



**Single Sign On (SSO)
Frequently Asked Questions**

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Further details related to each question may be forward to the District Technology Service Desk at: dt.support@tn.gov.

Single Sign On (SSO) Frequently Asked Questions

Log-In – General

1) How do I access the SSO log in page?

The SSO log in page may be accessed at: <https://www.tneducation.net> OR <https://orion.tneducation.net>

2) How do I log in to the SSO page?

Navigate to the SSO Log In page at: <https://www.tneducation.net> OR <https://orion.tneducation.net>. Use the SSO email provided and MFA credentials (mobile number and alternate email).

3) What are the expectations for logging in to SSO?

In order to enhance user security, TDOE has implemented a two-step log-in authorization process (also known as Multi-Factor Authentication or MFA). The user will first need to enter their password, then request an authentication code be sent to their mobile device or email. Upon entering the authentication code, the user will be logged into the system.

4) How will the current version of SSO differ from SSO V2.0?

Logging into V2 from V1 is a seamless process. Once V2 is launched, V1.0 will cease to be operational, however the user will log into V2 as if it were V1. The user should see the same information as if they were in V1. If there are any issues with app access or log in, please contact the District Technology Service Desk at: dt.support@tn.gov.

5) I have never logged in before, when should I anticipate receiving my welcome email?

If a user has submitted all Ed-Fi information via their SIS package, then the system will automatically send a welcome email to those users who have never logged in before. This email will contain a temporary password to use upon the first log in attempt.

If the new user does not receive the welcome email, contact the District Technology Service Desk for assistance at: dt.support@tn.gov.

6) How long will the temporary password last?

SSO temporary passwords will last up to 14 days.

Single Sign On (SSO) Frequently Asked Questions

Log-In – Technical

1) After launch date, if TDOE receives Ed-Fi staff data, when should the user expect to receive a welcome email?

Once the Ed-Fi data is submitted to the state, the user may expect to see the welcome email within the next 24 hours. At present, the user provisioning list is consistently scanned throughout a 24 hour period for new users and is coded to automatically send a welcome email to new users.

2) What email domain will the welcome email come from?

The welcome email will come from the email: security@tnedu.gov .

3) What is contained in the welcome email?

The welcome email received will vary pending the user's status (IE: a new user, existing user being resent credentials, password updates, etc.). However, verbiage inside the email will contain language similar to the following:

Good Morning Jane Q. Public,

As you may have heard, the Tennessee Department of Education has been working on a program called **Single Sign On (SSO)**. SSO allows you to have **only one username and password** that will give you access to all education applications. This will significantly simplify how you will interact with state systems.

Applications will be converted to SSO gradually, starting with eTIGER and ImpactTN and other state-owned applications, followed by vendor-hosted applications, like TNCompass and EdTools.

You have been assigned SSO credentials as follows:

Username: jane.public@tneducation.gov

Temporary password: Rdwx345

Here are your next steps:

- Open a new Browser window and go to <https://tneducation.net>.
- Log in using the username and temporary password provided in this email.
- After logging in, you will be prompted to change your temporary password to a new, secure password of your choosing. Please note that the requirements for your new password are as follows:
 - The password must be between 8 and 16 characters
 - The password must contain at least 1 number
 - The password must contain at least 1 special character and 1 capital letter
- Once you have updated your password, you will then be asked to complete a Multi-Factor Authentication challenge.
- Once you have completed these steps, you will see a dashboard of icons representing the various state applications that are linked to your account.
- It's possible that you may not see any applications (tiles) listed on your Orion dashboard. Please check back often by logging-in to your Orion account. New applications (tiles) will be added periodically as they are integrated with Orion.
- If you do not currently have applications (tiles) listed on your Orion dashboard, and you feel this is an error, please contact your District EIS Supervisor or the District Technology Service Desk at DT.Support@tn.gov

Single Sign On (SSO) Frequently Asked Questions

- If you are having any difficulties with your Single Sign On (SSO) experience, please email DT.Support@tn.gov

Thank you for helping the Tennessee Department of Education implement Single Sign On across the state.

4) If a user has two Microsoft based SSO accounts—one personal and one for TDOE—may the user use their personal SSO account to log in to SSO V2.0?

No. SSO V2.0 is provisioned (authenticated) to allow ONLY TDOE approved email domains. Personal Microsoft accounts may not be used for logging in to SSO V2.0.

Single Sign On (SSO) Frequently Asked Questions

Security – General

- 1) What's going to happen to an existing SSO account?**
Existing SSO accounts will remain the same with the addition of an updated authentication requirement (MFA).

