

Questions and Answers
ODSM Monthly Update Highlighting the User Manager
June 5, 2014

Q. I have some ASVAB students who didn't take the test and have an error on the upload. Do I delete them or is there an acceptable numeric code to use? "00" didn't seem appropriate since they didn't test and didn't really score that "00"

A. If students were not tested, do not include them in the file. If you have SISK12 the ASVAB export is located under the June State Reports

Q. Where do I get the MOSIS security pin code?

A. The security pin code is sent to the Superintendent. If needed, contact our office.

Q. I am not the Superintendent but have had access to User Manager in the past. Do we still need to complete the User Manager Request Form?

A. If your User Manager access has been removed and you need to be the User Manager for your district, please complete and submit the User Manager Request form. If you already have User Manager access you do not need to submit another form.

Q. Can a district have multiple User Managers?

A. Yes, there can be more than one User Manager.

Q. I also have a student who left our district to attend a Division of Youth Services program located in Sikeston named Hope Life Learning Center. I can't find a county-district code, but a counselor told me it was building 1069. Is he a transfer out? A dropout? And does the Division of Youth Services have a code? I didn't see one in the MOSIS list of other facilities.

A. Hope Life Learning is 347347 Building Code 1069. This student would transfer to Division of Youth Services, and the school code for that center is 1069 according to the code sets on the MOSIS website. DYS district code is 347-347. Here's the link to the codes

<http://dese.mo.gov/sites/default/files/dys-school-codes-2014.pdf>

Q. How do we determine who is our current User Manager? It is NOT the person listed in that role in the Core Data screens!

A. You can request from the Office of Data System Management to have a User or System Report sent to you.

Q. We have a user with two logins. She came from another district and I suspect that is why. How do we correct this?

A. If a user has two web applications logins, please check with the user to determine if the user is a certificated teacher and if they already have a user name. Please select "Add User to District" and search for that User Name and provide access to your school's data for that User Name and delete the newly created account.

Q. Does this work better in a particular browser?

A. Yes, we encourage all users to use Internet Explorer to access the Web Applications.

Q. I want to make sure I have this correct. If an administrator calls me saying they cannot get in to the Department and they are "locked out", are they supposed to use the "Register" button to regain access?

A. No, the User Managers cannot unlock a user's account. If the administrator is locked out, please send an email or call the Office of Data System Management with the name of the user, their User Name, and email address.

Q. Referring to the fourth PowerPoint slide, which of the three levels includes access to student data? Specifically, APR student level data.

A. The only applications a user can have student-level access is through MOSIS, APR-Student Level, and MAP Results (Building and Student Level). The three levels of access that were referred to in the PowerPoint, are View, Data Entry, and Authorized Representative. These accesses are for the majority of all the applications. There are a few applications that are "View Only" and are marked with a check mark on the Web Systems User ID Request form.

Q. Can you have more than one Authorized Representative for a particular app?

A. Yes, you may have more than one Authorized Representative for an application. Please be aware that the Authorized Representative has the authority to submit data on behalf of the school district.

Q. If we don't know our current User Manager (possible, we changed superintendents a year ago), how do we find out who it is?

A. Using the "Systems Reports" in User Manager will provide you a list of users that would be identified as a User Manager. If you notice that the contact entered on Screen 3 of Core Data is incorrect, simply update Screen 3 with the appropriate staff's contact information.

Q. You may have announced this at the beginning which I missed but will this webinar be printable? I would like to print the flowchart. Thanks.

A. The webinar recording and presentation PowerPoint will be available on the Department's webinar webpage. The PDF of this PowerPoint can be downloaded to your computer.

Q. Charters did not become LEAs until 2006, a year after MOSIS Security Pin Codes were issued. Did we get Security Pin Codes later on?

A. Yes, charter schools were assigned MOSIS security pin codes when they were established. If you cannot locate your security pin code, please email or call the Office of Data System Management.

Q. What email address do we send a request to send our security pin code again? How secure is this if it stays with a school and superintendents move around and maybe have/know the pin code from their previous districts as well as their current district?

