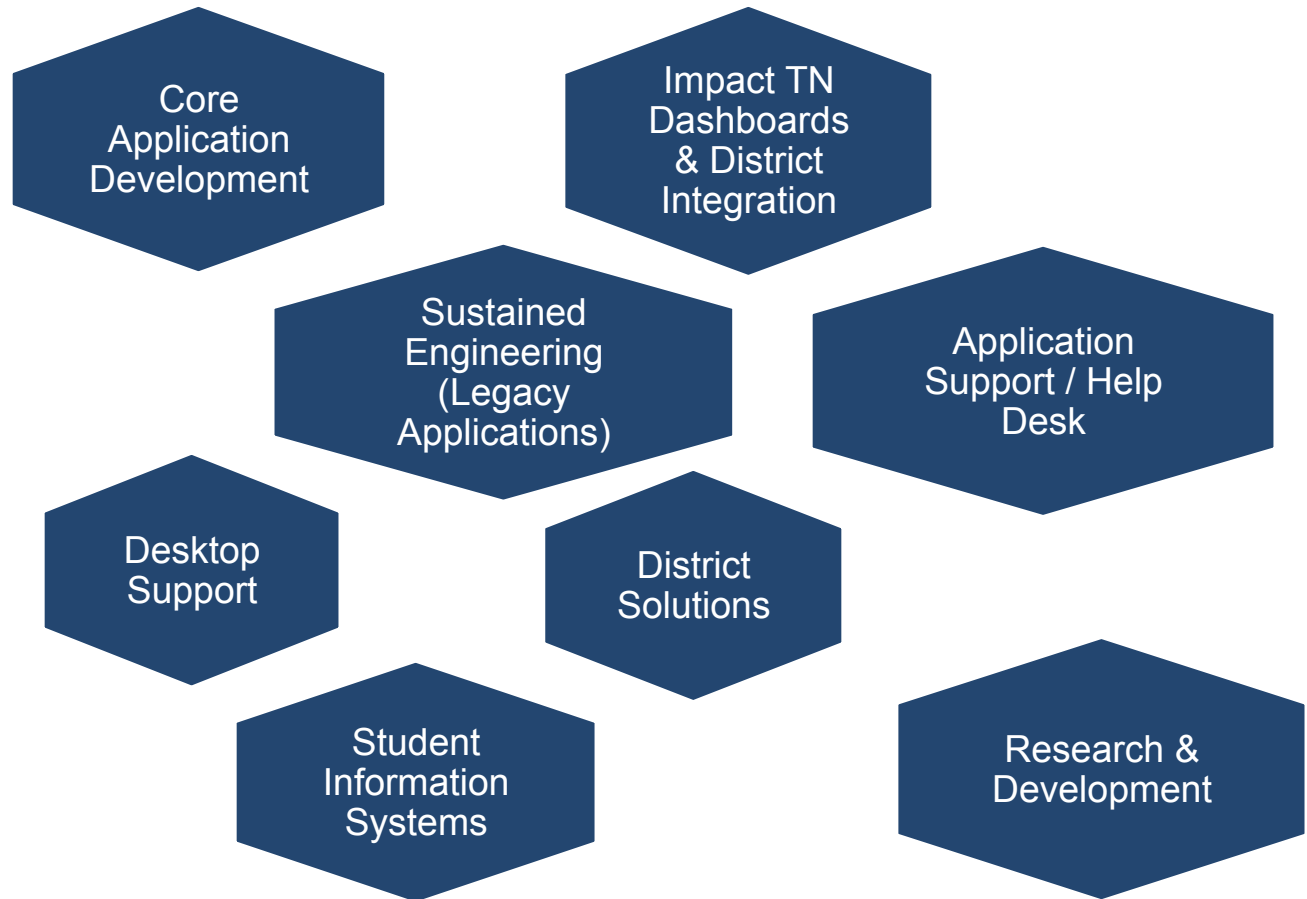




Product Support Help Desk

Information Systems



Interesting Information

- The Product Support Help Desk staff has resolved over 2,750 tickets in Freshservice since the fall conference.
- School year 2015-2016 ADM comparisons improved.
- EIS Production currently has 2,545 active users.
- There are currently 7,320 active users for all state supported applications.
- The division of special populations and student support implemented an ADM task force committee for Special Education ADM.

Commissioner's Update for Directors

- The weekly newsletter, *Commissioner's Update for Directors*, contains information for multiple program areas.
- It is important to carefully review the information each week.
- District supervisors that would like to sign-up for the report should use the following link: <http://eepurl.com/Z81pL>

Supervisors Opting In For Commissioner's Update

Hello! If you are a district-level supervisor and would like to receive the *Commissioner's Update for Directors*, please complete the form below.

Email Address

First Name

Last Name

District Name

Job Title/Position

Subscribe to list

Updates & Reminders

- Social security numbers and PINs must be nine digits. Information about assigning PINs can be found in the Attendance Manual, section 101, page 36.

Section E - Enrollment and Attendance Coding

E-101 Student Identification Number

1. A Personal Identification Number (PIN) shall be used to uniquely identify students upon entry into a Tennessee public school.

9 + the 3-digit school system number + 00001 to 99999
2. This uniquely assigned PIN must remain with the student throughout his career in Tennessee public schools regardless of subsequent transfers within the school system or to other Tennessee school systems.

