Fact Sheet - New TIDE Password Reset Policy

Overview:

The American Institutes for Research (AIR), Oregon's vendor for OAKS online testing, is updating its password reset policy for 2017-18 to improve data security. This change is to align with industry standards for heightened security, and minimize the time window of vulnerability should a user's email be hacked, and the password link discovered by an attacker.

New Process for 2017-18:

When a TIDE administrator (usually the DTC or STC) creates a new account for a user, the user receives an email containing a link to the ***Reset Your Password*** page in TIDE. The link will remain active for 15 minutes after the email was sent. If the user does not set up his or her password within 15 minutes, the user can easily request a new link at any time to reset their password from the TIDE Login page, by clicking "***Forgot Your Password?***", then following the on-screen instructions. This can be done at the user's convenience, once they are in front of a computer and have set aside time to access TIDE.

Step-by-step instructions for activating your new TIDE login and resetting your password (including screen shots) will be included in the 2017-2018 TIDE User Guide, which will be available on the OAKS portal on November 7, 2017, when TIDE goes live for the 2017-2018 school year.

Frequently-Asked Questions:

Q: Do I need to reset my password within 15 minutes of receiving the email from AIR?

> **A:** No. If you don't reset your password within 15 minutes using the link provided in the email, that link will expire. You can then request a new password, by clicking the "Forgot Your Password?" from the TIDE login screen.

Q: Why is AIR making this change?

> **A:** AIR is committed to maintaining the highest level of security for sensitive data. This policy change aligns the TIDE password reset process with industry standard security recommendations.

Q: How do I communicate this new policy to TIDE users in my district?

> **A:** You may want to include a brief explanation to users at your district about the change, and let them know that they may need to request a Password reset if the link they receive via email has expired. It may also be helpful to refer them to *Section II. Accessing TIDE* in the TIDE User Guide (available by Nov. 7, 2017), which describes the log-in and password reset process.

Q: Who do I contact if I have questions about creating new users or resetting user passwords?

> **A:** Please contact the OAKS Helpdesk at oakshelpdesk@air.org or 866-509-OAKS (6257). You may also reach out to your ESD Partner for questions.