ESS Operations
Exceptional Student Services

Frequently Asked Questions – ADEConnect

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Q1:   WHAT IS ADECONNECT?

A: ADEConnect is an identity management system. It protects you as a user of ADE applications, and it protects ADE from unauthorized access. FERPA (20 U.S.C. § 1232g; 34 CFR Part 99) and the Personally Identifiable Information (PII) Privacy Act (GSA 2180.1) dictates that personal information and student educational records are accessible by only those persons with a valid need. ADEConnect keeps ADE compliant with those regulations. Remember, it is a violation of the ADE Acceptable Use Policy to share IDs and passwords. Violators of this policy could face sanctions up to and including referral to appropriate law enforcement agencies. **Refer to the Acceptable Use Policy** for more information: https://home.azed.gov/Portal/TermsAndConditions/Index/?ShowAcceptButton= yes

Q2:   I DON'T KNOW IF I HAVE AN ADECONNECT ACCOUNT. HOW CAN I FIND OUT?

A: ADEConnect accessibility is granted to users via the Entity Administrator for each public education agency (PEA), in order to access any applications. If you do not have an ADEConnect account or if you already have an existing account but need to have the ESS Annual Special Education Data Collection application (ESS Annual Data) added to your account, you will need to contact your PEA's Entity Administrator.

Q3:   WHO IS MY ENTITY ADMINISTRATOR?

A: You can find your Entity Administrator here: https://home.azed.gov/PublicSite/

Q4: WHAT HAPPENS WHEN THE ENTITY ADMIN SUBMITS THE REQUEST?

A: Once the Entity Admin submits the request someone from the Data Management team will review the request and either approve or reject given the information provided. Please note that Superintendents, CEO, **Business** Managers, and SPED Directors are the ONLY ones to receive *Signer Roles* for the application. *User Roles* are assigned to those who the Superintendent, CEO, **Business** Manager and SPED Director approve of.

Q5: HOW LONG DOES IT TAKE TO OBTAIN FIRST-TIME ACCESS TO AN ESS DATA MANAGEMENT APPLICATION?

A: Once a request for access has been approved by ESS Data Management, it takes approximately 30 minutes before you will be able to log on.

Q6: WHERE DO I GO TO LOG ON TO ADECONNECT?

A: You can access ADEConnect either through your student information system (SIS) or via the ADEConnect portal: https://home.azed.gov/Portal/

Q7: AM I REQUIRED TO CHANGE MY TEMPORARY PASSWORD THE FIRST TIME I SIGN IN?

A: If you are a new user and do not already have access to ADEConnect, you will be required to change your password. If you already have access to ADEConnect, this will not be necessary.

Q8: WHAT IS SINGLE SIGN-ON?

A: Single sign-on is a process which enables you to log onto a network of applications once and have access to all that are authorized. The identity management system remembers who you are and eliminated the need to have multiple IDs and passwords.

Q9: WHERE DO I GET HELP REGARDING ADECONNECT, OR FIND OUT WHICH STUDENT INFORMATION SYSTEMS (SIS) ARE COMPATIBLE?

A: You may contact the ADE Support Center Monday through Friday between the hours of 8:00 A.M. and 5:00 P.M. via telephone (602-542-7378 / 602-542-2222 / 866-577-9636) or **submit a ticket through the ADE Help Desk: http://helpdeskexternal.azed.com/.**

Q10: WHICH IS THE BEST WEB BROWSER TO USE?

A: You can log on to ADEConnect using any modern web browser **however it is recommended that you use one of the following browsers supported by ADE: the latest 2 versions of Chrome, Firefox, IE Edge, and Safari (IE v11 is not supported).** Entity Administrator can be accessed once in ADEConnect (https://entityadmin.azed.gov/). However, it is recommended to access ADEConnect from your Student Information System (SIS).

Q11: WHAT IS THE ESS PORTAL AND WHAT TO EXPECT WHEN USING IT?

A: The ESS Portal provides users a single platform for all Special Education applications. Users who have permission to any ESS application will see the ESS Portal application under ADEConnect.

Q12: WHEN WILL COMMON LOGON BE RETIRED?   3

A: For ESS applications, Common Logon access has been retired.