

After clicking on the "Reset Password" link, you will be automatically directed to the "Reset Password" Page.

If you have clicked on the "Reset Password" link and encountered problems, please contact the SDE Support Desk.

After clicking the "Reset Password" link that was embedded in your email, you were automatically directed to the Reset Password page (noted in the presentation slide).

You will need to type in a new password that must contain an upper case letter, a lower case letter, a digit, and a symbol.

Once you have typed in your password, using the perimeters listed, type in your password again.

The double entry of a password is a common security practice to ensure that the User knows his/her password and can data enter it again, for comparison purposes.

If the password does not follow the perimeters of upper case, lower case, a digit, and a symbol, you will receive an error message.

If the password you entered in the New Password box, does not match the password you entered in the Confirm password box, you will receive an error message.

Once you have successfully data entered the same password in both boxes, click on the "Set Password" link.

You will automatically receive the following message.

Error #3: No Password Request New Password

DIVISIONS PROGRAMS COMMUNICATION RESOURCES DATA COLLECTION ADMINISTRATORS

IDAHO

Reset Password

Your password has been successfully reset.

State Board of Education Employee Resources State of Idaho Privacy Policy Contact Us

650 West State Street, PO Box 83720 Boise, Idaho 83720-0027
Toll Free (800) 432-4601 Local (208) 332-6800 Fax (208) 334-2228

After resetting the password, you will receive this message from the system confirming your password has been reset.

Frequently Encountered Errors   15

After data entering your password twice and clicking on, "Set Password", you will automatically receive this message from the system confirming your password has been reset.

With your password, you can return to the ISEE log on page.

Frequently Encountered Errors

With your User Name and a new password, you can now go to the ISEE Log On page located at https://isee.sde.idaho.gov.

You will need to select SDE unless you are a member of the Meridian Joint School District.   Click "Continue to Sign In".

After clicking on "Continue to Sign In", you will be directed to a log in page.

Data enter your User Name and your new password.

You should now be able to log in.

If a User does not see the "Admin Tool" under the "My Applications" heading, this indicates the User has not been authorized for this application.

Authorization must be obtained in order to have access to this application.

Please refer questions about Admin Tool access to your Superintendent, his/her delegate, the Technology Director, or other appropriate members of your administration.   This will vary between school districts.

The State Department of Education needs a signed authorization form from the Superintendent or the Superintendent's delegate.

The authorization form can be accessed from ISEE.

Included for reference is an image of the authorization form.

SDE strongly encourages the user to read the form and understand the responsibility and liability this authorization possesses.

After you have received Admin Tool authorization and have signed on correctly, you will see the Admin Tool listed under My Applications.

After clicking on the Admin Tool title, you will be directed to the Admin Tool application home page.

In the upper right hand corner, "Administration" is listed. Additionally, the page states, "Welcome to Administration".

You'll also notice there are no "functions" listed under the Links heading.

In order to access the Administrative Tool application, you must log on.

Although you are on the Administration Tool page, you must click on "Log On". Place your cursor over the "Log On" link. When you do this, the lettering will turn yellow.

Click on the "Log On" button.

After doing this, the user will be directed to the Admin Tool application.

After clicking on the "Log On" link from the Administration home page, you will be directed to a similar page. However this page now identifies you by your User Name in the upper right hand corner, along with a link that states, "Log Off".

Additionally you know you are logged on to the Admin Tool by seeing Admin Tool functions listed on the left hand side.

Assistance

SDE IT Support Desk Email:
support@sde.idaho.gov

SDE IT Support Desk:
208.332.6923

If you encounter other errors in the operation of the Admin tool, please contact the SDE IT Support Desk at: support@sde.idaho.gov or at 208.332.6923.