

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.

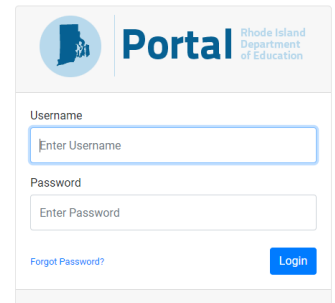
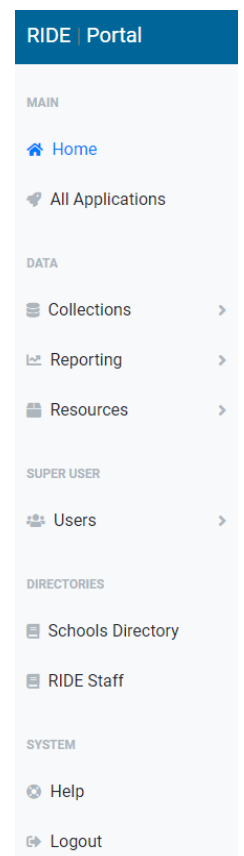
If you are a data manager and do not have access to the Users module, please contact the Help Desk (<https://support.ride.ri.gov>).

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.

A screenshot of the RIDE Portal login interface. At the top left is a blue circular logo with a white outline of Rhode Island. To its right is the word "Portal" in large blue font, and "Rhode Island Department of Education" in smaller blue text. Below the logo and header, there are two input fields: "Username" with a placeholder "Enter Username" and "Password" with a placeholder "Enter Password". Below the password field is a link "Forgot Password?" in blue. To the right of the password field is a blue "Login" button.

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

Users / Manage

[Perform Bulk Action](#)

District / Organization

School

User Role

Application

Providence

All Your Schools

All Roles

Found: 205 users

Show

10

 entries

Search:

Username	First	Last	Email (primary)	Last Access	Access Count
user.name	FirstName	LastName	useremail@domain.com	12/04/2020 12:22:56	

- *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 can 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:** Allows you to assign or remove an application to users in your district based on assigned roles in the School Profile or for teachers by the TCS Reporting.
- **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 [??] 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.

FirstName LastName

[Reset Password](#)

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

Organization User is Associated With

District Elementary School ()

[Remove](#)

Add Organization To User

Providence

District-level User

[Add](#)

District Elementary School (28001): Applications and Application Roles:

Student Data Portal

School-Level-Access

[Add Access-level](#)

Apps User has Access To:



Student Data
Portal

Roles:

School-Level-Access

[Remove](#)

- 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 to review profiles, reset their passwords, 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 and select **Manage**.
2. The **User Roster** table displayed lists all users within your LEA.
3. To view all users, including those outside 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) that match these 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 dropdowns.
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](#))”.
4. Click **OK** to send the temporary password and reset notice, or **Cancel** to not make any changes.

Associate User to Your Organization

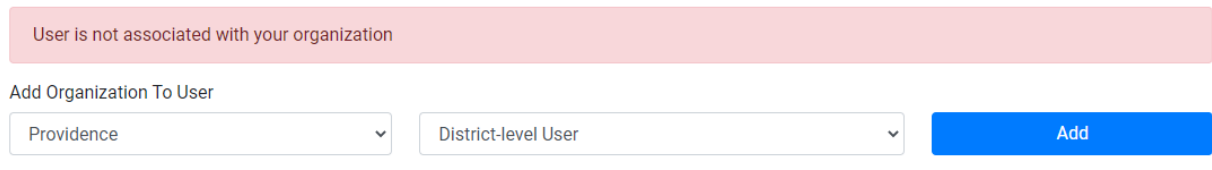
Association can be done individually or as a bulk action.

Individual User Association

1. Open the user’s profile.
2. Check the user’s organization association:

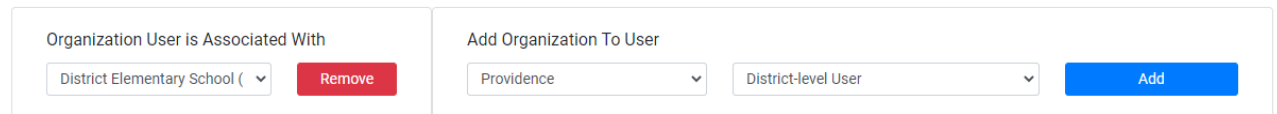
- a. If the user is not associated with your organization (LEA or School within your LEA), the profile will display that highlighted tag in the **Organizations** section of the profile.

