

# Resolving Common Access Errors in Schoolnet and/or NCEES

During the initial Home Base rollout, some users have experienced a known set of access issues. The following information provides resolutions for the most common issues.

User Action	Result	Action
Attempts to access NCEES from PowerSchool	No access, user sees this message on the screen:  <b>“Your account (UID) is not in the NCEES system. Please contact the NC Home Base Support Center (919) 807-4357, and report that your UID is not set up in NCEES.”</b>	User contacts their <u>district data manager</u> who will perform the following: <ol style="list-style-type: none"> <li>1. In PowerSchool, on the user’s “Information” tab, if the “StatePRID” field is blank, you must enter the user’s 10 digit UID into that field. <b>Screen Shot #1</b></li> <li>2. In PowerSchool, provision the user’s account with Schoolnet permissions based on the user’s role. Note that only “Staff” role is required to grant the user access to NCEES. <b>Screen Shot #2</b></li> <li>3. Have user clear their browser cache, close down their browser, reopen their browser, login into PowerSchool/PowerTeacher.</li> <li>4. Click on the NCEES link. If they still cannot access NCEES, contact the <u>district NCEES administrator</u> (defaults to HR director) and ask that they make sure that the user has been set up in NCEES.</li> </ol>
Attempts to access the Instructional Improvement System (Schoolnet) from PowerSchool	User sees "404 Server Error" screen. See <b>Screen Shot #3</b> on following pages.	User refers issue to <u>district data manager</u> who will perform the following steps: <ol style="list-style-type: none"> <li>1. Complete steps 1, 2, and 3 above.</li> <li>2. Instruct the user that the changes you made will take effect overnight, so the user will have access to the Instructional Improvement System (Schoolnet) the next morning.</li> <li>3. On the next morning, end-user completes step 3 above and then clicks on the “Schoolnet” link.</li> </ol>
After above issues are fixed, user attempts to access Schoolnet	User sees Home Base screen asking for additional information. See <b>Screen Shot #4</b> on following pages.	User should wait until the following morning to retry to access Schoolnet. Be sure to clear browser cache, close down the browser, reopen the browser, and log back into Powerschool/PowerTeacher before attempting to access Schoolnet.

# Resolving Common Access Errors in Schoolnet and/or NCEES

**Screen Shot #1** shows PowerSchool user Information screen with StatePrid field that requires the State UID.

The 10 digit UID must appear in the StatePrid field in order to access NCEES or Schoolnet. Note that the UID may or may not appear in the ID field.

**Administrators should NOT edit the ID field.**

After entering the UID in the StatePrid field, the user should be able to access NCEES immediately and will be able to access Schoolnet on the following morning.

The screenshot displays the 'Information' page for a staff member in the 'NC STUDENT INFORMATION SYSTEM'. The page includes a search bar, navigation links, and a form with various fields. A red arrow points to the 'StatePrid' field, which is currently empty. The 'ID' field is also visible and contains a redacted value. The form includes sections for 'Federal Ethnicity and Race' and 'Reporting Ethnicity'. The 'Submit' button is located at the bottom right of the form.

Name (Last, First MI)	[Redacted] *
Preferred Name	[Text Field]
Email Address	[Text Field]
Title	[Text Field]
Gender	[Dropdown]
<b>Federal Ethnicity and Race</b>	
Ethnicity	Is the staff member Hispanic or Latino? <input type="radio"/> Yes <input checked="" type="radio"/> No
Race	What is the staff member's race? <input type="checkbox"/> (AM) American Indian or Alaska Native <input type="checkbox"/> (AS) Asian <input type="checkbox"/> (BL) Black or African American <input type="checkbox"/> (PI) Native Hawaiian/Other Pac Islander <input type="checkbox"/> (WH) White
Reporting Ethnicity	No ethnicities chosen. (X)
ID	[Redacted] *
StatePrid	[Redacted]
Homeroom	[Text Field]
Home School	LEA Office
Lunch ID	[Text Field]
Home Phone #	[Text Field]
School Phone #	[Text Field]
Street	[Text Field]
City, State, Zip	[Text Field] [Text Field] [Text Field]
SSN	[Text Field]
DOB	[Text Field] (MM/DD/YYYY)
Staff Status	[Dropdown: Staff]
Status	[Dropdown: Active]

# Resolving Common Access Errors in Schoolnet and/or NCEES

**Screen Shot # 2** shows PowerSchool “Manage Schoolnet Roles” screen for user with no Schoolnet roles assigned. The user will not be able to access Schoolnet until a role is added and the nightly refresh is done. Assign user a Schoolnet role based on their job. See the Schoolnet roles at the link below. Note that “Staff” role is sufficient to permit the user access to NCEES.

