RIDE Portal – Super User Module Guide

The RIDE Portal provides access to a number of applications to support LEAs and schools, including data collections, reporting, and various directories. The Super User module within the RIDE Portal allows data managers to grant users within their LEA access to particular applications.

Introduction

The Super User Module governs users’ access to applications and functionality within the RIDE Portal. Data managers are assigned access to this module by RIDE, to manage the access of users in their LEA to these applications. Some applications provide access to confidential student-level data, while others govern the information shared by LEAs to RIDE, so ensuring that user rosters are kept up-to-date and accurately represent users’ roles and responsibilities is critical.

Sections within this guidance document include:

- Quick Reference Overview
- Manage User
- Create User

How to Access the Super User Module

The Super User Module is only accessible through the RIDE Portal (https://portal.ride.ri.gov). Upon login, the module is found in the sidebar menu.

If you are a data manager and do not have access to the Users module, please contact the Help Desk (https://support.ride.ri.gov/).

Privacy and Permissions for this Site

Individuals may not share accounts or account information, including logins. All data and information may only be accessed and used by those who have been granted access with relevant individual credentials.

Usage must comply with FERPA and other data agreements and policies. Any non-public information accessed through this site – including usernames, passwords, or data – must be kept confidential and appropriately secured at all times whether in digital or print format.

The portal automatically logs users out after 10 minutes of inactivity for security reasons.
Formatting Used within this Guide

Formatting is used to differentiate between elements found in the site.

- “Field, Filter, or Menu Option”
- Field Name
- Page Section
- Button or Other Active Link

Questions and Technical Assistance

For technical issues, please submit a ticket through the RIDE Help Desk (https://support.ride.ri.gov).

What to include in communications to RIDE via support ticket or email:

- Description of the issue you are having. *Do not email screenshots where any personally-identifiable information (e.g., name, date of birth) or user logins or passwords are visible for confidentiality and security purposes.*
- Contextual information (e.g., district/LEA, school, user role or access level, application, section or task).
- User information *(only if relevant to the issue)*: Please remember to maintain security by never including both username and password in the same email, email thread, or with the same subject line.
Quick Reference Overview

Manage User

Manage Users

- **District / Organization** is set to your LEA.
- **School** defaults to “All Your Schools”, which includes district-level users. Selecting a school from the list filters by users at that school.
- **User Role** defaults to “All Roles”, but you can filter by a particular role to find those users. User Roles come from the RIDE master directory. Data managers are able to edit user roles using the School Profile application. Please note that not all user accounts will have a User Role. Only the users with a role in the master directory will have a User Role in the portal.
- **Application** is not specified when the screen is loaded. You can filter by application to determine who has access to an Application.
- Coming soon - **Application Access** is not specified when the screen is loaded. Once you select an Application, you can filter by **Application Access** - what access level they have been assigned.
- **Perform Bulk Action**: Coming soon.
- **User Roster**: Table displays all users meeting the filters (if any) selected from the menus for your LEA. Default is 10 which can be changed to display 25, 50, or 100 users through the “Show [#] entries” menu. Table can be sorted ascending/descending by column. Additional roster pages can be accessed through the navigation prompts below the table.
- **Search** allows you to search within the user roster for individuals meeting that criteria, such as a first or last name, email, or part of a name or email.
User Profile

FirstName LastName

Username: user.name (###)
Certification Id: 0001
Account Created: 10/20/2012 5:06:11 PM (by Import)
Last login: 12/04/2020 12:22:56
Email: Primary: useremail@domain.com, Work: firstname.lastname@schooldistrict.org

- User’s full name will be displayed; if this is your profile, “(yourself)” will be noted next to the name.
- Account information lists the following: username, certification identification number (if applicable), account creation date (and method), last login and number of logins, and both primary and work emails.
- **Reset Password** sends a temporary password to the primary email address of the user to prompt them to login and change their password.
- **Organizations** displays the organizations (LEAs) to which a user is associated and the role assigned. If the user is not associated with your organization, that information will be noted.
- **Apps User Has Access To** displays the application icons and names which the user can access, and lists the access level assigned for each, with the ability to **Remove** that access.
Manage Users

Find existing users in order to review profiles, reset their password, add to or remove them from your organization, or modify their role and access to applications.

**Find Users by Search**

1. Click on Users in the sidebar menu to expand the drop-down. Select Manage.
2. The User Roster table displayed will list all users within your LEA.
3. To view all users, including those outside of your LEA, select “All LEA or School Users” from the District / Organization drop-down list.
4. Find an existing user by typing their first or last name in the Search field.
5. The table below the field will filter accordingly and display the user(s) who match that criteria.
6. Click on the “Username” of the person whose profile you wish to view.

**Find User by Filter or Sort**

1. Click on Users in the sidebar menu to expand the drop-down. Select Manage.
2. The User Roster table displayed will list all users within your LEA.
3. To view all users, including those outside of your LEA, select “All LEA or School Users” from the District / Organization drop-down list.
4. Filter the results by School, User Role, or Application by selecting option(s) from one or more of those drop-downs.
5. If needed, sort the table by clicking on the column heading to display as ascending or descending. The column governing the sort order will have a dark arrow, all others will be grayscale.
6. Click on the “Username” of the person whose profile you wish to view.