A. The MOSIS security pin code is associated with the district. If the Superintendent moves, they are no longer associated with that district and would not have access to that district's data/information. The User Manager will need to remove the former superintendent's access from the district and grant access to the incoming superintendent.

Q. Typical turnaround time on User Manager request form?

A. Please allow a day or two to process request forms.

Q. Do User Manager request still need to be faxed in?

A. Yes, user manager request still need to be faxed to our office for processing.

Q. How does a user know if they are locked out vs. simply mis-entering their username?

A. It explicitly states that an account is locked via a message on the screen. First screen shot is from a bad password attempt. Second screen shot is of an account that is locked for 30 minutes.

IMPORTANT NOTICE:

Inactive Account - Received an email concerning your inactive account? If so, please click [HERE](#) for more information.

If you already have a User Name, enter it below. Click [LogIn]

User Name:

testme123

Password :

LogIn

Your login attempt was not successful. Please try again.

Missouri
DEPARTMENT OF ELEMENTARY & SECONDARY
EDUCATION

District/LEA:

Account is Locked!

To protect the security of this account, we limit the number of unsuccessful attempts that can occur at one time. Please allow 30 minutes for the security system to re-enable the account. After the 30 minutes have passed, please go to the Web Applications Logon webpage and click on the "Forgot Username/Password" button to have a new password assigned to you. If you have any questions, please contact the Office of Data System Management webapphelp@dese.mo.gov or 573-522-3207.

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Q. Is this calendar available somewhere?

A. The calendar is part of this PDF which you can print from the Recorded Webinar web page.

Q. How do we know which account is attached to a user profile?

A. The User Manager has the ability to view the User Report and System Report to see which application the user has access to.

Q. ID Cleanup deadline -- you said July 1, calendar shows July 11?

A. The ID Cleanup is due July 11th.

Q. If we are currently a User Manager, will it remain that way?

A. Yes - anyone that is currently a User Manager will remain a User Manager until their access is removed.

Q. I am already a User Manager and I am not the Superintendent, so I assume I still have user manager access now?

A. Yes, you would maintain your User Manager Access. A district can have more than one User Manager.

Q. Should we be reporting ELL exit information for students who were exited prior to this year?

A. ELL Exit is not required any MOSIS Cycle so it does not need to be reported.

Q. Regarding multiple User Managers we have two. We have a person that has the management as a direct responsibility and a backup.

A. You may have multiple User Managers and having one assigned as a backup is great.

Q. We can't use the Systems Report in User Manager, because we don't know who our User Manager is.

A. Contact the Office of Data System Management and we can email the report to you.

Thank you. I didn't realize there was a 5 time rule of entering wrong info. I always wondered how people got locked out.

Q. I want to make sure that if I send in a request for our Superintendent to be a User Manager, that it will not override me being the User Manager for our district. I've always been the User Manager.

A. Your access will not be removed unless we receive a Web System User Delete Request form or the User Manager in your district removes all your accesses.

Q. Why are we unable to reset passwords or unlock accounts? Seems like it would make things much easier. On the unlocking accounts, I'd think that we would be able to verify the user's identity much more effectively. Especially when they're standing in my office because they can't get in. :) What's weird to me is that I could go ahead and create an entirely new user and give them all kinds of access, but I can't just unlock the account they already have. Years ago I used to be able to reset passwords and it was a lot easier for our district.

A. Everyone has the ability to reset their own passwords via the login page. Current functionality does not allow a non-Department User Manager to change/reset another person's password, nor to unlock a locked account. Changing this function will require in-depth discussion and a change to the security application.

Q. What is the time frame on counting mis-entered passwords? If my fourth mis-entry was 2 years ago and I mis-enter it tomorrow, will I need the Department to reset my account??

A. Bad password attempts do not have a time limit to them. At any point a User Name's bad password count reaches greater than 5 attempts, the account will place a 30 minute lock on each and every incorrect password attempt.