

NYSED Teacher Student Roster Verification (TSRV) system

FREQUENTLY ASKED QUESTIONS (FAQS) [updated 1/23/2014]

GENERAL INFORMATION

1) Where can I find out more about the Teacher Leader Evaluation process?

- Please see guidance to the field regarding the performance evaluation system for teacher and principals

<http://www.engageny.org/sites/default/files/resource/attachments/appr-field-guidance.pdf>

2) Who should be using the Teacher-Student Roster Verification Report?

- New York State teachers (outside New York City) and all charter school teachers (both in and outside of New York City). **For '12-'13 and beyond this includes all BOCES teachers.**
- NYC teachers will use an online tool, Class List Reporting, to review and update class list information. If teachers have questions they should work with their principals or data specialists in their school or network.
- Administrators or district staff should be using L2RPT reports.
- RICs can see L2RPT reports.

3) What should we be doing with these reports?

- Please ensure that you review the data for all of your courses and course sections, in all the schools where you teach. If you do not find any

discrepancies, you do not need to take any further action. Any discrepancies you do find should be reported to your district or school data coordinator. He or she will correct the errors in your local student management system (SMS). Check back after the weekly data refresh (Monday morning) to ensure the data in question have been updated correctly.

- Districts and charter schools will be required to certify (starting in June 2013) that the data in these reports are accurate. Teachers checking their individual reports will assist the district, BOCES, or charter school in this certification process.

4) Who should I contact if I have a question about accessing and using my report?

If you need help logging in to your account or understanding this report, please contact your District or School data coordinator or review the materials at <http://www.p12.nysed.gov/irs/teacher>. Your District or School data coordinator can contact your regional data center for additional assistance. If the issue has not been addressed, contact the NYSED Office of Information and Reporting Services at dataquest@mail.nysed.gov.

Personal Identification Number (PIN) ISSUES

5) I am having problems with my PIN /What is my PIN?

- PINs (Personal Identification Numbers) have been established as a means of protecting data privacy and security. Here is some important information regarding PINs:
- NYSED distributes PINs to districts, charter schools, and BOCES, not directly to teachers. If you did not receive a PIN you should contact your district data coordinator/CIO.

- Each PIN is a unique combination of 10 letters
- PINs do not expire
- Teachers are required to enter their PIN when creating an account to access their Teacher-Student Verification Reports.
- PINs are used only once during the account creation process and do not serve as either a username or password.
- PINs are not case sensitive and do not require dashes when entered in our system
- Once you use your PIN to create an account you will not need a new PIN (unless you have contacted us to delete your account because you are stuck at your security questions).

6) I am receiving a PIN/DOB/SS# error when trying to create an account. What should I do?

- In this situation please double check you are entering your PIN correctly. (The PIN is not case sensitive and does not require dashes.)
- If you are sure you are entering the PIN correctly it is likely your DOB (date of birth) or SS# (Social Security Number) are not recorded correctly in our TEACH system. In this situation you need to verify your personal information with our TEACH office at <http://www.highered.nysed.gov/tcert/teach/>. We use the information we have on file in TEACH to match to your PIN.
- You can also call the TEACH HELP line at **518-486-6041**. We recommend you do not mention the roster verification process and simply say you want to verify and/or update your information.

USERNAME and PASSWORD ISSUES

7) I got locked out of my account, what do I do?

You need to click on the “*I forgot my password*” link on the main login page and follow the directions to reset it. You can also use the “*Cant access your account*” link on the same page: <https://eservices.nysed.gov/taa/>

8) Should I use my work email or a personal email for my username when setting up an account?

You may use either email account. A permanent email account offers the benefit of following you in the event that you change districts.

9) Why am I receiving an error message at the Login page when I am entering my username or password?

Passwords are case-sensitive. Be sure to enter your username and password exactly, making certain to enter upper and lower case letters accurately. Be aware of whether your Caps Lock is on. Note any numbers and letters that may be transposed, such as the number zero and the letter O, or the number one and the letter I. Passwords must contain a minimum of eight characters, one capital letter, and one number.

10) I am receiving an error message saying my password has expired. What should I do?

Passwords expire every six months. To reset your password please use the “I forgot my user password” option in light blue letters just below and to the right of the entry fields on the login page.

11) I forgot my user name. What should I do?

- Your username is the email address you used to create your account. Your confirmation email was sent to this address. If you cannot remember

which email address you used simply go to the login page and choose the “*I forgot my user name*” option in light blue letters just below and to the right of the entry fields. You will need to enter your TEACH ID# and complete another Captcha code, then answer your security questions. Next, your current TSRV username will be displayed and you will have the option to change it if you like. You can also use the “Cant access your account” link on the same page: <https://eservices.nysed.gov/taa/>

- If you do change your username you will see a “*confirm change*” message informing you that a confirmation email is being sent to the email address you entered. You will need to use the link in your confirmation email before you can log back in to your account.

