



# **ADS: Institution Training Guide**

**Accreditation Data System** 

**September 15, 2017** 



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# 1 OVERVIEW

The Accreditation Data System (ADS) maintains institutional annual reports submitted to the California Commission on Teacher Credentialing (CTC). This guide covers:

- Signing into the ADS
- Viewing and verifying institution data
- Building a Report Set that reflects how authorized programs are delivered to candidates
- Completing the reports by answering the required questions
- Submitting the complete Report Set

The process is as follows:



# 1.1 ROLES

Specific functions in the ADS depend on the user's role. There are four possible roles for an institution user: Faculty/Staff, Unit Head, Program Delegate, and Security Delegate. The following roles perform the functions outlined in this guide:

	Role			
	Faculty/ Staff	Unit Head	Program Delegate	Security Delegate
Permissions				
Create an Annual Report questionnaire	٧	٧	٧	٧
Complete Annual Report questionnaire	٧	٧	٧	٧
Submit Annual Reports to the Unit Head	٧	٧	٧	٧
Authorize Institution users		٧		٧
Verify Institution Data		٧		
Review Annual Reports		٧	٧	
Submit Annual Reports to CTC and certify their accuracy		٧	٧	



# 2 SIGNING IN

# **2.1 GENERAL INFORMATION**

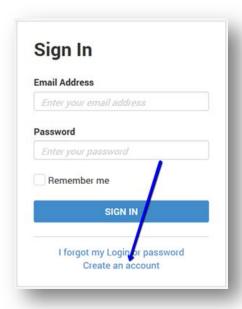
Each institution's Unit Head or Security Delegate must grant each user access to the institution. Upon initial account creation, users will not have the proper permissions to access institution information. Institution profile(s) will be visible once the Unit Head or Security Delegate adds the user account information to the institution profile.

# **2.2 CREATE ACCOUNT**

Navigate to the ADS site by entering in the following URL in your browser:

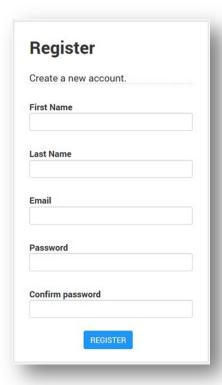
https://edprepdata.ctc.ca.gov

1. From the sign in screen, click **Create an account**.





2. Fill out the new account form and click Register.

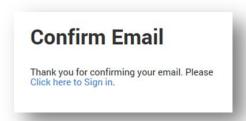


3. You will receive a confirmation email. Click the "Confirmation link" to confirm your email address and complete your account registration.

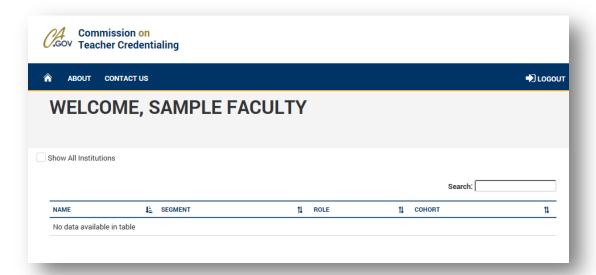




4. You will be redirected to a confirmation screen where you can click a link to sign in to your account.



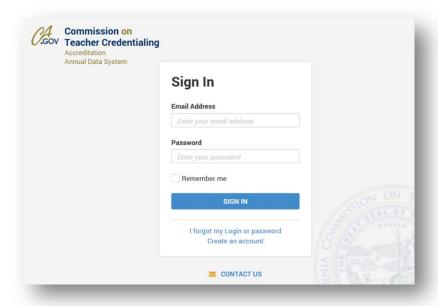
Prior to a Unit Head or Security Delegate granting your account institution access, you will see the screen shown below.





## 2.3 SIGN IN AFTER ACCOUNT HAS BEEN CREATED

Once you create and confirm your account, you will access the system through the sign in screen, accessible through the URL <a href="https://edprepdata.ctc.ca.gov">https://edprepdata.ctc.ca.gov</a>.



# **2.4 FORGOT PASSWORD**

1. From the sign in screen, click the "I forgot my Login or password" link.





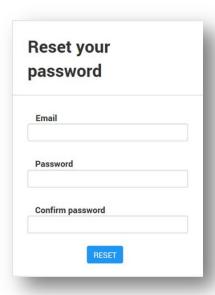
2. Enter your email address and click Submit.



3. After submitting, check your email for information on resetting your password.



4. To reset your password, enter the information required and click the **Reset** button.





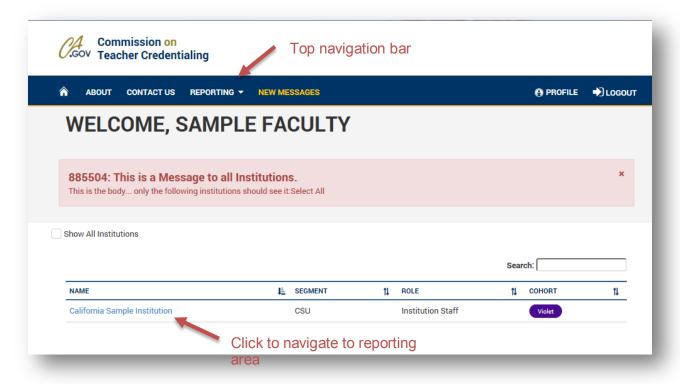
# 3 NAVIGATION

Navigate to the ADS site by entering in the following URL in your browser: <a href="https://edprepdata.ctc.ca.gov">https://edprepdata.ctc.ca.gov</a>

Once you sign in, institutions with which you are affiliated will show on the home page.

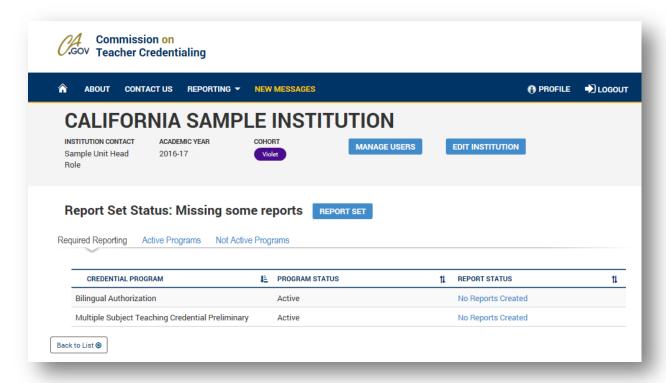
Use the top navigation bar to find other pages within the ADS. To navigate to the reporting area for annual reports, click the name of the institution.

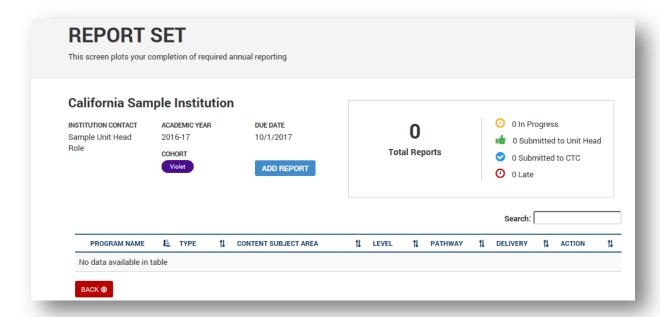
Most users will only see one institution on the home page, however, if you are on a site visit team, you may see two or more institutions listed.





From the reporting area, you may navigate to the report set page for any program your institutions offers by clicking the link in the **Report Status** column for the program. You may also navigate to the report set page by clicking the blue **Report Set** button.

