

Mississippi Educator Licensure Management System

Single Sign On User Guide



September 2009

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myELMS SSO User Guide

Login Screen

myELMS Login Screen Overview

The screenshot shows the 'myMSDOE Single Sign On System' login interface. At the top, a blue header bar contains the system name and the text 'Mississippi State Department of Education' and 'Dr. Tom Burnham, State Superintendent of Education'. On the left, a vertical sidebar has a 'Help' button and two links: 'Contact Support' and 'MDE Home'. The main content area is divided into four sections. The top-left section, titled 'Already Have A User Account? Login Here:', contains input fields for 'User Name:' and 'Password:', and a 'Login To System' button. The top-right section, titled 'New User? Create User Account Here:', includes a text prompt 'Click the Create New User Account button to create a myELMS User Account.' and a 'Create New User Account' button. The bottom-left section, titled 'Forgot Login Information? Login Here:', contains a text prompt 'If you do not remember your password you can click the Forgot Password? button below to access the system by verifying some basic information about your account.' and a 'Forgot Your Password?' button. The bottom-right section contains a text prompt 'Click here to access the License Look-up:' and a 'License Look-up' button.

There are four sections on the Login Screen:

1. In the upper left-hand corner is where users login to the system once they have established a user account name and password.
2. In the upper right-hand corner is where users create a new myELMS user account.
3. In the event a user has forgotten his or her user name or password he or she would use the Forgot Your Password? button in the lower left-hand corner.
4. In the lower right-hand corner is access to an Educator Search Screen.

In addition, there are menu items on the left side of the page that provide access to system help, documents and a link to the Mississippi Department of Education.

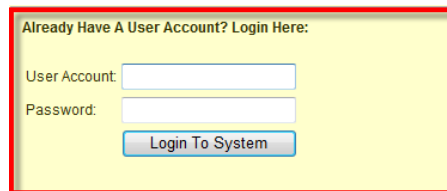
myELMS User Guide Single Sign On System

Existing Users

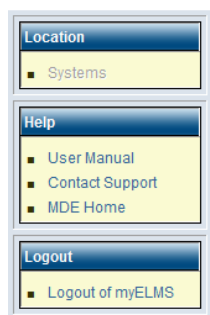
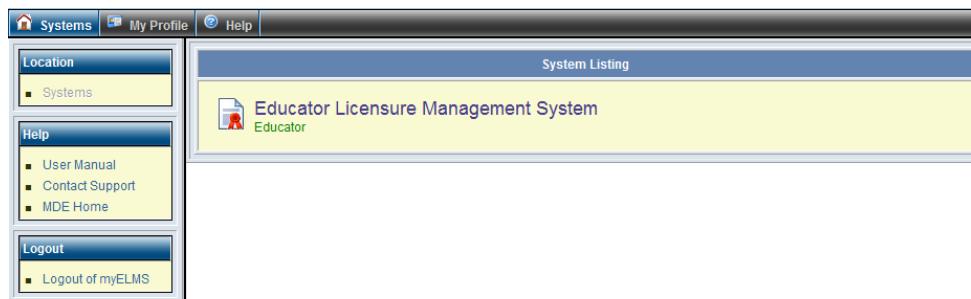
In the upper left-hand corner, established users login to the system with their user name and password.



- Enter user account name.
- Enter password.
- Click "Login To System."



Once logged into the system, the System Listing screen is launched displaying the ELMS system(s) the user has access to within the Mississippi Department of Education.



The menu located on the left-hand side of the System Listing screen offers options for the user.

- Under the Location menu, click on Systems to view systems applicable to the user.
- Under the Help menu, click on User Manual to launch the instructions for the general user, Contact Support to launch an email to the Helpdesk and MDE Home to open the MDE web site.
- Under the Logout menu, users can click on Logout of myELMS to exit their account.

Create New User Account

Create New User Account Overview

In the upper right-hand corner new users create their myELMS account.

myMSDOE Single Sign On System
Mississippi State Department of Education
Dr. Tom Burnham, State Superintendent of Education

Help
■ Contact Support
■ MDE Home

Already Have A User Account? Login Here:
User Name:
Password:
[Login To System](#)

Forgot Login Information? Login Here:
If you do not remember your password you can click the Forgot Password? button below to access the system by verifying some basic information about your account.
[Forgot Your Password?](#)

New User? Create User Account Here:
Click the Create New User Account button to create a myELMS User Account.
[Create New User Account](#)

Click here to access the License Look-up:
[License Look-up](#)

Click on the link, Create New User Account.