<http://www.ncpublicschools.org/docs/homebase/getting-ready/implementation/roles-permissions.doc>

Search Staff  
⇐ List (4) ⇒

Current Schedule  
Information  
Functions  
Photo  
Schedule Setup  
Schedule Matrix  
Security Settings  
Transactions

Custom Screens

NCDPI Screens  
Staff Info  
Staff Duty  
Staff Qualify

PowerSchool

Welcome, Maintenance | Help | Sign Out

School: District Office Term: 13-14 Year

Start Page > Staff > Select A Staff Member > Security Settings > Manage Schoolnet Role

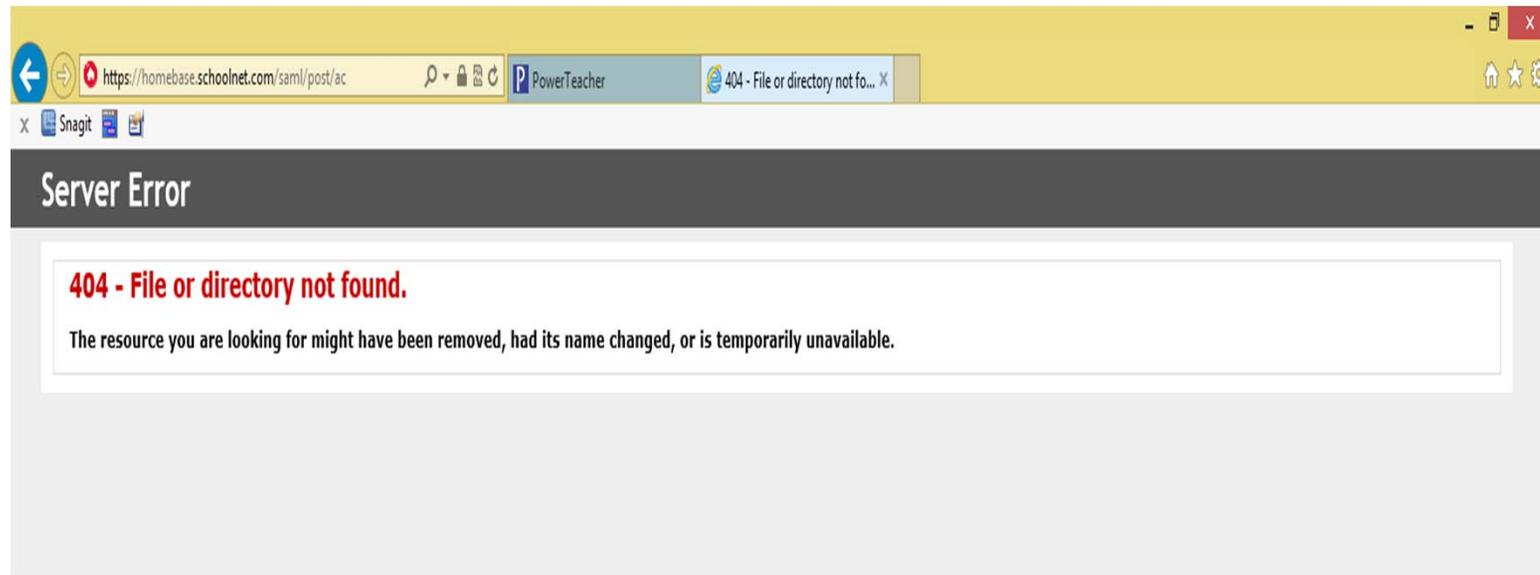
Manage Schoolnet Roles for [Redacted]