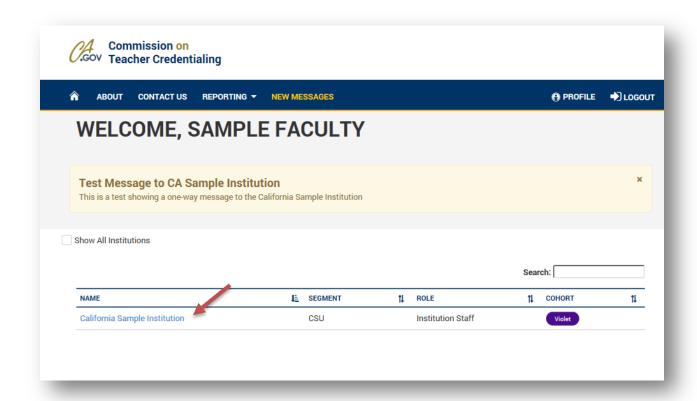






# **4 Institution Profile**

Faculty/Staff users can see most institution information; however, they do not have access to detailed



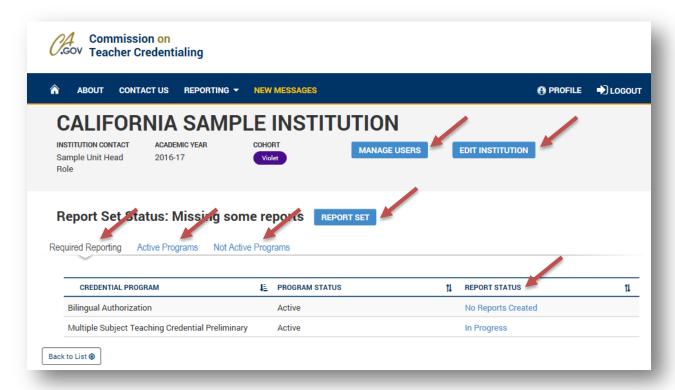
contact information or security settings. Click on the institution name for additional information.

From the institution page, users can:

Manage Users	View institution contacts and roles
<b>Edit Institution</b>	View, but not edit, institution information
Report Set	View all of the reports for the institution
Required Reporting tab	View a table of all institution programs that require annual reporting
Active Programs tab	View a table of all active institution programs regardless of reporting
	requirement
Not Active Programs tab	View a table of all programs that are not active. Programs that are not active
	during any part of the fiscal/academic do not require annual reporting
Report Status	The Report Status column on the table contained in the Required Reporting
	tab allows a user to go to the report set page. The link text changes given the
	report status

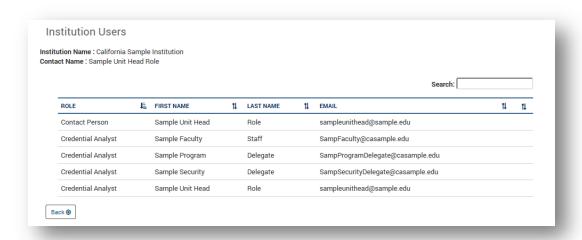


These options are explored in the following sections.



# **4.1 MANAGE USERS**

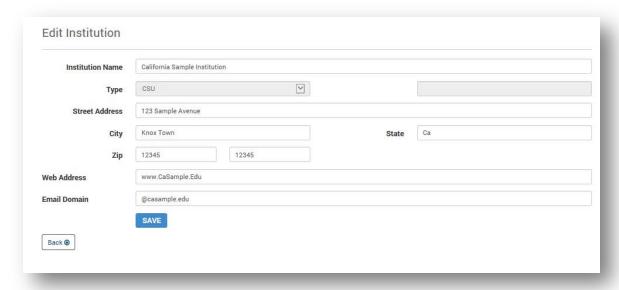
The **Manage Users** button on the institution page allows the Faculty/Staff user to see a read-only list of institution users and their roles.





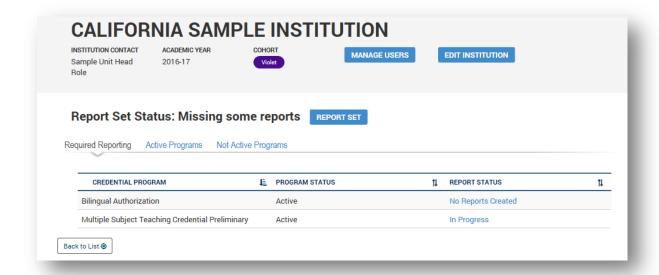
## 4.2 EDIT INSTITUTION

The **Edit Institution** button allows the user to see read-only information about the institution.



# **4.3** REQUIRED REPORTING TAB

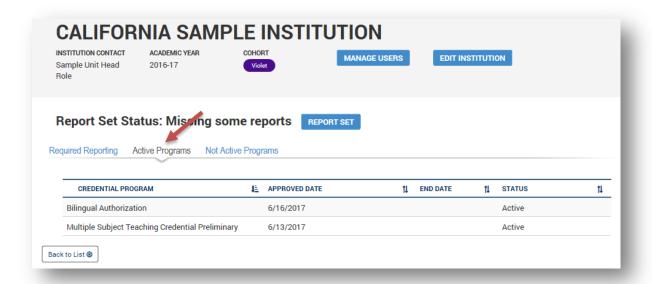
The **Required Reporting** tab displays the programs for which the CTC requires reporting.





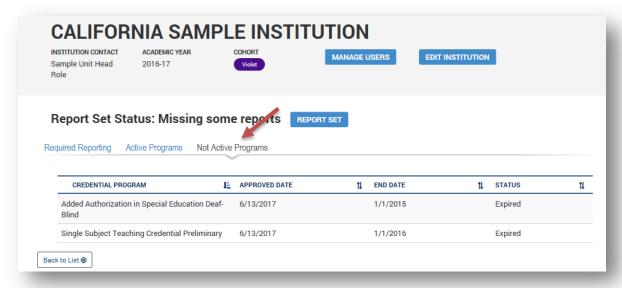
# **4.4 ACTIVE PROGRAMS TAB**

The **Active Programs** tab displays the institution's active programs. Not all active programs require reporting - e.g., subject matter programs.



## 4.5 NOT ACTIVE PROGRAMS TAB

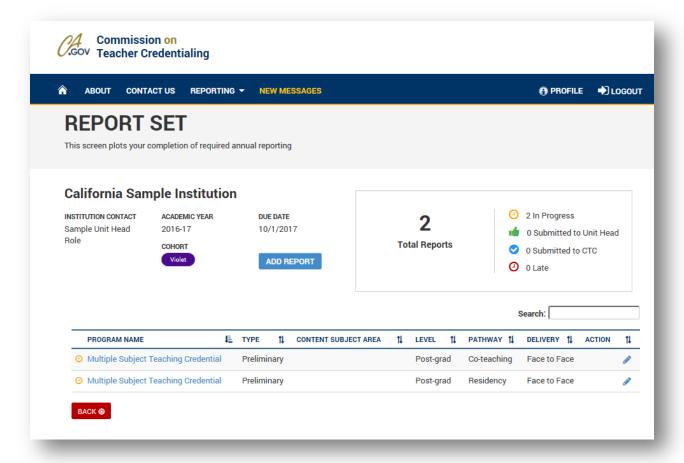
The **Not Active Programs** tab displays the programs that are not active for the institution.





#### **4.6 REPORT SET BUTTON**

The **Report Set** button on the institution page will take the user to the report set page. The ADS will only allow reports to be submitted as a set as the CTC does not accept individual reports. With each new academic year, the report set page is cleared and the Unit Head and Faculty/Staff will create the appropriate reports for the institution.



From the Report Set page, Faculty/Staff users have the ability to:

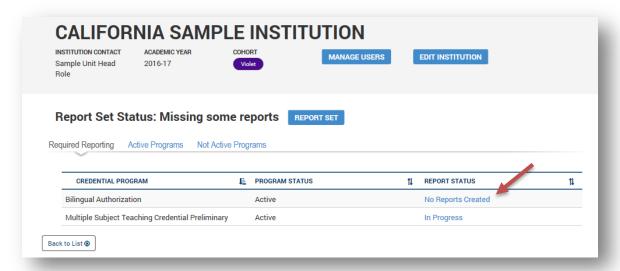
- View the status of all reports
- Add new reports (Add Report button)
- Edit a report (Click the hyperlink in the Program Name column or the pencil in the Action column)



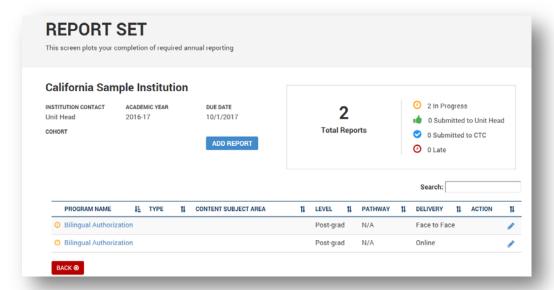
#### 4.7 REPORT STATUS

A link for each program is found under the **Report Status** column. The link's title is the status of the annual reports for the given program. Clicking on the link will take the user to a filtered view of the report set, which shows only the reports created for the selected program.