New User? Create User Account Here:
Click the Create New User Account button to create a myELMS User Account.
[Create New User Account](#)

Create New User Account Wizard

By clicking on the "Create New User Account" button on the myELMS Login Screen, the system will launch the "Create User Name Wizard," a step-by-step process that will assist a new user with creating a new myELMS User Account and profile.

This user guide will first go through the steps of creating a new account as an educator. It will then display the steps of creating an account of a non-educator, followed by instructions on how to reset an account.

Creating New User Account as an Educator

By clicking on the link, Create New User Account, the "Create User Name Wizard" is launched.

Step 1 requests the user's educational status.

- As an educator click on the option, "Yes."
- Click Next to Continue.

The screenshot shows a window titled "Create User Name Wizard - Step 1 of 8". The main text reads: "You are completing the Create User Name Wizard. Are you currently a Mississippi educator?" Below this, it provides instructions: "If you are currently a Mississippi educator select Yes and click on the Next button; on the next step you will be asked to provide your Mississippi Educator ID, which can be found on your Mississippi Teaching Certificate, or your social security number. If you are not a Mississippi educator select No and click on the Next button." It then says "Once you have made your choice click the Next button." There are three radio button options: "Yes - I am or have been a Mississippi educator (or just graduated to become a teacher). Use this option to manage and RENEW your Mississippi Credentials", "No - I am not a Mississippi educator (Do not select if you are graduating from a Mississippi approved program or alternate route program).", and "Cancel - Please cancel the wizard". A "Next" button with a right arrow is at the bottom right.

Step 2 displays the option to enter a Teacher Number or Social Security Number.

[It is suggested the new educator verify his or her identity with their SSN.]

The screenshot shows a window titled "Create User Name Wizard - Step 2 of 8". The main text reads: "You are completing the Create User Name Wizard. Please enter and confirm your Mississippi Educator ID, last name and date of birth below so we can retrieve your educator record. Once you have entered and confirmed the data click on the Next button." There are two radio button options: "I wish to verify my identity with my Teacher Number" (which is selected) and "I wish to verify my identity with my Social Security Number". Below these are input fields for "Teacher Number:", "Confirm Teacher Number:", "Last Name:", and "Date of Birth:" (with a red "MM/DD/YYYY" label). At the bottom, it says "Once you have entered the required information click the Next button." There are two radio button options: "Continue - Please continue the wizard" (which is selected) and "Cancel - Please cancel the wizard". At the bottom left is a "Previous" button with a left arrow, and at the bottom right is a "Next" button with a right arrow.

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By selecting the Social Security Number verification, the educator is required to fill in his or her social security number, as well as confirm the number, enter last name and date of birth.

- Enter Social Security Number.
- Confirm Social Security Number.
- Enter Last Name and Date of Birth.
- Click on the Next button to continue.

Create User Name Wizard - Step 2 of 8

You are completing the Create User Name Wizard.

Please enter and confirm your Mississippi Educator ID, last name and date of birth below so we can retrieve your educator record.

Once you have entered and confirmed the data click on the Next button.

☐ I wish to verify my identity with my Teacher Number

☒ I wish to verify my identity with my Social Security Number

Social Security Number:

Confirm Social Security Number:

Last Name:

Date of Birth: MM/DD/YYYY

Note Format!

Once you have entered the required information click the Next button.

☒ Continue - Please continue the wizard

☐ Cancel - Please cancel the wizard

Previous Next

If the educator has their Teacher Number and wishes to enter the Teacher Number for verification purposes, he or she clicks on the option of verifying their identity by their Teacher Number.

- Enter Teacher Number.
- Confirm Teacher Number
- Enter Last Name and Date of Birth.
- Click on the Next button to continue.

Create User Name Wizard - Step 2 of 8

You are completing the Create User Name Wizard.

Please enter and confirm your Mississippi Educator ID, last name and date of birth below so we can retrieve your educator record.

Once you have entered and confirmed the data click on the Next button.

☒ I wish to verify my identity with my Teacher Number

☐ I wish to verify my identity with my Social Security Number

Teacher Number:

Confirm Teacher Number:

Last Name:

Date of Birth: MM/DD/YYYY

Note Format!