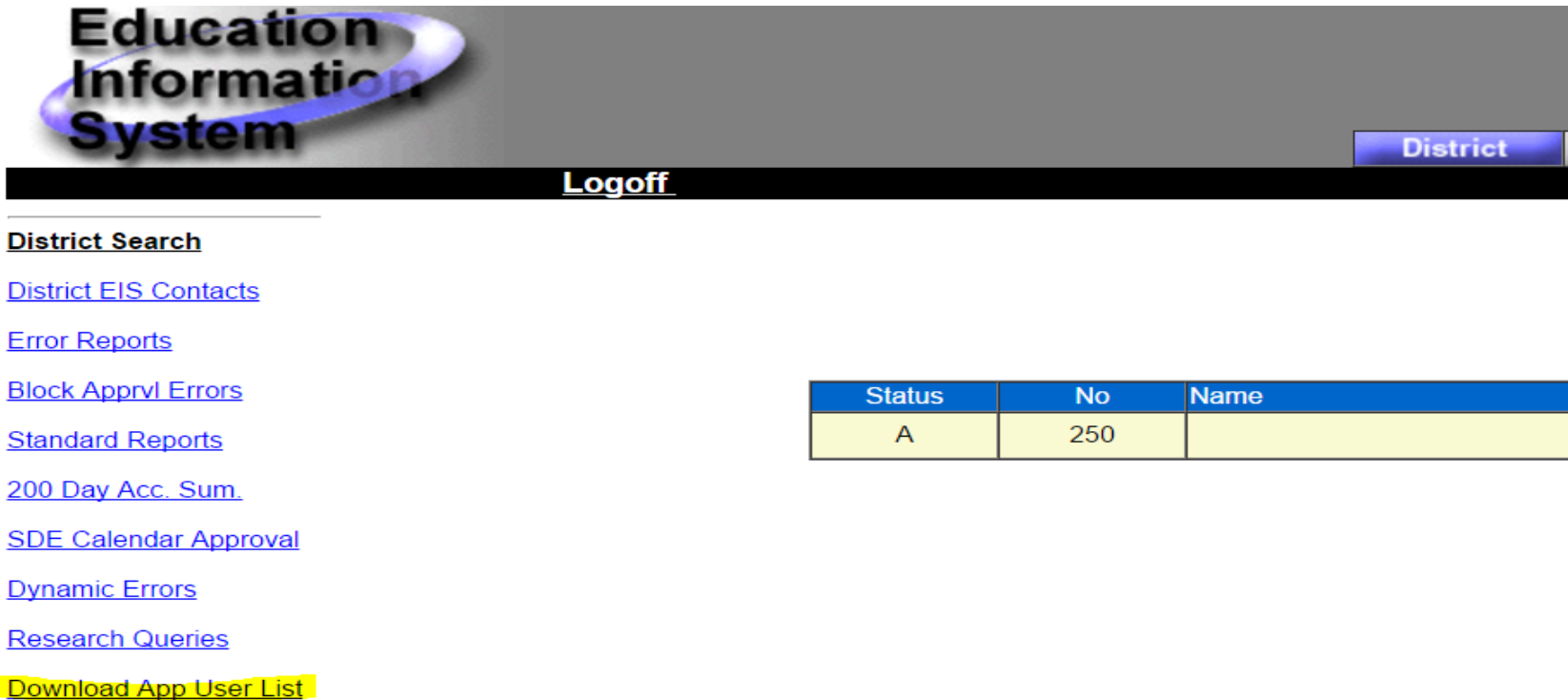
Updates & Reminders

- Review and update EIS contact information when a staff change is made by sending the request to EIS.Help@tn.gov . Don't forget to include requests for removal and addition of department listSrvs.
- The Help Desk can no longer separate student data when multiple students get tangled in EIS.
- There are some instances when the Help Desk cannot merge student data.
- Please make sure school staff members that enroll students are properly trained.

Updates & Reminders

- **The 2016-17 District Calendar is due May 15.** It should be approved by the district and the department representative, Paul Rainwater, in EIS.
- Don't forget about the EIS website:
<http://www.tn.gov/education/topic/education-information-system-eis>
- The Help Desk now sends a secure email with a temporary password directly to the new user. The district EIS contact will receive ticket information regarding the status of an application.

- District supervisors should periodically review the App User List in EIS Production, and make changes as needed.



Education Information System

[Logoff](#) [District](#)

[District Search](#)

[District EIS Contacts](#)

[Error Reports](#)

[Block Apprvl Errors](#)

[Standard Reports](#)

[200 Day Acc. Sum.](#)

[SDE Calendar Approval](#)

[Dynamic Errors](#)

[Research Queries](#)

[Download App User List](#)

Status	No	Name
A	250	

Application Access Form

- The newly revised TDOE Application Access Form can be found on the EIS Website.

Education Information System (EIS)

Recent Updates

- TDOE Application Access Form
 - [District and School Level](#)
 - [State Level](#)
- [State Hosted SIS Test Status](#)
- District Contacts [XLS](#) [PDF](#) Updated 4/6/16
- [TASBO Fall 2012](#)
- [2012 Fall Attendance Conference](#)
- 2012 Spring Attendance Conference
 - [EIS and ADM](#)
 - [EIS Errors](#)
 - [EIS Research Queries](#)

[EIS Login](#)

Freshservice
Service Desk Software

[Login](#)

[Training](#)

EIS HelpDesk

(800) 495-4154 or (615) 532-6215

Email: eis.help@tn.gov



Department of
Education

Melissa Teat
Product Support Help Desk Manager
Melissa.Teata@tn.gov
(800) 495-4154



Districts and schools in Tennessee will exemplify excellence and equity such that all students are equipped with the knowledge and skills to successfully embark on their chosen path in life.

Excellence | Optimism | Judgment | Courage | Teamwork