12) I want to change my username. How do I make the change?

- Simply log in to your account as you normally would. Then click on the drop down arrow in the upper right of the screen next to your name. Choose the “*manage my account*” option. You will have the option to change either your password or username. Click on the one you would like to change (you can change both, but not at the same time). To activate the change you can enter either your current password or the answers to your security questions. You can also use the “*Cant access your account*” link on the login page: <https://eservices.nysed.gov/taa/>
- If you choose the “*change your username*” option you will see a “*confirm change*” message informing you that you will be logged out of the system and a confirmation email will be sent to the email address you entered. Once you click on the “*confirm change*” button you will need to open your confirmation email and use the link it contains to log back in to your account.

13) I forgot my password/I want to change my password. What should I do?

- Your password must be a minimum of eight characters and contain at least one upper case letter, one lower case letter, and one number.
- If you cannot remember your password or need to change it simply go to the login page and choose the “*I forgot my password*” option in light blue letters just below and to the right of the entry fields. You will need to re-enter your username and complete a Captcha code image verification. The next page will require you to answer your security questions. After answering your security questions your password change will be confirmed. You can then return to the login page and login using your new password.
- You can also change your password by logging in to your account as you normally would. Then click on the drop down arrow in the upper right of the screen next to your name. Choose the “*manage my account*” option. You will have the option to change either your password or username. Click on the one you would like to change (you can change both, but not at the same time). To activate the change you can enter either your current password or the answers to your security questions.
- Password changes are effective immediately.
- Passwords expire every six months. When your password expires you can reset it by using the “I forgot my user password” option.

14) I tried to reset my password but I am stuck at the answers to my security questions. What do I do?

- Because of our security protocols we cannot give out answers to security questions either over the phone or through email. If you cannot remember your security questions please go to our TSRV self-help menu at <https://eservices.nysed.gov/taa/help.htm;jsessionid=KGZTS0cMHVn56Yp2MzCx83Qg9b1rByVgHL0twDNJtQZs2JY1D7G0!1127758114> .

- At the self-help menu choose the *“I forgot the answers to my security questions”* option.
 - You will need to enter your username and your TEACH ID# in the spaces provided and then click the *“Delete my Account”* button.
 - Your account will be placed in a queue to be deleted and we will send an email to your username address asking you to confirm your request to delete the account.
 - Clicking on the confirmation link in the email will finalize the account deletion and trigger a new PIN being generated for you and sent to your district.
 - When an account is deleted on Monday through Thursday before 5 PM a PIN is generated to your district the next morning. When an account is deleted after 5 PM Friday a PIN is generated to your district the following Monday.
 - After your district gives you the new PIN you will be able to create a new account by starting the process from the beginning.
- **If you do not know your TEACH ID # please go to <http://www.highered.nysed.gov/tcert/teach/>.** You can also call the TEACH HELP line at 518-486-6041.
- Please note the TEACH system is completely separate from the TSRV system. You cannot access your roster from a TEACH account and you cannot change your personal information from your TSRV account.

TEACH ID#

15) What is my TEACH ID#?

- Your TEACH ID# is the unique identifying number you were assigned by the NYSED TEACH office. We use your TEACH ID# for security purposes to verify your personal information.
- Your district data coordinator/CIO can retrieve your TEACH ID# from column B of the Summary Report (excel spreadsheet) in the Teacher PIN Distribution file found on your district's IRSP (Information and Reporting Services Portal).
- Starting in February of 2014 TEACH ID#s will be posted on PIN letters for teachers receiving new PINs.
- You can also access your TEACH ID# in the "*manage my account*" section when logged in to TSRV.
- You can also contact our TEACH system to get your TEACH ID# at <http://www.highered.nysed.gov/tcert/teach/>. Or you can call the TEACH HELP line at 518-486-6041. We recommend you do not mention the roster verification process and simply say you want to verify and/or update your information.

- Please note the TEACH system is completely separate from the TSRV system. You cannot access your roster from a TEACH account and you cannot change your personal information from your TSRV account.

CONFIRMATION EMAIL

16)I have not received my confirmation email. What should I do?

- Please check your spam filter and junk mail as some districts' systems have been filtering confirmation emails (which should come from no-reply@mail.NYSED.gov).
- Also, please verify you entered your email address correctly and are checking the inbox of the account you entered. Some people have used a private email to register but are looking for the confirmation email in their work inboxes.
- You can verify the email address we have in our system by trying to log in. If you enter the same username we are sending confirmation emails to, you will receive an error message saying your account needs to be activated using your confirmation email. Check your in box again.
- If you receive an invalid username or password error message when attempting to verify your username email address (and you are sure your password is correct) you can then use the “I forgot my user name” option to change your email address.
- If a user has not confirmed their email, an attempt is made every 3 days to send the email again so you should receive it sometime within the next 3 days, depending on when the last attempt was made.