Once you have entered the required information click the Next button.

☒ Continue - Please continue the wizard

☐ Cancel - Please cancel the wizard

Previous Next

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In Step 3 the user enters his or her Email Address and confirms email address.

- Once information has been entered, click the Next button.

The screenshot shows a window titled "Create User Account Wizard - Step 3 of 8". The main text says "You are completing the Create User Account Wizard." Below this are two text input fields: "Email Address:" and "Confirm Email Address:". A dotted line separates these from the next section, which says "Once you have entered the required information click the Next button." There are two radio buttons: "Continue - Please continue the wizard" (which is selected) and "Cancel - Please cancel the wizard". At the bottom, there are two buttons: "Previous" with a left arrow and "Next" with a right arrow.

Step 4 of the Create User Account Wizard asks the user to create a user name and confirm it.

- Once information has been entered, click the Next button.

The screenshot shows a window titled "Create User Name Wizard - Step 4 of 8". The main text says "You are completing the Create User Name Wizard." Below this is the instruction "Please enter and confirm the User Name you would like to use to access the system." followed by "Your User Name must be between 6 and 20 characters long." and "Once you have entered and confirmed the data click on the Next button." There are two text input fields: "User Name:" and "Confirm User Name:". A dotted line separates these from the next section, which says "Once you have entered the required information click the Next button." There are two radio buttons: "Continue - Please continue the wizard" (which is selected) and "Cancel - Please cancel the wizard". At the bottom, there are two buttons: "Previous" with a left arrow and "Next" with a right arrow.

In Step 5 the user creates a password and confirms it.

- Once information has been entered, click on the Next button.

The screenshot shows a window titled "Create User Account Wizard - Step 5 of 8". The main text says "You are completing the Create User Account Wizard." Below this is the instruction "Please enter and confirm the password you would like to use to access the system." followed by "Your password must be between 6 and 20 characters long and consist of 2 types of characters." and "Once you have entered and confirmed the data click on the Next button." There are two text input fields: "Password:" and "Confirm Password:". A dotted line separates these from the next section, which says "Once you have entered the required information click the Next button." There are two radio buttons: "Continue - Please continue the wizard" (which is selected) and "Cancel - Please cancel the wizard". At the bottom, there are two buttons: "Previous" with a left arrow and "Next" with a right arrow.

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Step 6 of the Create User Account Wizard asks the user to select a secret question and provide the answer.

The user will be prompted to answer his or her secret question every 25th login for security purposes.

- Once information has been entered, click on the Next button.

Create User Name Wizard - Step 6 of 8

You are completing the Create User Name Wizard.

Please select a secret question and answer to use for accessing the system. This question will be asked any time you reset your User Name. It will be verified every 25 logins to ensure that it is current.

Once you have selected the question and entered the answer click on the Next button.

Secret Question:

- What is the name of your first pet?
- What is your father's middle name?
- What is your mother's maiden name?
- What town were you born in?

Secret Question Answer:

fido

Once you have entered the required information click the Next button.

☒ Continue - Please continue the wizard

☐ Cancel - Please cancel the wizard

Previous Next

In Step 7 the user enters his or her birth town.

- Once information has been entered, click on the Next button.

Create User Name Wizard - Step 7 of 8

You are completing the Create User Name Wizard.

Please enter your town of birth below so we can further distinguish your identity.

Once you have entered and confirmed the data click on the Next button.

Town of Birth:

Once you have entered the required information click the Next button.

☒ Continue - Please continue the wizard

☐ Cancel - Please cancel the wizard

Previous Next

The final step in creating a myELMS user account is the verification of the educator's user name. The system displays the educator's user name.

The educator confirms the name and finishes the process by clicking on the Enter button.

Create User Name Wizard - Step 8 of 8

You are completing the Create User Name Wizard.

You are almost finished!

Your new myELMS Single Sign On System account will **NOT** be created until you click on the Enter button.

Your new User Name is listed below.

When finished reviewing click on the Enter button.

User Name: J. J. Jackson

Please click on the Enter button to continue.

☒ Continue - Please continue the wizard

☐ Cancel - Please cancel the wizard

Previous Enter

Creating a New Account as a Non-Educator

By clicking on the link, Create New User Account, the "Create User Name Wizard" is launched.

Step 1 requests the user's educational status.

- As an non-educator click on the option, "No."
- Click Next.

