

## SchoolNet Login Troubleshooting Tips

### SchoolNet Account Provisioning

Teacher and Non-teaching staff accounts are sourced from two different systems.

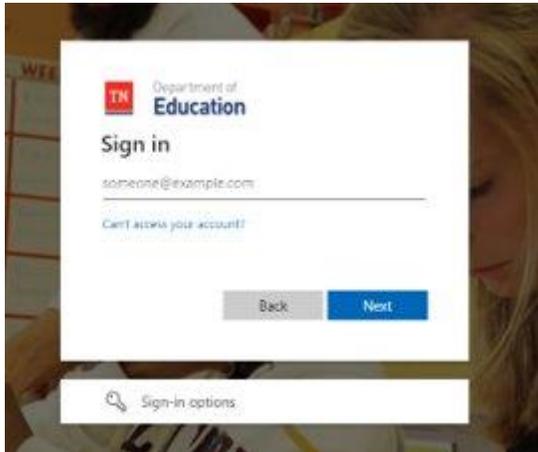
- **Teacher Accounts** are ONLY sourced from a nightly data feed from the TCAP Visibility Tool
- **Non-teaching staff accounts** (i.e. DTC,BTC,BLU,DLU) are ONLY sourced from a nightly data feed from Pearson Access Next (PAN).
- Please note that there is no ability to manually add users to SchoolNet

### Access for Teachers

In order to log into SchoolNet Teachers must have an Orion Single Sign on account.

**\*\* If the “Welcome” email from DT Support is more the two weeks old request a new password reset \*\***

- Teachers login at <https://tn.schoolnet.com> using their Orion SSO tneducation.net credentials. Users should see the TDOE login page and enter their **@tneducation.net** credentials and their Single sign on password. (not district email account)

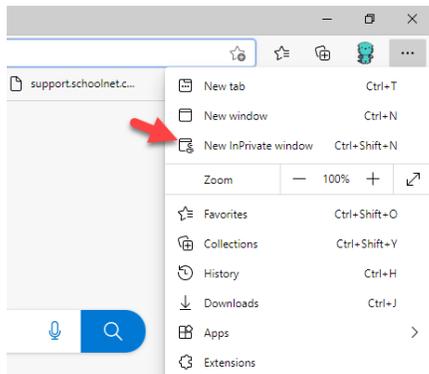


Upon authenticating from Single sign to Schoolnet teachers should see the Schoolnet landing page.

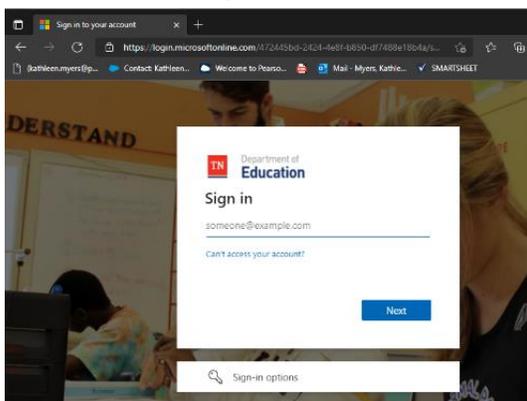
- If teachers are asked to choose their district or role – this indicates an issue between Orion/Single Sign on and Schoolnet (contact DT Support).

Troubleshooting steps:

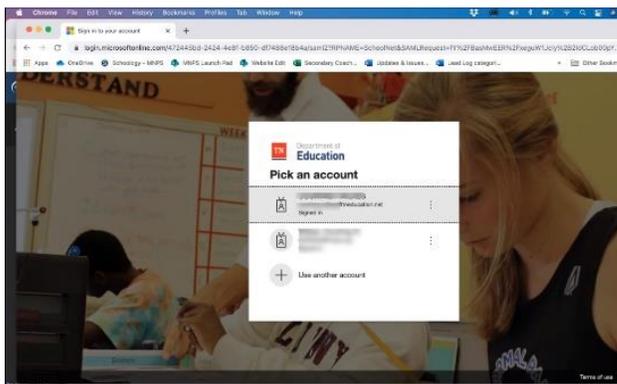
1. If the end user tried logging in using a link in the “Welcome” email from DT Support
  - **Request a password reset from DT Support:** DT.Support@tn.gov / (800) 495-4154
2. Upon receipt of the new password reset email:
3. Try logging in using a browser you have not previously tried logging in on before or “private browser” session. An Edge in- private browser tab can be opened by clicking the 3 dots in the top right hand side:



- In either a NEW browser or an in private window go to: [tn.schoolnet.com](https://tn.schoolnet.com) which directs to the screen below: TDOE SSO login.