**Reset User Password**

1. Open the user’s profile.
2. Click Reset Password.
3. The system will prompt you with a confirmation message: “Are you sure you want to reset this password? The password will be changed, and a temporary password will be sent to the primary email on file ([emailaddress@domain.com](mailto:[emailaddress@domain.com]))”.
4. Click OK to send the temporary password and reset notice, or Cancel to not make any changes.

**Associate User to Your Organization**

Association can be done individually or as a bulk action.

**Individual User Association**

1. Open the user’s profile.
2. Check the user’s organization association:
   a. If the user is not associated with your organization (LEA or School within your LEA), the profile will display that highlighted tag in the Organizations section of the profile.

   ![Organizations section](image)

   b. If the user is associated with your organization, it will list the LEA name on a drop-down menu in one column and the option to add an organization (and role) to the user in the next column.

   ![Add Organization To User section](image)

3. Add the user to your organization (or add a new role for your organization to that user) by selecting the role level from the drop-down menu (default is “District-level User”) and click Add. Users (ex: Superintendents and Assistant Superintendents) that need access to district-level applications should be associated with the LEA. Users (ex: Principals and Assistant Principals) that need access to school-level applications should be associated only with the School.

4. The profile will update.

Bulk Action User Association

Bulk action user association is not yet available.

This guide will be updated once that functionality has been added.

Remove User from Your Organization

Users can be removed individually or in bulk from your organization.

Single User Removal

1. Open the user’s profile.

   ![Organizations section](image)

2. The Organizations section of the profile will list the LEA name on a drop-down menu in one column and the option to add an organization (and role) to the user in the next column.

3. In the first column, select the organization from the drop-down menu and click Remove.

4. The profile will update and a message will appear that the “User is not associated with your organization.” This also automatically removes the user from any apps the user had access to in association with your organization.

5. You will no longer be able to manage this user’s access unless you re-add them to your organization.

Bulk User Removal
The bulk user removal functionality has not yet been activated.

This guide will be updated once this feature is available.

**Access to Applications**

Access to applications can be set at the individual user level, or by bulk action.

**Individual User Application Access**

1. Open the user’s profile.
2. The user must first be associated with your organization (LEA or School) before you can assign them access to any of the applications available to your LEA or School.
3. On their profile, the *Applications and Application Roles* section includes functionality to assign applications to users and view any applications the user already has access to, along with the role assigned.
4. To add a new application:
   a. Select the name of the application from the “Add Application Access” drop-down menu (e.g., Student Data Portal).
   b. Then choose the role to be assigned for that user.
   c. Click *Add Access Level*.
   d. The application’s icon will be added to the *Apps User Has Access To* section and will display the role assigned for that application.
5. To remove access to an application already assigned:
   a. Find the icon for that application in the *Apps User Has Access To* section.
   b. Click *Remove* next to the role you wish to remove for that application.
   c. A message will pop up asking you to if you are sure you want to remove this access level.
   d. Click *OK*. The application’s icon will be removed from that section and the user will no longer be able to access it.

**Bulk Action Application Access**

1. In the sidebar menu, under *Users*, select *Manage*.
2. Click *Perform Bulk Action*.
3. Select a *Bulk Action* from the drop-down menu: “Assign User Access to Application” or “Remove User Access to Application”.

4. Choose an *Application* to either assign or remove using the “Select an Application” drop-down menu.

5. Select the *User Access* level (e.g., District Level Access, School Level Access, Teacher Level Access) that you wish to either assign or remove.

6. Choose the *Source* (based on the Master Directory “Role” assignment, Teacher-Course-Student data, Personnel Assignment data) for a group of users to as a source for your action. You cannot proceed unless a *Source* is selected.

7. A table listing the user roster of all users meeting the criteria appears. The table can be sorted ascending/descending by column heading. You can also search within the table using the *Search* field.

8. Select which users will be affected by this action in one of two ways:
   a. Click *Select All* to select all users that met the criteria (either initial or through utilizing *Search*).
   b. Click the checkbox next to individual user names.

9. Once you have selected users, click *Continue*. A confirmation screen appears.

10. Review that the users selected match your criteria.

11. Click *Execute* if the information displayed is correct. Else click *Cancel* to leave the accounts unchanged.
Create User

Creating a user must be done one user at a time.

1. Click on Create User in the sidebar menu.
2. Complete the initial form and click Next.
   a. All fields except Middle are required.
   b. Email is recommended to be the user’s primary email address, rather than a work address.
   c. Note the password in a secure location, and do not send it to the user in the same email as their username.
3. On the Final Step screen that appears:
   a. If you do not wish to set challenge questions and answers for this user, check the box and that section will be hidden.
   b. Add your work email address. If you do not have a work email address, re-enter your primary/personal email address.
   c. Check the “Associate this user with my organization” box if you wish to do that at this time.
   d. Click Submit.
4. The confirmation screen appears and you can return to your Dashboard or Create Another User.