The screenshot shows a window titled "Create User Name Wizard - Step 1 of 8". The main text says "You are completing the Create User Name Wizard." and asks "Are you currently an Mississippi educator?". It provides instructions for both educators and non-educators. At the bottom, there are three radio button options: "Yes - I am or have been a Mississippi educator...", "No - I am not a Mississippi educator...", and "Cancel - Please cancel the wizard". The "No" option is selected. A "Next" button with a right arrow is at the bottom right.

Step 2 allows the non-educator to enter his or her last name, first name, middle initial and date of birth.

- Click on the Next button.

The screenshot shows a window titled "Create User Name Wizard - Step 2 of 8". It asks the user to enter their name and date of birth. There are four input fields: "First Name:", "Middle Initial:", "Last Name:", and "Date of Birth:". A blue callout bubble with the text "Note Format!" points to the "Date of Birth:" field, which has "MM/DD/YYYY" written next to it. Below the fields, there are two radio button options: "Continue - Please continue the wizard" (which is selected) and "Cancel - Please cancel the wizard". At the bottom, there are "Previous" and "Next" buttons with arrows.

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In Step 3 the non-educator enters his or her Email Address and confirms it.

- Once information has been entered, click the Next button.

The screenshot shows a window titled "Create User Account Wizard - Step 3 of 8". The main text says "You are completing the Create User Account Wizard." Below this are two text input fields: "Email Address:" and "Confirm Email Address:". A horizontal dotted line separates the input fields from the instructions below. The instructions state: "Once you have entered the required information click the Next button." There are two radio buttons: "Continue - Please continue the wizard" (which is selected) and "Cancel - Please cancel the wizard". At the bottom, there are two buttons: "Previous" with a left arrow and "Next" with a right arrow.

Step 4 of the Create User Account Wizard asks the user to create a user name and confirm it.

- Once information has been entered, click the Next button.

The screenshot shows a window titled "Create User Name Wizard - Step 4 of 8". The main text says "You are completing the Create User Name Wizard." Below this is the instruction: "Please enter and confirm the User Name you would like to use to access the system." followed by "Your User Name must be between 6 and 20 characters long." and "Once you have entered and confirmed the data click on the Next button." There are two text input fields: "User Name:" and "Confirm User Name:". A horizontal dotted line separates the input fields from the instructions below. The instructions state: "Once you have entered the required information click the Next button." There are two radio buttons: "Continue - Please continue the wizard" (which is selected) and "Cancel - Please cancel the wizard". At the bottom, there are two buttons: "Previous" with a left arrow and "Next" with a right arrow.

In Step 5 the user creates a password and confirms it.

- Once information has been entered, click on the Next button.

The screenshot shows a window titled "Create User Account Wizard - Step 5 of 8". The main text says "You are completing the Create User Account Wizard." Below this is the instruction: "Please enter and confirm the password you would like to use to access the system." followed by "Your password must be between 6 and 20 characters long and consist of 2 types of characters." and "Once you have entered and confirmed the data click on the Next button." There are two text input fields: "Password:" and "Confirm Password:". A horizontal dotted line separates the input fields from the instructions below. The instructions state: "Once you have entered the required information click the Next button." There are two radio buttons: "Continue - Please continue the wizard" (which is selected) and "Cancel - Please cancel the wizard". At the bottom, there are two buttons: "Previous" with a left arrow and "Next" with a right arrow.

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Step 6 of the Create User Account Wizard asks the user to select a secret question and provide the answer.

The user will be prompted to answer his or her secret question every 25th login for security purposes.

- Once information has been entered, click on the Next button.

Create User Name Wizard - Step 6 of 8

You are completing the Create User Name Wizard.

Please select a secret question and answer to use for accessing the system. This question will be asked any time you reset your User Name. It will be verified every 25 logins to ensure that it is current.

Once you have selected the question and entered the answer click on the Next button.

Secret Question:

- What is the name of your first pet?
- What is your father's middle name?
- What is your mother's maiden name?
- What town were you born in?

Secret Question Answer:

fido

Once you have entered the required information click the Next button.

☒ Continue - Please continue the wizard

☐ Cancel - Please cancel the wizard

Previous Next

In Step 7 the user enters his or her birth town.

- Once information has been entered, click on the Next button.

Create User Name Wizard - Step 7 of 8

You are completing the Create User Name Wizard.