17)I am receiving the following error message “*Your account must be activated first. Please check your email for a message from no-reply@mail.nysed.gov and click the confirmation link.*”

You need to click on the link in your confirmation email to verify your account before you login for the first time.

CORRECTING MY ROSTERS

18) How do I correct inaccurate personal information in the report?

- Personal information including teacher name, date of birth, and last four digits of the Social Security Number are provided by the TEACH system. If you believe this information to be inaccurate, you will need to edit your information in the TEACH system. See <http://www.highered.nysed.gov/tcert/teach/>. You can also call the TEACH HELP line at 518-486-6041.
- Please note the TEACH system is completely separate from the TSRV system. You cannot access your roster from a TEACH account and you cannot change your personal information from your TSRV account.

19) How do I correct inaccurate data in the report?

Contact your district or school data coordinator. Edits to the information will need to be made in your local student management system.

20) There is a student on my report who left my classroom (or school) months ago, but they still appear on my roster report, how do I remove them?

Even if the student left in the middle of the school year they should remain on your roster with start and end dates reflecting the time they were enrolled in your class.

21) My district made corrections to my roster/s but they do not appear in my roster reports when I access my account. Why is this?

Data reported by districts are uploaded on Friday evenings and reports are refreshed on Monday mornings. So it may take as long as a week for you to see a correction in your account reports. For example, if you notice an error on a Monday, report it to your district data coordinator that day, and they make the change immediately, the changes would not show in your report until the following Monday.

GROWTH SCORES

22) How can I see how my growth scores were calculated?

The roster reports found on this site are used to link you to your students' assessment scores. Your rosters and student assessment scores are sent to our growth vendor, the American Institute for Research. AIR then calculates your growth scores. AIR created an online system called the Growth Reporting System (GRS) which allows teachers to view their growth data. You can access the GRS using your TSRV username and password. More information about GRS and access to the site can be found at

<http://engageny.org/resource/resources-about-state-growth-measures>

MISCELLANEOUS

23)What is the “Unsubscribe” link in the email I received?

In order to provide educators with the most up-to-date information, NYSED will use the email addresses supplied by educators as part of the registration process to send limited email communications related to your practice as teachers. Educators will have the option to opt-out of receiving these email

communications by clicking on the “Unsubscribe” link within the email or by updating user preferences through the “My Account” link.

24) I am having trouble with the Captcha code, what do I do?

The Captcha codes can be tricky but are a necessary precaution to protect your personal information. You have the option to click on the audio button (speaker icon) just to the right of the text entry field below where the Captcha code displays. That will allow you to hear the code. Also, the double arrow icon just above the speaker icon will produce a new set of words when clicked. You can use this option to keep trying new codes until you see one you can read.

Another suggestion is to ask a colleague who has been successful logging in to help you read the code words.

25) I don't want to enter the last 4 digits of my SSN in order to create and account and access my reports. How do I know my SSN will be protected?

- NYSED and IRS take precautions to comply with the ***NYS Social Security Number (SSN) Initiative***.
- *As a result of the prevalence of identity theft and for privacy reasons, many citizens are concerned about the disclosure and processing of SSNs. In order to protect and limit the use of individual's SSNs, new laws and policies have been introduced in New York State.*
- *Governor Paterson signed into law Chapter 279 of the Laws of 2008, a bill which considerably strengthened protections to prevent identity theft. The law restricts the use of social security numbers by State agencies and other governmental entities in New York and became effective January 1, 2010.*
- *Chapter 279, Public Officers Law 96-a, prohibits the State from any of the following, unless required by law:*
- *Intentionally communicating or making available to the general public an individual's social security number;*

- *Printing an individual's social security number on any card or tag required for the individual to access products, services or benefits provided by the State and its political subdivisions;*
- *Requiring an individual to transmit his or her social security number over the Internet, unless the connection is secure or the number is encrypted;*
- *Requiring an individual to use his or her social security number to access a website, unless a password or unique personal identification number or other authentication device is also required for access;*
- *Including an individual's social security number, except its the last four digits, on any materials that are mailed to the individual or sent to him or her in an email that is copied to third parties, except that social security numbers may be included in applications and forms sent by mail, including documents sent as part of an application or enrollment process, or to establish, amend or terminate an account, contract or policy, or to confirm the accuracy of a social security number;*
- *Printing a social security number, under any circumstances, in whole or in part, on a postcard or other mailer not requiring an envelope, or visible on an envelope or without the envelope having been opened; and*
- *Encoding or embedding a social security number in or on a card or document, including by bar code, chip, magnetic strip, or other technology, where printing a social security number thereon is prohibited under this law.*