In the example below, the **No Reports Created** link under the **Report Status** column of the table will take the user to all reports for Bilingual Authorization.



When one or more reports have been created for a program, the user will see information displayed as in the image below.

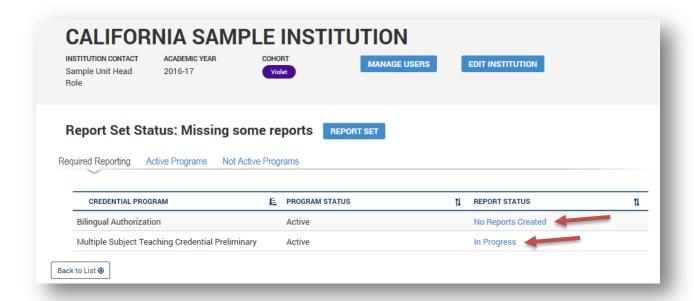




# 5 PROGRAM ANNUAL REPORTS

### **5.1 VIEWING ANNUAL REPORT STATUS**

From the institution page, you will see each program associated with the institution. Each program has a **Report Status** field, indicating whether each report has been started and its status. Clicking the status



hyperlink under the **Report Status** column will open the Report Set for that program.

#### **Report Status** options are:

In Progress	The annual report has been created but is not completed.
Submitted to Unit Head	The annual report has been completed by the Faculty/Staff and has been submitted to the Unit Head. Once it has reached this status, it is locked for the Faculty/Staff user (the report is set to read-only for the Faculty/Staff role) and can only be unlocked by the Unit Head or Program Delegate.
Submitted to CTC	The annual report has been submitted to CTC by the Unit Head or Program Delegate. Once it has reached this status, it is locked for the institution.
Late	The annual report was not submitted by the due date. If this occurs, you must contact the California Commission on Teacher Credentialing to request an extension.



## **5.2 BUILD SET OF ANNUAL REPORTS**

While the Commission on Teacher Credentialing (CTC) identifies which programs require annual reporting, the CTC will not list all the ways in which the institution provides the program.

A program may be provided through combinations of the following options:

Level	Pathway	Delivery Method
Undergraduate	Intern	Online
Post-graduate	Co-teaching	Face-to-face
	Student Teaching	Combination
	Residency	
	N/A	

Institutions must report on each combination of level, pathway, and delivery method for programs provided to candidates. In some cases this may require only one annual report, in other cases it may be many. This combination of reports based on level, pathway and delivery method is referred to as a report set. There are 30 possible combinations of ways that institutions may offer a program.

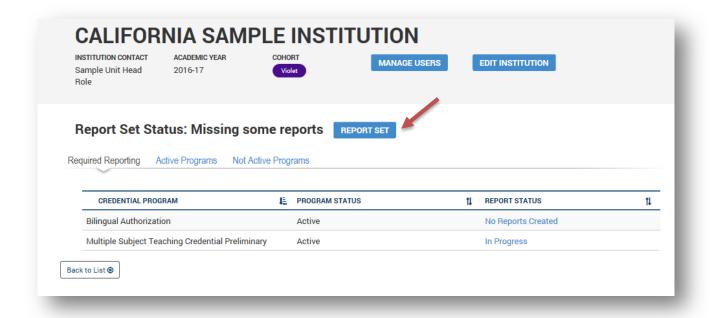
Line Number	Level	Pathway	Delivery Method
1	Post-Grad	Co-teaching	Combination
2	Post-Grad	Co-teaching	Face to Face
3	Post-Grad	Co-teaching	Online
4	Post-Grad	Intern	Combination
5	Post-Grad	Intern	Face to Face
6	Post-Grad	Intern	Online
7	Post-Grad	N/A	Combination
8	Post-Grad	N/A	Face to Face
9	Post-Grad	N/A	Online
10	Post-Grad	Residency	Combination
11	Post-Grad	Residency	Face to Face
12	Post-Grad	Residency	Online
13	Post-Grad	Student Teaching	Combination
14	Post-Grad	Student Teaching	Face to Face
15	Post-Grad	Student Teaching	Online
16	Undergrad	Co-teaching	Combination
17	Undergrad	Co-teaching	Face to Face
18	Undergrad	Co-teaching	Online
19	Undergrad	Intern	Combination
20	Undergrad	Intern	Face to Face
21	Undergrad	Intern	Online
22	Undergrad	N/A	Combination



23	Undergrad	N/A	Face to Face
24	Undergrad	N/A	Online
25	Undergrad	Residency	Combination
26	Undergrad	Residency	Face to Face
27	Undergrad	Residency	Online
28	Undergrad	Student Teaching	Combination
29	Undergrad	Student Teaching	Face to Face
30	Undergrad	Student Teaching	Online

# 5.2.1 Add Annual Report

From the institution page, click the **Report Set** button to navigate to the report set page. Initially, the institution will not have any reports. It is the institution's responsibility to create reports for each of the different ways programs are offered to candidates. From the report set page, create the appropriate

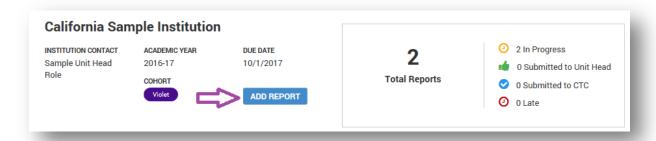


report templates for each program. There must be at least one annual report per program.

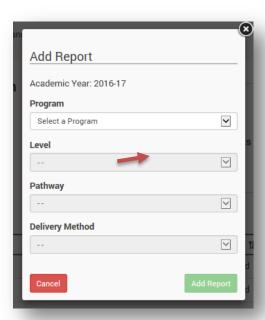
18

The following steps guide you through the creation of a single report in the report set.

1. On the Report Set page, click the **Add Report** button.

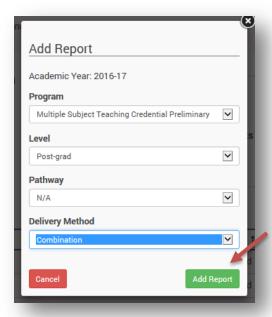


- 2. In the **Add Report** form, select the appropriate options from the following drop-downs:
  - Program
  - Level
  - Pathway
  - Delivery Method



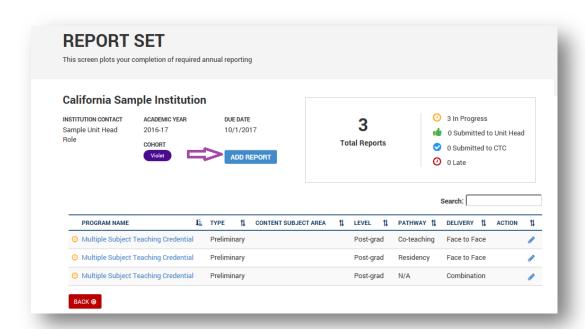


3. Once you select the appropriate options, click Add Report to create the new annual report.



4. Repeat this process to create additional annual reports, as necessary.

After creating annual reports, using the steps above, the newly created annual reports appear within the report set.



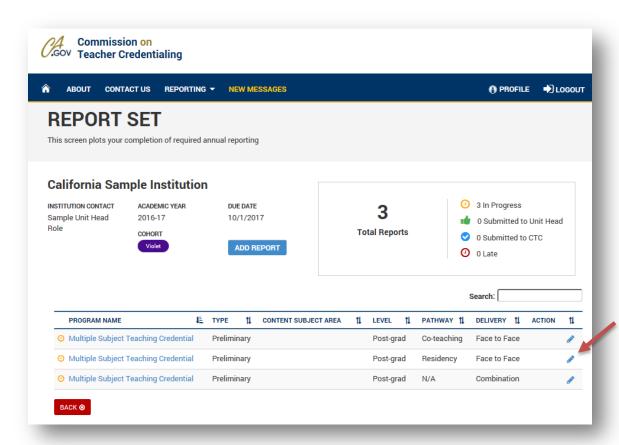


#### **5.3 COMPLETE ANNUAL REPORTS**

All reports must be complete before they can be submitted to the CTC.