Organizations:



The screenshot shows a pink message box at the top stating "User is not associated with your organization". Below it is a form titled "Add Organization To User". The form has two dropdown menus: the first is labeled "Providence" and the second is labeled "District-level User". To the right of these dropdowns is a blue button labeled "Add".

- 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.



The screenshot shows two panels. The left panel is titled "Organization User is Associated With" and contains a dropdown menu showing "District Elementary School" and a red button labeled "Remove". The right panel is titled "Add Organization To User" and contains two dropdown menus: the first is labeled "Providence" and the second is labeled "District-level User". To the right of these dropdowns is a blue button labeled "Add".

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

The bulk user addition functionality has not yet been activated.

This guide will be updated once this feature is available.

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.
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.

Manage User

The screenshot shows the 'Manage User' interface. At the top, there's a header 'Users / Manage User'. Below it, the user's profile information is displayed: 'FirstName LastName' with a 'Reset Password' button. The profile details include: 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, and Email: Primary: useremail@domain.com, Work: firstname.lastname@schooldistrict.org. Below the profile information, there are two sections. The first section, 'Organization User is Associated With', shows 'District Elementary School' with a 'Remove' button. The second section, 'Add Organization To User', shows 'Providence' with a 'District-level User' role and an 'Add' button. Below these, the 'District Elementary School (28001): Applications and Application Roles' section is shown. It has a dropdown for 'Add Application Access' and an 'Add Access-level' button. The 'Apps User Has Access To' section shows a message: 'User does not have access to any applications'.

Bulk Action Application Access

1. In the sidebar menu, under **Users**, select **Manage**.
2. Click **Perform Bulk Action**.

Manage Users

The screenshot shows the 'Manage Users' interface. At the top, there's a header 'Users / Manage'. Below it, there's a 'Perform Bulk Action' button. Below the button, there are four dropdown menus: 'District / Organization' (Providence), 'School' (All Your Schools), 'User Role' (All Roles), and 'Application' (empty). Below these dropdowns, there's a table with columns for 'District / Organization', 'School', 'User Role', and 'Application'.

3. Select a *Bulk Action* from the drop-down menu: “Assign User Access to Application” or “Remove User Access to Application”.

Bulk Action

Users / Manage / Bulk Action

Bulk Action	Application	User Access	Source
<div>Select an Action</div>	<div>Select an Application</div>	<div></div>	<div></div>
<div>Select All</div>	<div>Continue</div>		

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.

Bulk Action

Users / Manage / Bulk Action Confirmation

Please Confirm

You are about to perform the following **1** action(s):

Action	Application / Access Level	Organization	User
Assign User Access to Application	Student Data Portal: School-Level-Access	District Elementary School	LastName, FirstName

Cancel

Execute

Create User

We recommend that the new user create his/her account. If you need to associate eRIDE permission with this account, they will provide you with the username before you create the new eRIDE account, if applicable. NOTE: A user should have only one account. Access can be edited from a previous district to the new one, or multiple districts attached to an account.

Single-User Creation

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. Optional (recommended): add a Work 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**.

Bulk Upload

The bulk upload functionality has not yet been enabled.

This guide will be updated once the option is available.

Create a new user account **on behalf of someone**

First	middle	Last
<input type="text" value="First Name"/>	<input type="text" value="Middle Name"/>	<input type="text" value="Last Name"/>

Email	Confirm Email
<input type="text" value="Email Address"/>	<input type="text" value="Confirm Email"/>

Password Policy

- Must contain a minimum of 8 characters
- Cannot contain all or part of the user's account name
- Must be different from the previous 24 passwords used for this application
- Must contain characters from **at least 3 of the following 4 categories**:
 1. Uppercase characters (A through Z)
 2. Lowercase characters (a through z)
 3. Digits (0 through 9)
 4. Special characters (!, <, >, ~, /, \, ~, !, @, #, \$, %, &, * (), _ , + =)

<input type="password" value="Password"/>	<input type="password" value="Confirm Password"/>
---	---

« Cancel **Next**

Final Step

Username will be: **user.name**

Please select 3 question and answers for this user. The user can change this at a later time. You can skip this step if you'd like by clicking the checkbox below.

☐ I do not want to set challenge questions for this user.

Challenge Questions:

Select a question	<input type="text"/>
Select a question	<input type="text"/>
Select a question	<input type="text"/>

Optional: Work Email address

☐ Associate this user to my organization: **Providence**

« Cancel **Submit**