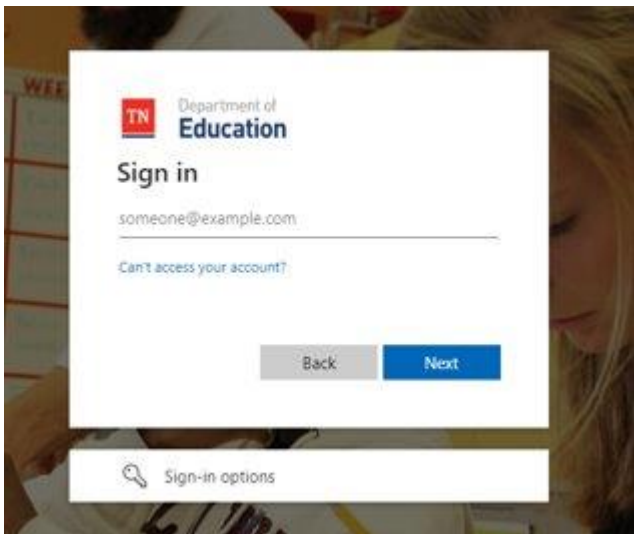


Logging into Schoolnet for Teachers and Staff

Logging in: Teachers

- Login at: tn.schoolnet.com
- Use Orion [tneducation.net](https://orion.tneducation.net/) account



- If this is the first time logging in: request a password reset from DT.support@tn.gov
- If the Teacher is seeing anything other than the TN Department of Education screen when entering the new temporary password, see troubleshooting steps.

Logging in for Staff (non-teacher accounts)

Login at: <https://orion.tneducation.net/>

- Click on the Schoolnet tile in the portal



To request tile:

SIS/EIS Supervisor will need to complete and send a District/School Access to DT Support.

Link to form: <https://www.livebinders.com/media/get/MjQ2MjY2MDY=>

To login to Schoolnet, district staff need:

- An active account in **PearsonAccessNext**
- The Schoolnet tile in Orion

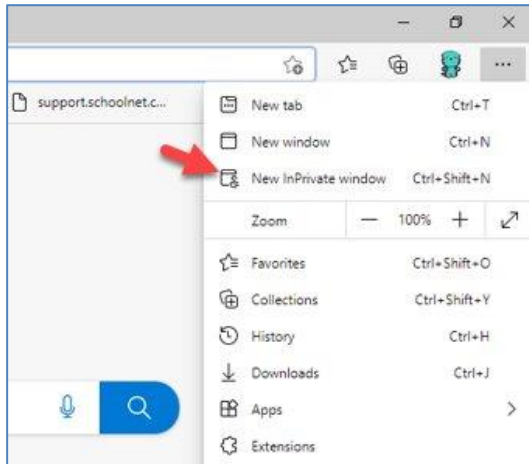
Any login issues should be directed to DT.Support@tn.gov

Troubleshooting Schoolnet Logins

If you have recently received a password reset and are not able to login, try the steps below:

- Try logging in using a browser you have not previously tried logging in on before or “private browser “session:

An Edge in- private browser tab can be opened by clicking the 3 dots in the top right hand side:



SSO Authentication Flags

- Changes to names, email addresses, domain change, change in employment with two active assignments in EIS
- Two active SSO accounts when an educator changes employment
- "Welcome" email from Orion/Microsoft with link to set password is over 2 weeks old.
- Inactive **PearsonAccessnext** (PAN) account for non-teaching users
- Summer: Admin users must have an account in PAN even if they are setup as an admin in SPEAR
- Classes or Teacher not in Vis Tool
- Attempting to log in with district email.
- Users should log in using their Orion tneducation.net account