Submit

Institution	Schoolnet Role	Actions
District Office	-	Add Roles
Alamance-Burlington Schools (Default)	-	Add Roles
ALAMANCE BURLINGTON MIDDLE COLLEGE	-	Add Roles
ALEXANDER WILSON ELEMENTARY SCHOOL	-	Add Roles
ALTAMAHAW OSSISPEE ELEMENTARY SCHOOL	-	Add Roles
B EVERETT JORDAN ELEMENTARY SCHOOL	-	Add Roles
BROADVIEW MIDDLE SCHOOL	-	Add Roles
CAREER AND TECHNICAL CENTER	-	Add Roles
HIGHLAND ELEMENTARY SCHOOL	-	Add Roles
E M YODER ELEMENTARY SCHOOL	-	Add Roles
EASTERN ALAMANCE HIGH SCHOOL	-	Add Roles
EASTLAWN ELEMENTARY SCHOOL	-	Add Roles
E M HOLT ELEMENTARY SCHOOL	-	Add Roles
ELON ELEMENTARY SCHOOL	-	Add Roles
GARRETT ELEMENTARY SCHOOL	-	Add Roles
GRAHAM HIGH SCHOOL	-	Add Roles
GRAHAM MIDDLE SCHOOL	-	Add Roles
GROVE PARK ELEMENTARY SCHOOL	-	Add Roles
HAWFIELDS MIDDLE SCHOOL	-	Add Roles
HARVEY NEWLIN ELEMENTARY SCHOOL	-	Add Roles
HAW RIVER ELEMENTARY SCHOOL	-	Add Roles
HILLCREST ELEMENTARY SCHOOL	-	Add Roles
CUMMINGS HIGH SCHOOL	-	Add Roles
MARVIN B SMITH ELEMENTARY SCHOOL	-	Add Roles
NORTH GRAHAM ELEMENTARY SCHOOL	-	Add Roles
PLEASANT GROVE ELEMENTARY SCHOOL	-	Add Roles
R HOMER ANDREWS ELEMENTARY	-	Add Roles

# Resolving Common Access Errors in Schoolnet and/or NCEES

**Screen Shot #3** presented when access denied to Schoolnet.

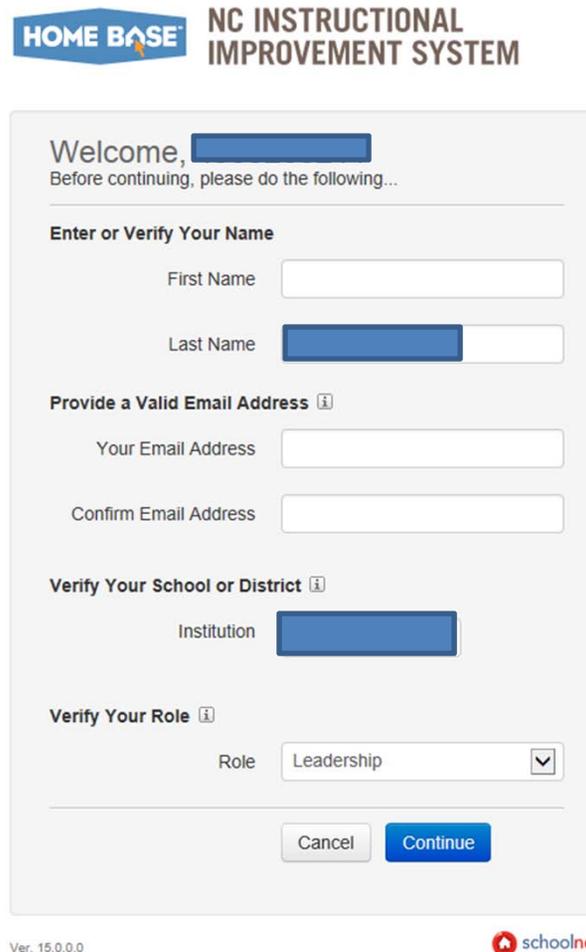


Data manager will check and resolve issues with:

- User ID missing from StatePrid field
- User SchoolNet role not established in PowerSchool.

# Resolving Common Access Errors in Schoolnet and/or NCEES

**Screen Shot #4** shows the screen presented to the user that attempts to access Schoolnet after errors are corrected but prior to the nightly refresh. User will have to wait until the next day.



**HOME BASE** NC INSTRUCTIONAL IMPROVEMENT SYSTEM

Welcome, [Redacted]  
Before continuing, please do the following...

**Enter or Verify Your Name**

First Name

Last Name

**Provide a Valid Email Address** ⓘ

Your Email Address

Confirm Email Address

**Verify Your School or District** ⓘ

Institution

**Verify Your Role** ⓘ

Role

Ver. 15.0.0.0 