- 2) How does Multi-Factor Authentication (MFA) work?**
MFA or "Multi-Factor Authentication" is a two-step log in process that enhances security to the log in procedure. Upon creation of an account, the user will need to ensure that their password is created. After entering the password, the user will need to enter a mobile phone number. Upon entry and hitting "Submit", the user will receive a code to the mobile phone number (or alternate email if that is selected) and will need this code in order to log in. Successfully completion of this process is considered the second step of the multi-factor authentication procedure.

- 3) What are the requirements for MFA?**
MFA or "Multi-Factor Authentication" requires two criteria:
 - A. Phone Number (mobile)
 - B. Secondary email

- 4) After the first log-in attempt, how many times will MFA be required to access SSO?**
MFA will be initiated in two scenarios:
 - A. If the user deletes their cookies
 - B. If the MFA cookie stored on the local user machine is older than 90 days

- 5) What is the session time-out length?**
The current session time-out rate is set to 20 minutes.

Single Sign On (SSO) Frequently Asked Questions

Security – Technical

1) Who will have access to the SSO User List?

The SSO User List is active only to those users who have DST_AA EIS Production access.

2) How does a user reset their password?

A user may reset their password by going through the following steps:

A. Navigate to the SSO log in page at www.tneducation.net, enter your user name and select "Next"

B. Select the "Forgot my password" text below the password field

*Note: if this does not display automatically, enter and submit random data in the password field to open the password reset window.

C. Follow the onscreen prompts to reset password. These prompts are generated by Microsoft's Azure Active Directory and cannot be edited by TDOE.

D. Upon completion of following prompts, navigate to the SSO login page and use the updated information (password) provided in Microsoft's Azure Active Directory to log in with the new password credentials.

3) How may an Orion account be deactivated?

Accounts may be deactivated in one of three ways:

A. With submission of the staff data to the SIS Vendor, the information must include the staff's end date. When the end date occurs, the system will automatically disable the user's account and render it inactive.

B. The Help Desk Agent deactivates the user's account via the "Edit User" window of the "Manage Users" section of SSO and selecting "Disable".

C. If the user does not log in after 13 months, the account is automatically deactivated.

4) How will Orion accounts be deactivated when a staff member no longer works in a district/school?

When a staff member no longer works in a district/school, the account may be deactivated one of two ways:

A. With submission of the staff data to the SIS Vendor, the information must include the staff's employment end date. When the end date occurs, the system will automatically disable the user's account and render it inactive.

B. If the user does not log in after 13 months, the account is automatically deactivated

5) If Legacy app is locked, will that take away current SSO credentials?

If a single Legacy app is locked, it will NOT take away the SSO account access, however the locked app's tile will disappear. The user will simply not be able to access the locked app.

*Note: in order to unlock the app, the user will need to email the District Technology Service Desk at: dt.support@tn.gov.

Single Sign On (SSO) Frequently Asked Questions

Password Requirements

1) Why are there four categories, instead of 3, regarding password requirements?

Industry best practices for data security standards designate a total of 5 categories regarding password requirements with a minimum usage of 3 required. TDOE has decided to adopt 4 of the 5 categories in order to provide a password complexity level that satisfies all FERPA strengthened security specifications.

2) Why is there a minimum of 8 characters in a password?

Industry best practices for data security standards designate a minimum of 8 characters to ensure minimum strength necessary for password security.

3) Why are there a maximum of 15 characters?

EIS' database supports a max of 15 characters, so in order to remain consistent with current database capabilities, the character limit is set to 15 characters.

4) Why do I need an uppercase, lowercase, special character, and a number in my password?

To strengthen security requirements that comply with FERPA, these changes are necessary for password security.

5) Do these password changes apply to everyone?

Yes, in order to comply with industry best practices for data security standards and FERPA's strengthened security requirements, all password changes must apply to everyone.

6) Why do I need to change my password now, when I just changed it recently?

In order to best manage the security of all users with an active TDOE account, all users must comply with the password requirements set forth by TDOE at the designated time scheduled. This will allow all users to maintain the same security status or activity regarding password requirements and ensure all users comply with governing regulations and policies.

7) Why does my password expire after 90 days?

Industry best practices for data security standards designate a maximum of 90 days for an active password to ensure minimum strength necessary for password security. Any user ID that has a password is over 90 days old will be changed to a suspend status.

8) What do I do after 90 days?

