# CASAS Teacher Portal Frequently Asked Questions

The **Teacher Portal** is an **easy** to use, **web-based**, **accessible** tool that provides class and student level access to instructional reports, demographic information, attendance, and more.

1. *Is there anything that the agency needs to have/do prior to being able to use Teacher Portal?*

    o   All agencies that have an Enhanced License have full access to the Teacher Portal. If you are unsure if your agency has an Enhanced License or a Basic License, please contact CASAS and we will be happy to assist you.

    o   Teacher Portal shows data connected to classes in TOPSpro Enterprise (TE) and the Enhanced License gives the agencies the ability to create classes.

2. *What is the difference between a Basic and Enhanced License?*

    o   A Basic License supports student-level implementation.

    o   An Enhanced License supports student, class, program, and accountability level implementation.

3. *Who can assign Teacher Portal access?*

    o   The Data Manager at the agency can set up Role's access for Teacher Portal after their Roles are set to Data Manager (Enhanced), which can be set by CASAS by calling in or sending an email requesting the Access Role

    o   Data Manager Access Role is <u>**not**</u> the same as TE Enhanced (Data Manager) –The Access Group Below, the TE Enhanced (Data Manager) is set at Access Groups level and can only be set up by CASAS.

Access Roles		Access Groups	
Data Manager (Enhanced)	YES	TE Enhanced (Data Manager)	←
Data Manager (Standard)		TE Admin Access (Enhanced)	
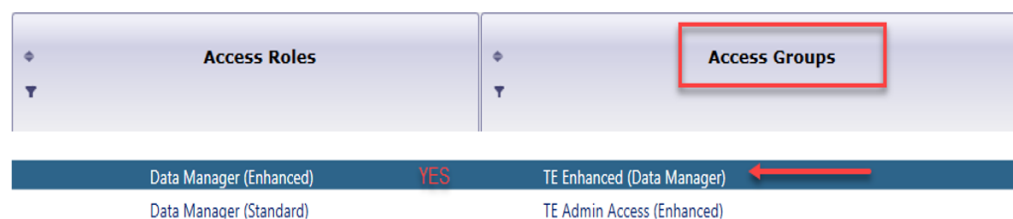
4. *What is the difference in using Teacher Portal vs. TOPSpro Enterprise (TE)?*
    o   Teacher Portal is accessible in any web-based device (i.e. tablet, Mac/PC devices, etc.) while TE is a software requiring installation on a PC device.
    o   TE is the main data bank while Teacher Portal provides quick access data.

5. *How is security maintained in Teacher Portal?*

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- o Teacher Portal requires a strong password, plus a TOPSpro Enterprise (TE) user account created by the data manager.
- o Data managers can set "Read-only" or "Enhanced" access to control the level of access to the portal for teachers.
- o Student data can be displayed or hidden.
- o Access to SSN can be enabled or disabled for any user.

6. *What data does the Teacher Portal include?*
- o Teacher Portal includes the following data at a Class and Student level:
- o Class
- o Assessment
- o Student Demographics
- o Reports

7. *How do teachers access the Teacher Portal?*
- o First, the data manager creates a user account in TE with either "Read-only" or "Enhanced" access.
- o Next, the teacher activates the account by logging to TEportal.org

8. *Can my counselors/administrators have access to see all classes and students?*
- o Yes. An account can be created with alternative access for administrators and counselors.

9. *Will there be additional charges to agencies to use Teacher Portal?*
- o Teacher Portal is included for agencies currently running the TE Enhanced package. To upgrade from TE Basic to TE Enhanced, please contact golive@casas.org.

10. *How are Teacher Portal login/passwords managed?*
- o Like any other web-based application, the teacher login/password must be strong enough to pass rigorous restrictions.
- o The first time a teacher creates a Teacher Portal login, the software will attempt to use their current password for TOPSpro Enterprise (if strong enough) otherwise it will prompt the teacher for a Portal-only password.
- o To reset a forgotten portal password, simply click on the "Forgot password?" link in the Teacher Portal login screen.

11. *When setting up a user account in TE, should the selection for **Access Control** be set to "Access is granted based on group and individual rights" **OR** "Access is granted based on roles"?*
- o For California agencies, **set all accounts** (including Data Manager) to: "Access is granted based on groups and individual rights."
- o For non-California agencies, **set the Data Manager account only** to: "Access is granted based on roles (for Teacher Portal)."

12. *What is the difference between Roles and Groups? Should a group be selected under each menu?*

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- o **Roles** assigns access for Teacher Portal
- o **Groups** assigns access for TOPSpro Enterprise (TE)
- o It is recommended to assign a "compatible group" for both **Roles** and **Groups**. Please see example below:
  - ▪ **Roles**: Teacher Enhanced + **Groups**: Teacher Enhanced (TE) Access

13. *Should I set individual access rights in the user account for Container Access Rights, TE Menu Access Rights, Data Access Rights, Miscellaneous Rights, Portal Access Rights?*
   - o It is not recommended. Access rights should come from the selection under Roles and Groups. In the event rights need to be edited, it is recommended to edit the Access Group (Organization > Access Groups) and not the individual user account.

14. *Where do I set or change the access rights for Teacher Portal accounts?*
   - o Access rights for Teacher Portal accounts are set under the **Access Groups** (Organization > Access Groups), under the **Portal Access Rights** section.

15. *How do I remove the phone verification requirement or message in Teache Portal?*
   - o In Teacher Portal you can click your name in the top right > then Account > change phone number >remove number will be an option. Once removed then you will not have the system asking to verify through phone number.

16. *To set-up Teacher Portal, use our "Setting up Teacher Portal Access in TE" document.*
   https://www.casas.org/docs/default-source/topspro-training/how-to-guide-teacher-portal.pdf?sfvrsn=85f3365a_4

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