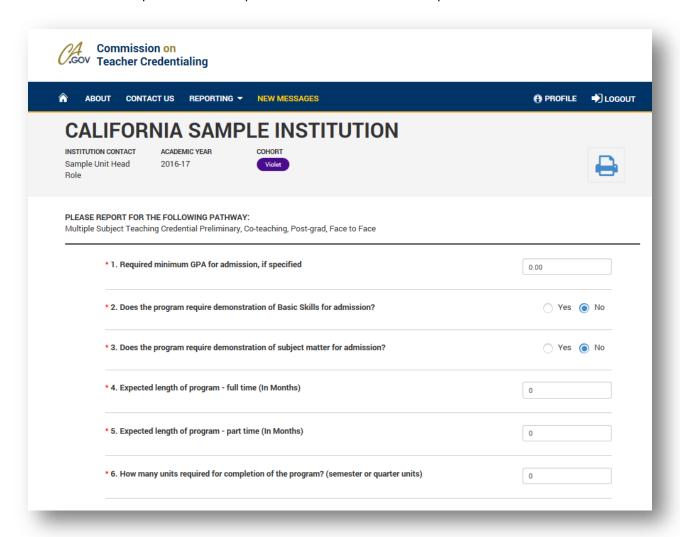
# **5.3.1 Fill Out Annual Reports**

1. From the report set page, click the edit pencil in the **Action** column for the report you want to edit.

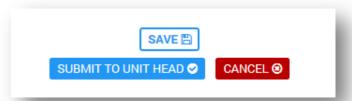




2. The annual report has several questions that must be filled out prior to submission.



3. When finished providing the data, there are three buttons at the very bottom of the page. You may choose to either Save, Submit to Unit Head or Cancel:

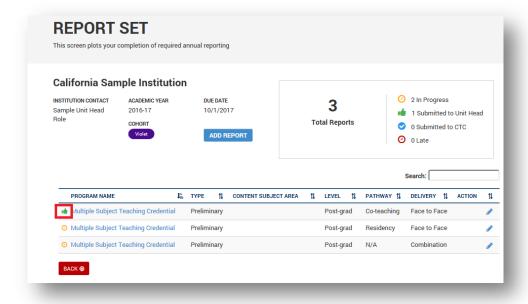




Save	Saves changes made to the data in the form but does not submit them to your Unit Head. This allows the user to return to the data to make additional changes prior to submission. Saving does not trigger any data validation to confirm the data entered is proper. Information is not saved automatically, you must click the save button if you want to save any information you have entered on the form.
Submit to Unit Head	Submits the report to the Unit Head. After submission, faculty/staff users can no longer make any changes to the report. To regain access to modify the data, request that the Unit Head unlock the report.  Clicking this button triggers data validation that confirms the data you have entered is proper and may trigger error notifications for any fields filled out improperly. You must fix these issues prior to attempting to submit again. Data validation does not ensure that your data is accurate. You must take proper steps to ensure that the data you provide in the Annual Data System is accurate.
Cancel	This closes the form and does not save any information entered on the form.

#### 5.3.2 Submit To Unit Head

The "Submit to Unit Head" icon is a green thumbs-up. This icon indicates that a complete program report has been sent to the Unit Head for review. The Report Set screen shows the progress of all



reports.

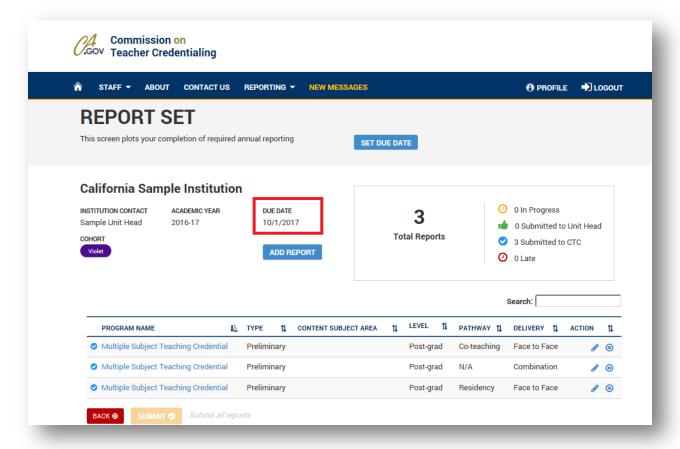


#### 5.3.3 Unlock a Report

Those in the Faculty/Staff role cannot unlock a report. Requests must go through the Unit Head or Security Delegate.

#### **5.3.4 Reporting Due Dates**

The report set page shows the due dates for reports. If all reports are not complete and submitted by the due date, they will be marked with the **Late** status.



# 5.3.5 Late Reporting

If reports are not submitted by the due date, the Unit Head or Program Delegate must contact CTC staff and make arrangements for late submission. CTC staff will be able to unlock the report set and provide a new due date.





# **6 Unit Head and Delegate Training**

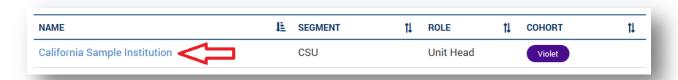
### **6.1 Grant Faculty and Staff Access to Institution**

A Unit Head or Security Delegate must grant users access to your institution profile.

First, a Unit Head or Security Delegate must add the user to the institution's contact list. Second, the Unit Head or Security Delegate must grant the user specific permissions (access) to the institution.

#### 6.1.1 Add New Users to Institution Contact List

1. After signing in (see **Section 2**), navigate to your institution from the home page.

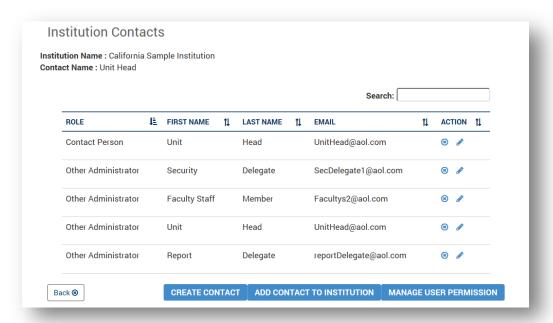


2. From the institution page, click Manage Contacts.

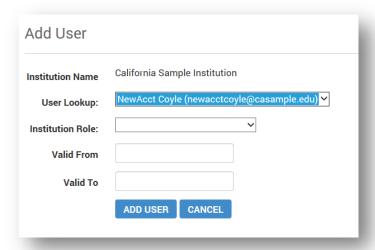




3. All institution contacts will show on the manage contacts page. If a user is missing, the Unit Head or Security Delegate will need to add the contact to the institution. From the Manage Contacts page, click Add Contact to Institution.



Complete the required information.





Institution Name	Read-only field containing the name of the institution.
User Lookup	Select the user to add from the drop-down. This list contains only faculty and staff who have created an account using an e-mail address containing the domain for your institution. For example, @ucsc.edu e-mail addresses will appear for the UCSC Unit Head.  Note: as a security precaution, Unit Heads and Delegates are not able to add a user that is not in your domain. Please contact CTC if you would like to add a user that is outside of your domain.
Institution Role	Select the appropriate role from the drop-down. Selecting the institution role of Contact Person for a user will place their name in the Contact Person area on many system pages.
Valid From / Valid To	Set the dates for which this user has access to the institution. Leave these values blank for non-expiring access.

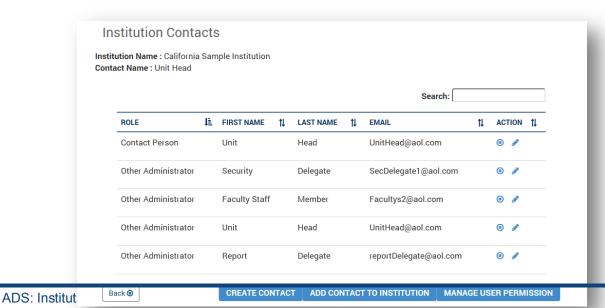
4. When complete, click Add User.

