

To: Corporation Test Coordinators

From: Dr. Charity Flores, Director of Assessment

Date: August 31, 2020

Subject: Upcoming TIDE Downtime and Resetting CAI System Account Passwords for 2020-2021 School Year

The Test Information Distribution Engine (TIDE) will be down for maintenance from Friday, September 4 through Sunday, September 13, to prepare the system for the 2020-2021 school year. The [Released Items Repository](#) and [Online Reporting System](#) (with the exception of roster management) will remain available.

All Indiana assessment user account passwords will be reset for the 2020-2021 school year. Once TIDE goes live on September 14, you **must** reset your password for the 2020-2021 school year. Please follow these steps:

1. Go to: <https://in.tide.cambiumast.com/>
2. On the system login page, click on the link to "Request a new one for this school year."
3. Enter the email address that is associated with your user account and click submit.
4. An email (from DoNotReply@cambiumassessment.com), which contains a clickable link, will be sent to the email address associated with your account.
5. Click on the link. You will be directed to a page where you can enter a new password.
The link will expire 15 minutes after you receive it; if you do not create your new password in 15 minutes you will need to request a new link.
6. Follow the on-screen prompts to create a new password.

All 2019-2020 Indiana TIDE user accounts will transition to the 2020-2021 TIDE on September 14. Test coordinators must review users assigned to their schools and corporations. Users no longer associated with the corporation or school must be removed, and new users may be added (as applicable). All user roles must be verified and adjusted, as needed, to reflect current roles. More information about accessing users and user information can be found in the 2020-2021 TIDE User Guide, which will be available on the [Indiana Assessment Portal](#) on September 14.

We apologize for any inconvenience this may cause. For questions or concerns regarding this downtime, please contact Cambium Assessment, Inc.'s Indiana Assessment Help Desk with any questions or concerns (at indianahelpdesk@cambiumassessment.com or 1-866-298-4256).