### Troubleshooting A&A and Portal accounts

TIER Support  
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The A&A and Ed Portal system are the "front door" to many state data systems, separate from Iowa Tier, and with their own databases and support systems

You can reach the A&A setup and the portal via this link: [**https://portal.ed.iowa.gov/iowalandingpage/Landing.aspx**](https://portal.ed.iowa.gov/iowalandingpage/Landing.aspx)

Please follow the directions in the document entitled[**A&A and Portal setup**](https://iowatier.zendesk.com/entries/78827547-A-A-and-Portal-setup) available in the knowledge base. Many of the problems encountered can be directly traced to not reading or following the directions.

Here are some troubleshooting tips -

* "I tried to set up an account, but it says an account already exists."
  + Maybe the person already set up an account for another purpose. If so, they may just need to make sure the email attached to the account is the school email. It may also have been connected to a private email or an old work email that is no longer used.
  + Maybe someone else with the same name has set up an account. If so, use a variation on the name (include middle initial or some appropriate variation).
* "It says I already have an account, but I don't remember my password."
  + Use the reminder questions to retrieve your password.
  + If you don't recognize the questions and don't remember making an account, someone else with the same name already has an account. Use a variation on your name.
* "I got locked out."
  + If your typing skills are marginal or if you have a hard time remembering your user name or password, you may get locked out.  This feature is intended to prevent hackers.  Please contact A&A support or [**ed.portal@iowa.gov**](mailto:ed.portal@iowa.gov) to unlock your account. Be very careful when typing your login information.
  + If you fail to complete the setup process for your portal account during the same session you begin you will be locked out. You need to complete the full process the same day, including setting up your questions and actually logging into the portal after the setup is complete.
* "I don't see Iowa TIER in my portal account."
  + This step is now handled via entries in the local school's student information system and a process called auto-provisioning. Please refer to[**this knowledge base posting**](https://iowatier.zendesk.com/entries/54804283-Setting-up-the-SIS-data-flow) for more information about the process.
  + The process only runs after the school's data transfer process (SIF) between the SIS and Iowa TIER is fully operational. The auto-provisioning process attempts to match A&A information with the relevant information from the local SIS. In order for this to work, the staff person must use the same email address in both the SIS and the A&A account. The actual match may take up to 24 hours to occur after the data elements are all present.
* "When I click on the Iowa TIER link, the Iowa TIER page says my email can't be found." (This question lives on the border between the Portal and Iowa TIER.)
  + The email used to set up your A&A account must match the email used in Iowa TIER (which should be your district email). Double-check with a coach in your building to make sure your email is correct in Iowa TIER, then go into your A&A setup area and check to make sure you have the same email address.
  + The remainder of the potential issues are addressed in the Iowa TIER Knowledge Base. See the [**Troubleshooting Access**](https://iowatier.zendesk.com/entries/27469357-Troubleshooting-Access) entry for more on this problem.

Troubleshooting Access

TIER Support  
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Troubleshooting user log in issues can be confusing, as access problems can be caused in multiple places. Use the following troubleshooting sequence to narrow down the root cause of the issue.

* Is the user using an appropriate browser?
  + Currently the portal and Iowa TIER support Firefox and Chrome.**Iowa TIER does not work in IE.** You must use a recent version of the browser, preferably the current version. if you are not sure if this is the latest version, please check with your local IT department.
  + Check carefully - sometimes people slip back to another browser out of habit or default settings on the computer.
* Does the user have an A&A account?
  + Check to see that the account actually exists. ("Show me.”)
  + See the separate posting for troubleshooting A&A/Portal account issues. This can be found at[**https://iowatier.zendesk.com/entries/33248078-Troubleshooting-A-A-and-Portal-accounts**](https://iowatier.zendesk.com/entries/33248078-Troubleshooting-A-A-and-Portal-accounts)**.**
* Did the user use the correct email in the A&A account?
  + People should always use their district email for their portal account. Any other email address will not synch correctly with Iowa TIER.
  + Check!  Follow the directions in the handout on the knowledge base if needed at [**https://www.educateiowa.gov/sites/files/ed/documents/SettingUpAnAandAAccount.pdf**](https://www.educateiowa.gov/sites/files/ed/documents/SettingUpAnAandAAccount.pdf)
* Has the user been given the necessary permissions in the district SIS?
  + Check the Iowa TIER role setting in your district's SIS (Infinite Campus, JMC, or PowerSchool)
  + Is the user’s email address correct in the SIS?
  + Does the email address used in the SIS and in the A&A Portal match exactly?
* Does the user have Iowa TIER assigned in the portal?
  + Have them log into their A&A Portal account. – is Iowa TIER visible in the blue bar below the DE logo? **The user may have to select their building from the location selector in the upper right corner of the portal window in order to access the Iowa TIER link.**
  + Once you can see Iowa TIER as an option in the user’s portal, **please** **do not** contact ed.portal for support (except to unlock a frozen portal account). Everything from here on is either related to the data in Iowa TIER or is a browser issue.
* If the user cannot validate their email when they click on Iowa TIER in the portal for the first time (Iowa TIER says they don’t exist):
  + Check in the staff listing in Iowa TIER. Search for the user’s first or last name. If they are not there, check to make sure they are correctly set up in the school’s SIS.
  + Does their email in the Iowa TIER staff list match the one in the A&A? If not, fix the A&A account email and/or the email in the SIS so that both exactly match . It may be necessary to wait a day for Iowa TIER and the portal to update if changes are made in the SIS. (A single character is all it takes. Check for leading or trailing spaces in the email coming from the SIS.)
  + Are there two or more instances of the person in Iowa TIER? If so, investigate why. (This usually applies to LEA users possibly because they are in the SIS twice and one or more instance the person's folder number is wrong or missing.) See if you can fix this, and submit a support ticket if this part doesn’t seem to be working. You may not be able to see duplicates.
* If you get a looping, repeating or sticking screen in Iowa TIER when trying to verify emails:
  + Verify that they are using Firefox or Chrome. Sometimes people switch browsers and don’t notice.
  + Verify if your Firefox or Chrome browser is up to date. As of December 2014 Firefox is on version 34 and Chrome is on version 39.
  + Verify that they don’t have multiple windows or tabs open in the browser to Iowa TIER
  + Clear the cache and cookies for the browser, then quit and restart. You can find these steps at <https://iowatier.zendesk.com/entries/64724513--my-screen-is-freezing-up->
* If you get a welcome screen and nothing else:
  + Make sure the user is using a current version of Firefox or Chrome.
  + Make sure the user is correctly set up in SIS. Are they -
    1. Assigned to the correct building?
    2. Assigned to a class/section (not homeroom)?
    3. Has the correct folder number entered?
    4. If you use multiple iterations of the person in different buildings, make sure the folder number is in all iterations of the person.
  + Search for the user in the staff view inside Iowa TIER.
    1. Verify that they exist, and that the email is correct
    2. Verify there is a valid building.
    3. Verify that there are no duplicates of the person in Iowa TIER. You may need to submit a support ticket find out if there are duplicates.
* If the validation email is sent, but can’t be found:
  + Verify that the emails aren’t going into a spam or junk folder. Look carefully. Sometimes there is more than one place where junk and spam are sent.
  + Always use the new confirmation email and delete all previous ones.
* Ask for help from your local tech support to troubleshoot browser and email issues if you aren’t comfortable with doing these things.