#### **6.1.2 Grant Access to Institution Contacts**

1. From the institution page, click Manage Contacts.

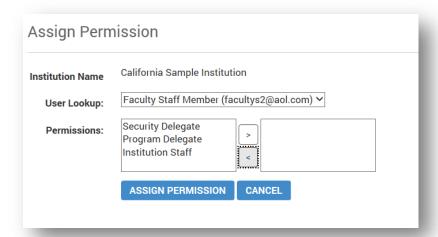


2. All contacts for the institution are shown on the manage contacts page. To grant or change access for an existing contact, click **Manage User Permission**.

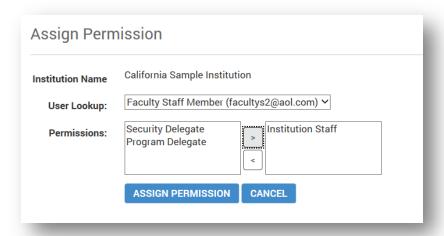




The **Assign Permission** page allows a Unit Head to add institution users and assign Security Delegates or Program Delegates. In the following screenshot, the Unit Head has selected a Faculty/Staff account.



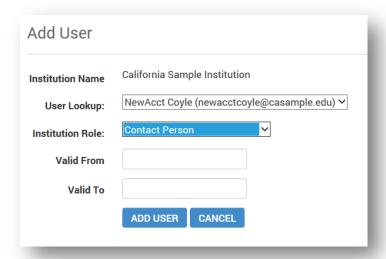
With the account selected, the Unit Head can then assign permissions to the Faculty/Staff user. Most users will be assigned the permissions of **Institution Staff**. See the role chart in **Section 1** for more information.





# **6.2 UPDATE THE MAIN INSTITUTION CONTACT**

The Accreditation Data System allows designation of an institution contact by adding a user to the institution role of **Contact Person**.



Adding a user to the institution role of **Contact Person** will place that user's name on the institution's



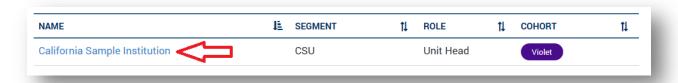
#### banner.

Note: Avoid adding multiple people to the institutional role of **Contact Person**. The system will use the first user in the institutional role of **Contact Person** as the institution contact.



# **6.3** Remove Faculty/Staff User Access To Institution

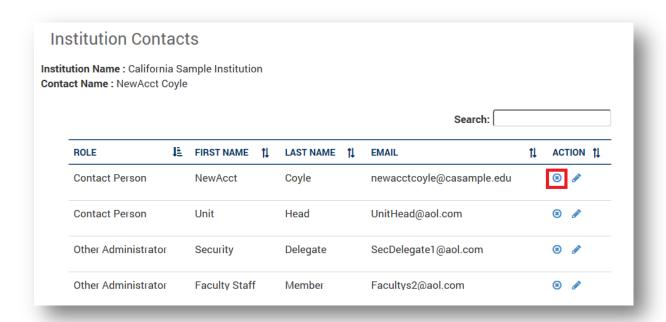
1. After logging in, navigate to your Institution from the home page.



2. From the Institution page, click Manage Contacts.



From the Manage Contacts page, click the X (Delete) icon to the right-hand side of the user whose access will be removed.





#### **6.4 DELEGATION**

The Unit Head and Security Delegate has the ability to delegate some access and responsibilities to Faculty/Staff users. Delegated access breaks down into two categories:

#### Security Delegate

• has the ability to add other users to the Institution

#### **Program Delegate**

 has the ability to fill out and submit annual reports to the California Commission on Teacher Credentialing

## 6.4.1 Add a Security Delegate

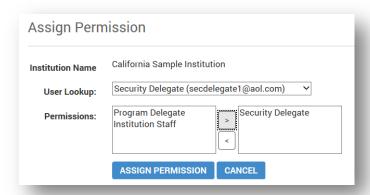
Assigning a Security Delegate gives a Unit Head the ability to delegate their annual report submission authority to an additional user.

To add a Security Delegate, the user must have an account with the institution.

- 1. Navigate to your institution from the home page.
- 2. Click the Manage Contacts button.



3. Click Manage User Permissions.



The assign permission page displays the following:

Institution Name: Read-only

**User Lookup:** Select the user from the drop-down. This list contains only Faculty/Staff users who have been added as an institution contact.

Permissions: Select Security Delegate.

4. Click **Assign Permission** to complete the addition of a security delegate.

## 6.4.2 Program Delegate

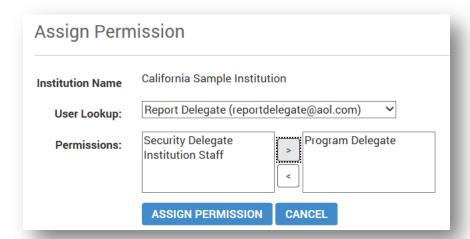
Assigning a Program Delegate gives the Unit Head the capability to delegate their authority to set up new users or change user permissions to an additional user.

Program Delegates must already have an institution account.

- 1. Navigate to the institution from the home page.
- 2. Click the Manage Contacts button.



3. Click Manage User Permissions.





The assign permission page displays the following:

Institution Name: Read-only

User Lookup: Select the user from the drop-down. This list contains only Faculty/Staff users who

have been added as an institution contact.

**Permissions:** Select Program Delegate.

4. Click **Assign Permission** to complete the addition of a program delegate.

#### 6.5 ANNUAL REPORTING

#### **6.5.1 Viewing Annual Report Status**

See Section 5.

### 6.5.2 Add Annual Report

See Section 6.

#### 6.5.3 Fill Out Annual Reports

See Section 7.

## 6.5.4 Delete an Existing Annual Report

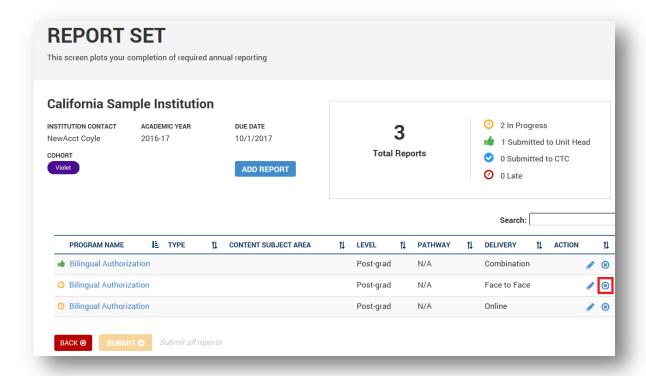
Annual Reports can be deleted from your institution profile prior to their submission to CTC. After the report set is submitted, you cannot delete a report. The following steps guide you through the Annual Report deletion process.

- 1. Navigate to your institution page.
- 2. Click the **Report Set** button to view all annual reports.

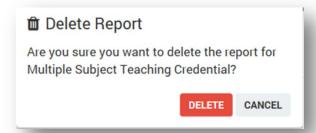




3. Click the X (Delete) button under the Action column for the report.



4. A confirmation dialog will appear. Click **Delete** to confirm deletion.





## 6.5.5 Submit Annual Reports to California Commission on Teacher Credentialing

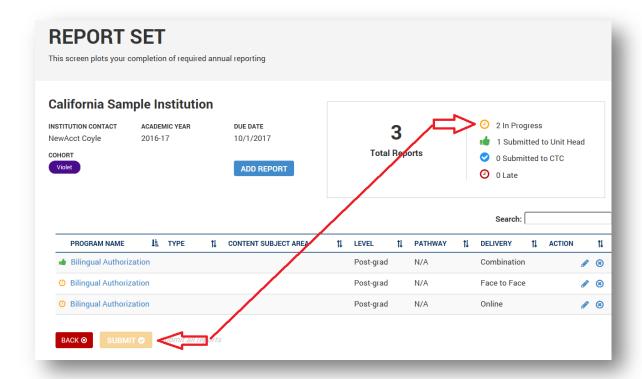
Once all annual reports have been completed and submitted to the Unit Head or Program Delegate, he / she may submit the annual reports to the California Commission on Teacher Credentialing.