The system will prompt the user to create and enter a new password based upon the requirements set forth by STS and TDOE policy on password security. For additional assistance please contact your District EIS Supervisor.

Single Sign On (SSO) Frequently Asked Questions

9) Why do I need to change my temporary password when I first log in?

The temporary password is an auto-generated password used to allow temporary activation for the user's account. As part of the next login attempt, the user will need to create a new password in order to comply with password requirements as set forth within TDOE password requirement documentation.

10) What do I do if my account is locked?

Passwords can become locked by entering 4 unsuccessful password change attempts. In order to unlock your account you must email the District Technology Service Desk at dt.support@tn.gov for unlock assistance.

11) I haven't logged on in 13 months or over, what do I do now?

Your account is in an inactive status. Please contact your District EIS Supervisor to complete a TDOE access form.

Single Sign On (SSO) Frequently Asked Questions

Usage – General

1) How does a user access the SSO Informational page?

The SSO informational page may be accessed at: <https://www.tn.gov/education/district-technology/single-sign-on--sso.html>

2) What browsers are supported by Orion V2.0?

All major browsers are supported within Orion V2.0, including: Chrome, Firefox, Safari, and Edge.

3) What programs/tiles/apps have been integrated with SSO V2.0?

A complete list of applications integrated within SSO may be found at:
<https://www.tn.gov/education/district-technology/single-sign-on--sso.html>

4) Will the tile images display the same in SSO V2.0 as in prior versions?

Yes, the tiles for SSO V2.0 will display the same as in prior versions.

5) What is the TNShare app?

TNShare is an app that integrates with Microsoft SharePoint, which is a storage application that allows secure sharing of documents and information between districts and the TDOE.

6) What does a user do if a tile does not launch as expected?

If a tile does not launch, please contact your District EIS Supervisor. Please be prepared to provide a screenshot of the error message or description of the issue.

If the District EIS Supervisor needs additional assistance, they may contact the District Technology Service Desk at: dt.support@tn.gov.

7) Within prior versions of SSO, a user was allowed to reset their cache, does this process need to occur now?

The need to reset cache is no longer needed. Due to the infrastructure improvements of the new SSO environment, resetting cache is no longer necessary.

8) Why do I not see “reset cache” as an option?

Compared to the original version of SSO, the need to reset cache is no longer needed. In short, the Time To Live (TTL) schedules for the cached files were enhanced and improved, which allowed the ability to remove the need to reset SSO cache.

Single Sign On (SSO) Frequently Asked Questions

Usage – Technical

1) After launch of SSO V2.0, what will happen to a user's account?

When SSO V2.0 launches, the process will be seamless and the user experience will be very similar to previous versions.

2) If a user does not see all the tiles they are supposed to see (based on prior application authentication), what does the user do?

If a user doesn't see the tiles they originally had access to, please contact your District EIS Supervisor.

3) How will Orion SSO work with local (school/district based) SSO platforms? Are these two integrated?

A user will not be able to log into the TDOE SSO platform and a local SSO platform within the same browser. In order to be logged in at the same time, the user will either need to go into "Incognito Mode" within the same browser or use a different browser to access the alternate SSO platform.

4) How does a (qualified) user access the SSO User List?

The SSO User List is active only to those users who have DST_AA EIS Production access. For those who have the appropriate credentials, the SSO User List may be retrieved by logging in and navigating to the "SSO User List" icon in the left-hand navigation toolbar. If the user does not see this icon, please contact the District Technology Service Desk at: dt.support@tn.gov.

5) Within the SSO User List, there is a "Status" column. What does this mean?

"Status" is an indication of "Active" or "Inactive". If a user is "Inactive", the field will not contain a checkmark. Otherwise, a checkmark will be displayed.

6) *Scenario:* If a user works in one district but in multiple schools, how many SSO accounts will the user receive?

If a user works in one district, within multiple schools of that district, and has only one district email address, then the user will have one SSO account.

7) *Scenario:* If a user works for two different school districts, how many SSO accounts will the user receive?

If a user works in two different school districts, and has two different emails (one for each district), then the user will receive two different SSO accounts.

Single Sign On (SSO) Frequently Asked Questions

8) *Scenario:* If a teacher works as an assistant principal, how do Orion 2.0 roles work with integrated application roles?

Orion roles are independent of individual app roles. App roles are designed to set security and user parameters within a particular app, while Orion roles are designed to set security and user parameters within the Orion platform itself. Due to this, if a teacher works as an assistant principle then the Orion roles are not affected.