

TIENET Frequently Asked Questions

- 1. What do I do if I forget my password or I get locked out after entering my password incorrectly a number of times?** Contact your district/program secretary.
- 2. How many times can I try to enter a password incorrectly before I will be locked out of the system?** The number of incorrect password attempts resulting in being locked out of the system is determined by your TIENET system administrator.
- 3. Is the login Password case sensitive?** YES
- 4. Are the User ID and District Name case sensitive?** NO
- 5. Sometimes when I click on the browser back and forward arrows, I bounce out of the system? What am I doing wrong?** It is important to remember to work WITHIN the TIENET window – the forward and back arrows are part of your internet browser and are not part of TIENET. If you click on the browser arrows and are bounced out, you may try refreshing the page, or you may need to log back into TIENET.
- 6. Why can't I see my students?** If you are unable to see the students that you need to work with, it is generally because TIENET does not know the correct location where you work, or you may not be in the correct Security group (i.e. Teacher, OT, Counselor). Please your district/program secretary.
- 7. When I search for a student, why does it return “No search results”?** You may have entered incorrect information into the Quick Search Form. Try searching by just a few letters of the student's last name. The less information you enter into the Quick Search Form, the broader your results will be. If this still does not return information, contact your district administrator
- 8. Can more than one person work on a page of a document at the same time?** No. If more than one person tries to edit the same page, they will get a warning that another user is already working on that page. The first user will need to exit edit mode before the second user can edit the section. Unattended pages will log out after 30-45 minutes.
- 9. I created an IEP but do not see the page I need. How do I go back and add it in?** Make sure that you are in Print/View mode (you will not see the green “save” buttons or any color coded fields.) Click on the [More Actions](#) link, Click on [Modify Document Setup](#), and check the box next to the page that you need. Click [Accept](#).
- 10. Can I copy and paste from another document into TIENET?** Yes, for text boxes without formatting tools. Open both applications (Ex: MS Word and the TIENET document that

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you want to copy text into). Highlight the text you want to copy and paste it directly into the TIENET field where it is needed.

- 11. Does TIENET have a spell check function?** Yes, the spell check feature is accessed by clicking on this icon  and is located at the top of each page in edit mode.
- 12. How do I change the status of a document?** If your security privileges allow it, you will see a link for [More Actions](#) and [Change Status of This Document](#) (you must be in View Mode to find this link). There are three status positions: Draft, Review and Final.
- 13. What does the “Review” status mean?** The “Review” option allows the user to set documents in an interim status, triggering tasks or review prior to finalization. Using this status is an internal district decision.
- 14. What is the difference between “Save, Done Editing”, and “Save, Continue Editing”?** The **Save, Done Editing** button means you are done editing and want to save your work – *for the time being*. You can still edit the section at a later time. **Save, Continue Editing** allows you to save your work as you continue to work. As with all computer applications, you save your work periodically to ensure that you do not lose data if your workstation loses connection to the internet. TIENET also has security “time outs” to comply with privacy. Therefore, continue to save your work while you are in edit mode.
- 15. What are differences between “Print Section”, “Print All”, “Print Document”?** “Print Section” prints the section of the document you are working on. “Print All” will print the entire document. “Print Document” will allow you to select which sections of the document you would like to print. This print option also allows you to “print large spaces for handwriting”.
- 16. Why do some Insert Statement links have a bank while others are empty?** The public insert statement links are populated by your school district. If a bank is empty then no statements have yet been created by your District administrators. You may still select private statements to create your own personal bank.
- 17. What does the “Update from profile” message mean?** When information has changed in the Student Profile, TIENET will ask the end-user if they want to update the documents. Clicking the link will update the document with the new information from the Student’s Profile.