- 1. Navigate to your Institution page.
- 2. Click the **Report Set** button to view all annual reports.

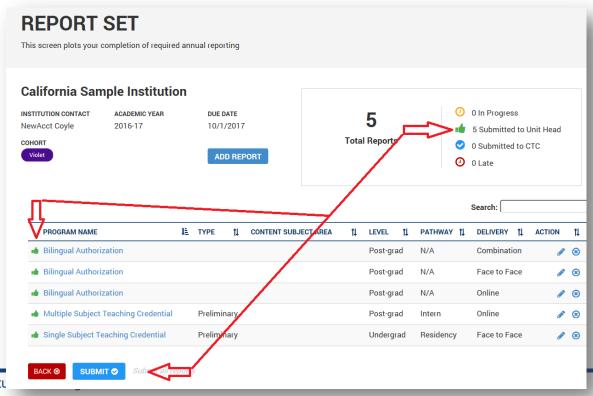


3. The Report Set page displays all annual reports across all programs for your Institution, along with their status. If any reports are not in a status of **Ready for Submission**, you will not be able to click the **Submit** button to submit the reports to the CTC.



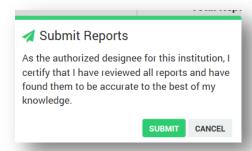


4. After all annual reports have been submitted to the Unit Head, the Unit Head may click the **Submit** button to submit all reports to the California Commission on Teacher Credentialing.



ADS: Institu

Clicking the Submit button will trigger a confirmation dialog that requires you to certify that you are the authorized designee for the institution, and that the reports are accurate to the best of your knowledge.

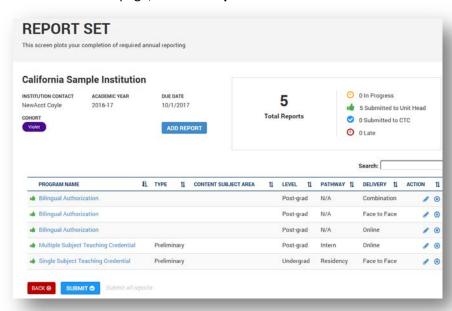


**Note:** After you submit the annual reports to the California Commission on Teacher Credentialing, you will not be able to make any further modifications. If you need to make additional changes, you must contact CTC staff to request the reports be returned back to you.

#### 6.5.6 Revise Annual Reports Submitted by Faculty/Staff to Unit Head

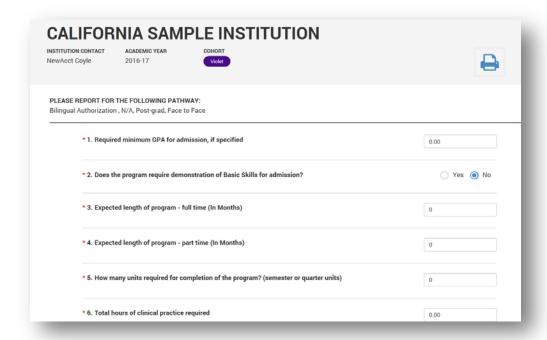
Once an annual report is submitted to the Unit Head, the report becomes read-only (locked) for Faculty/Staff and Security Delegate users. The Unit Head or Program Delegate may unlock the annual report by using the **Revise** option.

1. From the institution page, click the **Report Set** button.



2. Select the annual report that must be returned to the Faculty/Staff user.



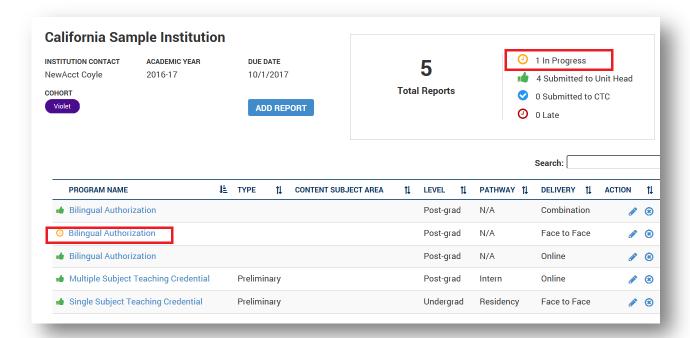


3. Scroll to the bottom of the annual report, click the **Revise** button.





4. The status of the annual report changes from **Submitted to Unit Head** to **In Progress** and Faculty/Staff have the ability to make changes to the report prior to submitting to the Unit Head.

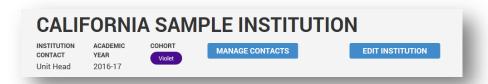


#### **6.6 Manage Institution**

Update the institution's address, web address or email domain by clicking on the **Edit Institution** button on the institution page.

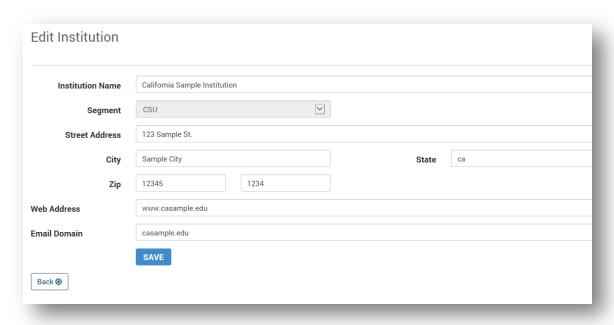
#### 6.6.1 Edit Institution

1. From your Institution page, click the **Edit Institution** button.





2. Modify the relevant information.



3. Click Save.

## 6.6.2 Request a Missing Program

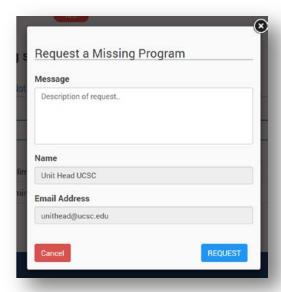
If your Institution has a program that is not listed under **Required Reporting**, **Active Program** or **Not Active Programs**, the Unit Head can request the missing program.

1. From your institution page, click the **Request a Missing Program** button.





2. Provide information regarding the missing program.



3. When finished, click **Request** to send an e-mail to CTC requesting the missing program.

#### 6.6.3 Create Contact for Institution

This section walks through creating a contact. When a user creates an account, the system will automatically match the account and the contact record based on the user's email address.

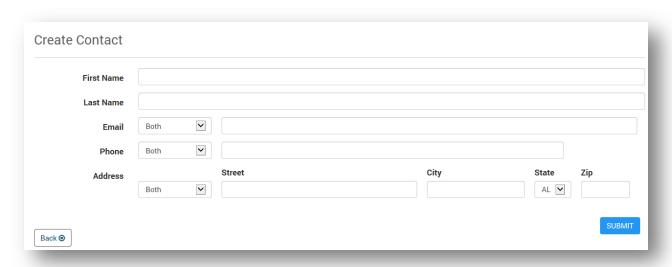
1. From your institution page, click the **Manage Contacts** button.



2. From the Institution Users page, click the Create Contact button.



3. Fill out the form.



4. Click **Submit** to finish adding the new contact. The contact will now appear in the list of Institution users.

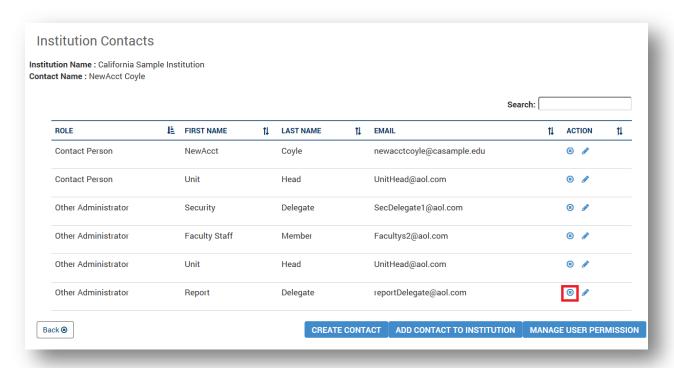
#### 6.6.4 Remove Contact from Institution

1. From your Institution page, click the **Manage Contacts** button.





2. Click the X (Delete User) button to the right of the contact.



3. The contact will no longer appear in the list of institution users.



# 7 ACCREDITATION TEAM MEMBER TRAINING

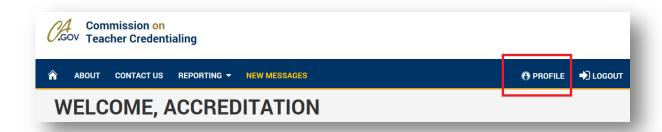
**Accreditation Team Members:** 

- Have access to their site visit institution(s) for a limited duration
- Cannot add reports to the report set for their site visit institutions(s)
- Cannot edit report data for their site visit institution(s)
- Can complete additional contact data used by CTC to build accreditation teams

## 7.1 BECOMING AN ACCREDITATION TEAM MEMBER



## 7.2 UPDATING CONTACT INFORMATION

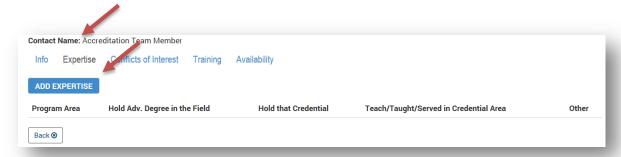


Accreditation Team Members can update their contact information through the Profile link.

