

## Introduction

Teachers can log on to ARIS using their DOE username and password at [www.nyc.gov/schools/ARIS](http://www.nyc.gov/schools/ARIS). Your DOE username is the first part of your DOE e-mail address. For example, if your e-mail address is [HJones3@schools.nyc.gov](mailto:HJones3@schools.nyc.gov), then your DOE user name is HJones3. Your password is the same password that you use to access your DOE e-mail account.

- **Teachers can use the First Time Login Guide** to review instructions for logging in for the first time. The First Time Login Guide is available online at <http://schools.nyc.gov/Accountability/SchoolReports/ARIS>.
- **You can use this document** to help teachers at your school log in for the first time. Principals, assistant principals, data specialists, inquiry team members, teachers or other school staff who can log in to ARIS can provide assistance to other teachers who need help logging in to ARIS for the first time. This document outlines login issues that some teachers may encounter, and suggests ways you can help to get them resolved quickly.

### If a teacher does not know his or her DOE username (e-mail address):

The teacher can use the Password Reset Tool, online at <https://idm.nycenet.edu/selfservice>. Or, you can log into ARIS and search for the username of that teacher.

1. Log in to ARIS at [www.nyc.gov/schools/ARIS](http://www.nyc.gov/schools/ARIS).
2. Search for the teacher in your school who needs help logging in, using the Search Staff function. At the top of the ARIS Welcome Page is the ARIS search bar. Click the third icon from the left, the Search Staff icon, and type the teacher's name in the search bar. Click Search ARIS.
3. ARIS pulls up a list of NYC educators with that teacher's name, displays the school they work at, and user name they should use to log in to ARIS.
  - If the teacher's name appears, invite him or her to log in to the username that appears in ARIS.
  - If the teacher's name does not appear, please ask him or her to call the DIIT helpdesk at (718) 935-5100 for further assistance.

### If more than one teachers at your school do not know their DOE usernames (e-mail addresses):

Teachers can use the Password Reset Tool, online at <https://idm.nycenet.edu/selfservice>. Or, you can log into ARIS and find a list of usernames of all teachers in your school.

1. Log in to ARIS at [www.nyc.gov/schools/ARIS](http://www.nyc.gov/schools/ARIS).
2. Click the green **Connect** tab. This brings you to your ARIS profile. On the left side of the screen is a green box that says My Communities.
3. Click on your school's public community. If it does not appear in the green box, click **more**, and then select your school's public community from the list on the screen. This brings you to the community page for your school.
4. Click on the Members tab. You will see the teachers in your school and their usernames. Ten usernames are displayed at a time. To view more than 10 usernames at a time, click **next** at the bottom of the screen.
  - If the teacher's name appears, invite him or her to log in to the username that appears in ARIS.
  - If the teacher's name does not appear, please ask him or her to call the DIIT helpdesk at (718) 935-5100 for further assistance.

### If a teacher tries to log on to ARIS using his or her DOE username (e-mail address) and password, and cannot log in:

1. Search for the teacher in ARIS as described above. The username that comes up when you search for them in ARIS is the username a teacher must use to access the system. There have been instances where a teacher has more than one DOE e-mail address. In order to access ARIS and see the correct student data, teachers need to log on to the system using the username found in ARIS.
  - If the teacher is using an e-mail address that is different than the e-mail address found for this person in ARIS, the teacher needs to reset their e-mail account and password. Please ask the teacher to reset his or her password by using Password Reset Tool, available online at <https://idm.nycenet.edu/selfservice>. Or, the teacher can call the DIIT Helpdesk at (718) 935-5100. After the teacher's password is reset, he or she will be able to log in to ARIS within 48 hours.
  - If the teacher is using the same e-mail address that comes up when you search for them in ARIS and still having trouble accessing the system, have them call 1-718-935-5100 for further assistance on resolving this issue.