- Enter the SSO username (ends with [@tneducation.net](mailto:@tneducation.net)) and password.



- After entering the password the user may be prompted to add validation to protect their SSO account – this is an indication the SSO account was recognized and the user will be passed to Schoolnet.
- If the above steps do not allow the user to log into SchoolNet, please follow the steps below:
  - The URL in the browser should display [tn.schoolnet.com/authentication.aspx](https://tn.schoolnet.com/authentication.aspx)
  - Please highlight [authentication.aspx](#)
  - replace it with [claimerror.aspx](#)
  - hit enter
  - send the 2 pages of screenshots to DT Support ([dt.support@tn.gov](mailto:dt.support@tn.gov))

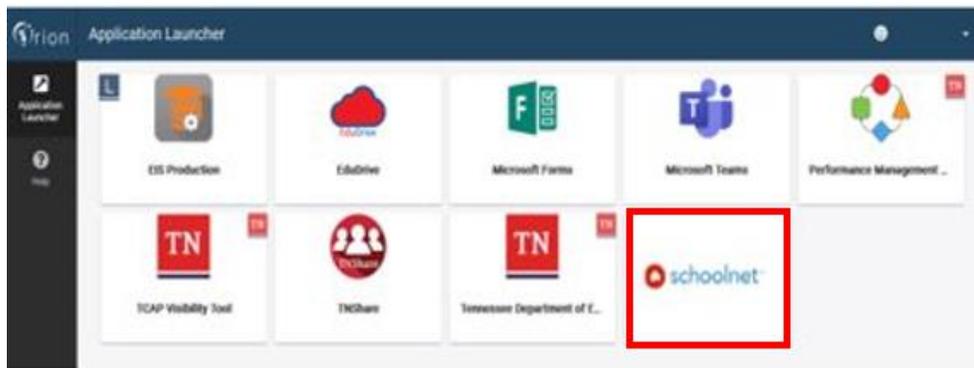
If the end user having trouble logging in meet any of the following **SSO flags** – contact DT support and request verification that Single Sign on account data is accurate:

- Recent changes to names, email addresses, domain name change by district, change in employment with two active assignments in EIS
- Two active SSO accounts when an educator changes employment  
**\*\* previous district must submit updated [Application Access Form](#) to remove SSO access at that district \*\***
- "Welcome" email from Orion/Microsoft with link to set password is over 2 weeks old
- Classes or Teacher not in the TCAP Visibility Tool

### Access for Non-Teacher Accounts:

In order to log into SchoolNet Non-teacher users must have an Orion Single Sign on account and an active account in Pearson Access Next (PAN).

1. Non-teacher users can either login at [tn.schoolnet.com](https://tn.schoolnet.com) OR Login at : <https://orion.tneducation.net/> and Click on the **Schoolnet** tile in the portal



2. If a user does not have the SchoolNet tile in their Orion dashboard, your SIS/EIS Supervisor will need to complete and send a [District/School Access](#) to DT Support ([dt.support@tn.gov](mailto:dt.support@tn.gov)) requesting the tile.
3. If a user is not able to login with the tile or at [tn.schoolnet.com](https://tn.schoolnet.com), please check the following:
  - a. Have the user try the troubleshooting steps above for teachers (using a different browser or private browsing window)
  - b. Verify that their account in PAN is active. It cannot be deleted or disabled. If the account is deleted or disabled, please contact your district testing coordinator.
4. If a user is still unable to login, please complete the following steps below:
  - a. The URL in the browser should display [tn.schoolnet.com/authentication.aspx](https://tn.schoolnet.com/authentication.aspx)
  - b. Please highlight [authentication.aspx](#)
  - c. replace it with [claimerror.aspx](#)
  - d. hit enter
  - e. send the 2 pages of screenshots to DT Support ([dt.support@tn.gov](mailto:dt.support@tn.gov))