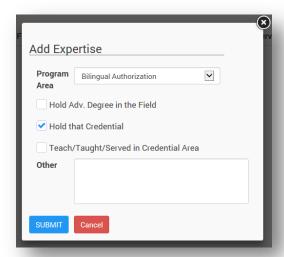
## 7.2.1 Updating Expertise

Accreditation Team Members can update their expertise through the **Profile** link.

1. Click on the **Expertise** tab.



2. Click the Add Expertise button. Complete the form and click Submit.

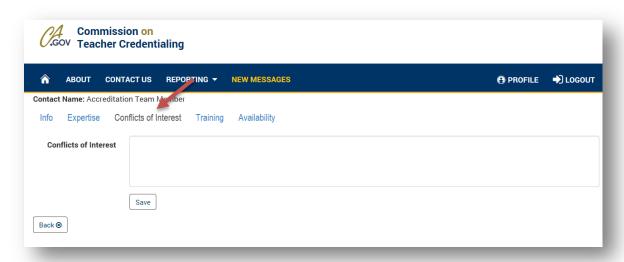




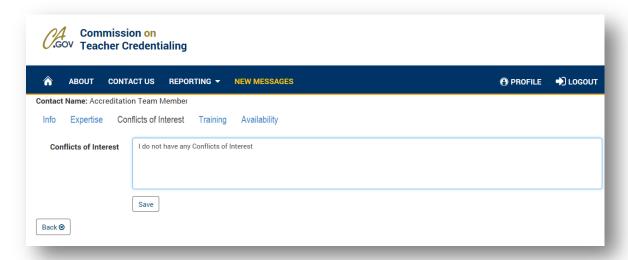
## 7.2.2 Updating Conflict of Interest

Accreditation Team Members can update their conflict of interest information through the **Profile** link.

1. Click on the **Conflict of Interests** tab.



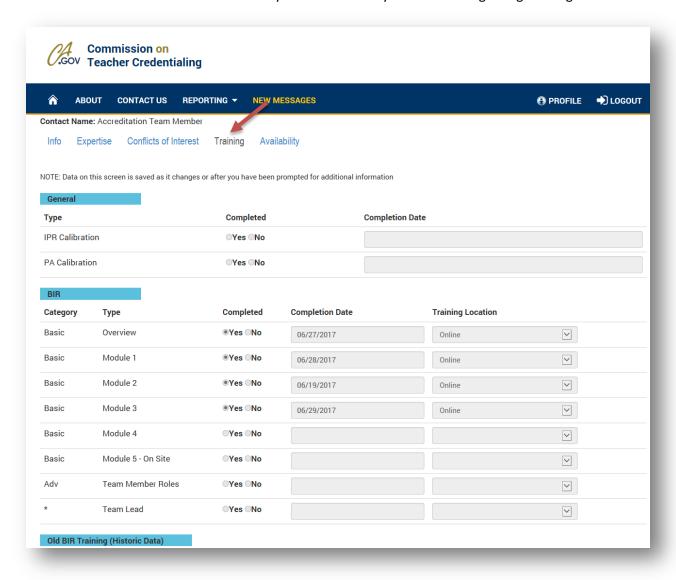
2. Type in the appropriate conflict of interest information and select Save.





## 7.2.3 Review Training Information.

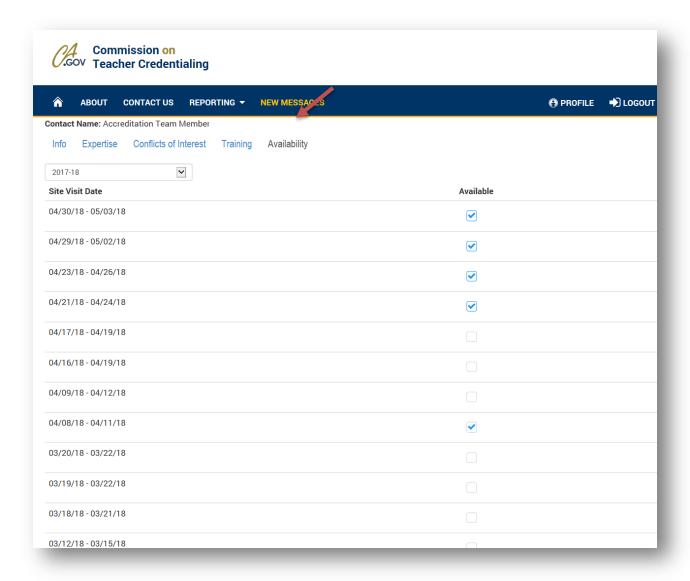
Accreditation Team members have the ability to view read-only information regarding training.





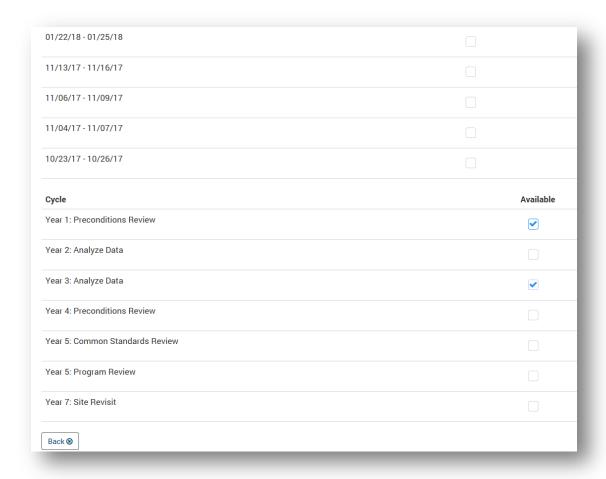
## 7.2.4 Updating Availability

Accreditation Team Members can indicate when they may be available to perform tasks on a team.





At the bottom of the availability screen, the Accreditation Team Member can select their availability for different aspects of the accreditation cycle.

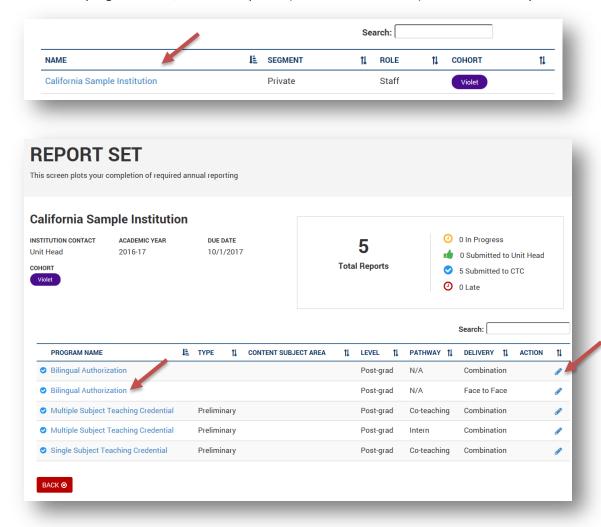




## 7.3 ACCREDITATION TEAM MEMBER NAVIGATION

Once CTC Staff have added the user to an Accreditation Team, the user will see the institution listed on their home page.

