

Login FAQ

1. When I look at the instructions for how to reset passwords, it mentions a padlock by the staff members' names. I am not seeing that padlock by any of our staff members. Is there a problem with that? Or am I doing something incorrectly?

You won't see a padlock by their names. That is a mistake in the guide. You will need to click on the magnifying glass and then click on the link that says Security Profile. You will then be able to edit or reset their password.

2. A staff member can't get logged in.

Check their security profile and verify that their password is active. It should say Login Active at the top if it is active. If it says, Not-activated you will need to edit the profile and select "Activated (temporary password)" and then change the temporary password to whatever you like. If it says "Activated (personal password)" it is possible that they are locked out. Reset their password by changing the drop down to "Activated (temporary password)" and change it to whatever you like. The temporary password will always default to their ID number.

3. What to use for ID?

If they are licensed personnel, use their license number. This can be found in STARS on the MIS03. If they are not licensed, use their state generated ID from STARS. This can be found on the PER02. If they do not have either of these IDs, contact Michelle and she will generate an ID for you.

4. Just created a new login and the staff member can't get logged in

Check the staff profile and make sure you did not put a "U" in with the ID. TIEnet automatically adds the "U" to the login. If that is correct, check the security settings described above.