- 1. Click on the institution name to get to the institution's report set.
- 2. Click on a program name, or the edit pencil (in the Action column) to see a read-only view of an



annual report.



## 8 OTHER SYSTEM FUNCTIONALITY

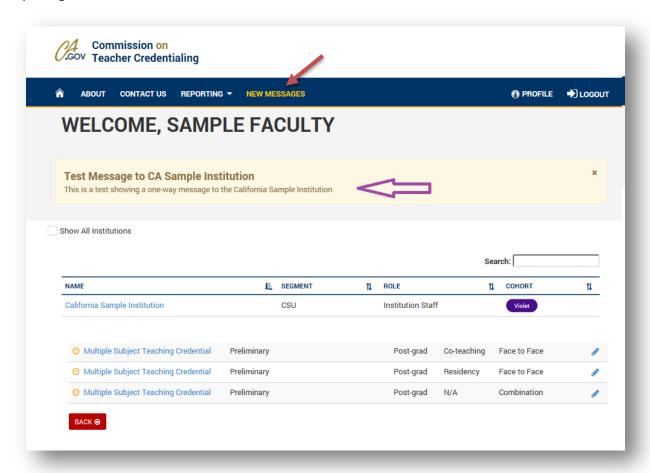
This section covers other ADS functionality such as Messaging and Contacts.

#### 8.1 ONE-WAY MESSAGING

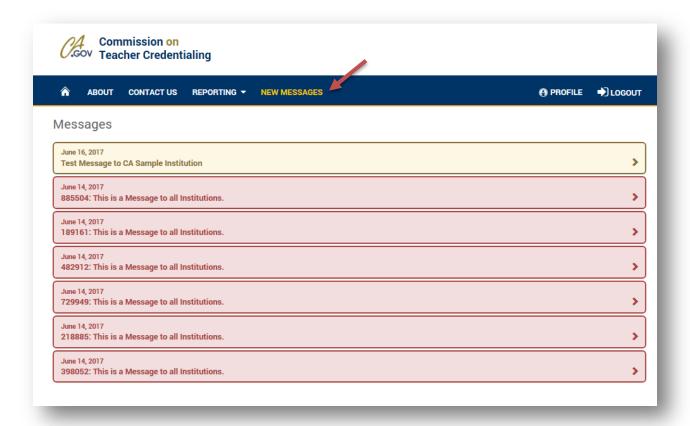
The CTC may send out a message to all institutions or to an individual institution. This message will appear at the top of the home page after signing in.

Messages may be marked as read so they no longer appear on the home page by clicking the **X** in the top right of the message box. Marking the message as read will remove that message from the home page for <u>all</u> institution users.

All messages from the CTC can be viewed by navigating to the **Messages / New Messages** link on the top navigation bar.







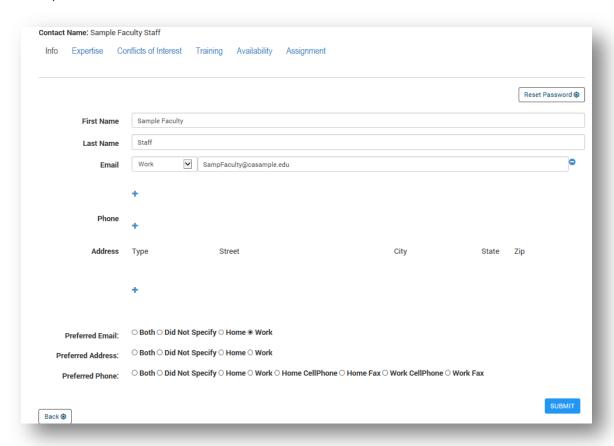
# **8.2 Profile Information**

Clicking on the **Profile** link on the top navigation takes the user to the contact information page.





The contact page allows the user to modify contact information within the system. From the contact page, the user can reset their password and update their first name, last name, email address, phone number, and address.



Contact Information	Contact information is linked to each user's account. A user's contact information contains their first and last names and can contain multiple email addresses, phone numbers and street addresses. Contact information is editable and may change.
Account Information	Account information is composed of a sign in ID (the user's email address), a password and the user's first and last name. The username associated with the account is not editable and never changes.



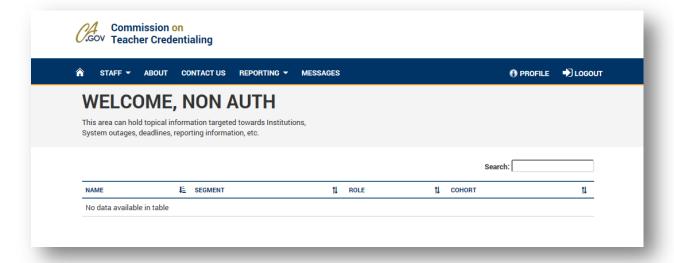
# 9 Frequently Asked Questions

This section covers answers to Frequently Asked Questions (FAQs).

#### 9.1 I SEE A BLANK PAGE

Q: After I sign in, I cannot see my institution. Why is my institution missing from the home page?

**A:** If the home page shows the message of "No data available in table", contact your Unit Head or Security Delegate and ask for access to your institution.

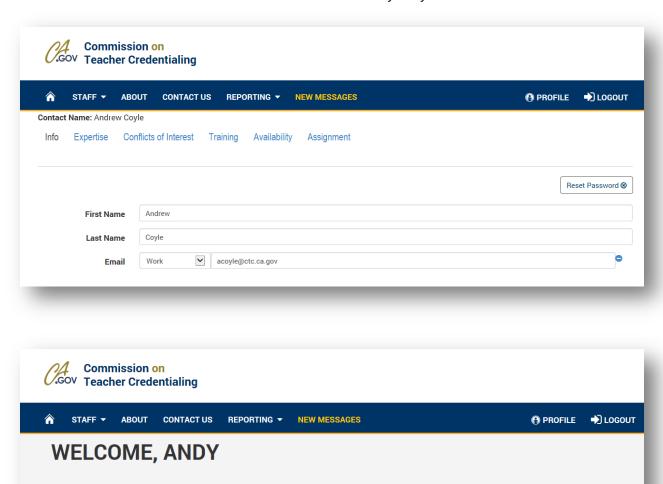




# 9.2 I CHANGED MY NAME, BUT IT STILL SAYS WELCOME, "OLD NAME"

**Q:** I signed in and used the Profile link on the top navigation bar to change my name from Andy to Andrew. When I sign back in, the message still says "Welcome, Andy".

**A:** The welcome banner on the home screen displays <u>account</u> information, which is not editable. The welcome banner does not display the contact name. For more information on the difference between account information and contact information see section *8.2 Profile Information*.



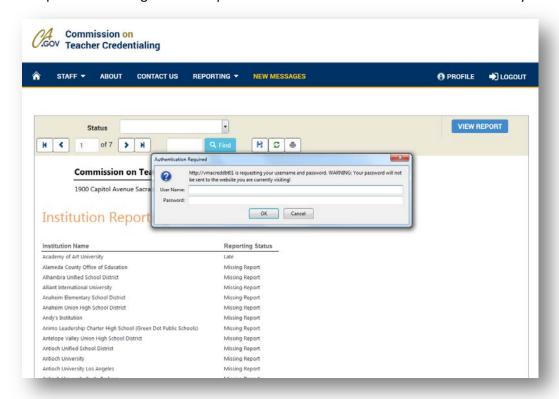
# 9.3 "AUTHORIZATION REQUIRED" WHEN VIEWING REPORTS

Add Institution 
Show All Institutions



When viewing reports using the Firefox browser, you may see the following pop-up dialog box:

Internet Explorer and Google Chrome pass windows authentication information in a way that Mozilla



Firefox browser doesn't support. Firefox will prompt you for your username/password and then pass that credential information to the system making the request. To avoid the prompt when trying to access the ADS reporting service in Firefox, the user needs to configure silent authentication as follows:

- 1. Open Firefox.
- 2. Type about:config as the target URL.
- 3. Type neg in the Filter field.
- 4. Select network.negotiate-auth.allow-non-fqdn. If it is set to false, right-click and select Toggle. If it is already set to true, do not change it.
- 5. Close the about:config tab and close Firefox.