Please enter your town of birth below so we can further distinguish your identity.

Once you have entered and confirmed the data click on the Next button.

Town of Birth:

Once you have entered the required information click the Next button.

☒ Continue - Please continue the wizard

☐ Cancel - Please cancel the wizard

Previous Next

The final step in creating a myELMS user account is the verification of the non-educator's user's name. The system displays the non-educator's user name.

The non-educator confirms the name and finishes the process by clicking on the Enter button.

Create User Name Wizard - Step 8 of 8

You are completing the Create User Name Wizard.

You are almost finished!

Your new myELMS Single Sign On System account will **NOT** be created until you click on the Enter button.

Your new User Name is listed below.

When finished reviewing click on the Enter button.

User Name: *****

Please click on the Enter button to continue.

☒ Continue - Please continue the wizard

☐ Cancel - Please cancel the wizard

Previous Enter

Users with Existing Accounts

Often users will have their accounts already set up for them. If this is the case and the user attempts to create a new account, a red-text message will be displayed on Step 1 of the "Reset User Name Wizard" with instructions to reset and access the existing account. [If the email is not correct, click on the contact link for help.]

- Verify that the email address is correct.
- Click on Next button to receive an email with further instructions.

Reset User Name Wizard - Step 1 of 7

You are completing the Reset User Name Wizard.

You have been verified as an existing user. To reset your account, confirm your email, then click next and an email will be sent to you with further instructions. If the email is incorrect, please contact ELMS@mde.k12.ms.us for help.

Email Address:

Once you have entered or reviewed the required information click the Next button.

☒ Yes - This is my email and I wish to reset my account.

☐ No - This is not my email, please cancel the wizard.

Next

By clicking on Next, the user will receive an email (sample below) with instructions to reset his or her account.

From: DoNotReply@mde.k12.ms.us

To: _____

Sent: Tuesday, April 13, 2010 8:49:37 AM GMT -06:00 US/Canada Central

Subject: myELMS User Name Reset

Greetings from Mississippi Department of Education myELMS! We received a request to reset the myELMS user name associated with this e-mail address. If you made this request, please follow the instructions below. If you did not request to have your user name reset you can safely ignore this email. Rest assured your user name is safe. Click the link below to go to Step 3 to reset your user name using our secure server: <https://sso.mde.ms.gov/UtilityPages/Utility.aspx?Source=USERNAMERESET&Token=2A137FD5-0CCF-41F8-B161-2DEF212D6E8C> If clicking the link above does not seem to work, you can copy and paste the link into your browser's address window, or retype it there. Once you have returned to myELMS Single Sign On System, we will give instructions for resetting your user name. Mississippi Department of Education will never e-mail you and ask you to disclose or verify your myELMS user name or password, credit card or banking account number. If you receive a suspicious e-mail with a link to update your account information, do not click on the link--instead, report the e-mail to myELMS for investigation. Thank you for visiting Mississippi Department of Education myELMS.

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Once the user has clicked on the link in the email, he or she will be navigated to Step 4.

- Answer Secret Question.
- Click on the Next button to continue.

Reset User Account Wizard - Step 4 of 8

You are completing the Reset User Account Wizard.

Please answer your secret question.

Secret Question:
What is your birthdate?

Secret Question Answer:
01 / 01 / 1960

Note Format!

Once you have entered the required information click the Next button.

☒ Continue - Please continue the wizard
☐ Cancel - Please cancel the wizard

Next

Step 5 allows the user to create a new User Name.

- Enter User Name.
- Confirm User Name.
- Click on the Next button to continue.

Reset User Account Wizard - Step 5 of 8

You are completing the Reset User Account Wizard.

Please enter and confirm the User Name you would like to use to access the system.

Your User Name must be between 6 and 20 characters long. Note!!!

Once you have entered and confirmed the data click on the Next button.

User Name:

Confirm User Name:

Once you have entered the required information click the Next button.

☒ Continue - Please continue the wizard
☐ Cancel - Please cancel the wizard

Previous Next

In Step 6 the user creates a new password.

- Enter Password.
- Confirm Password.
- Click on Next to continue.

Reset User Account Wizard - Step 6 of 8

You are completing the Reset User Account Wizard.

Please enter and confirm the password you would like to use to access the system.

Your password must be between 6 and 20 characters long and consist of 2 types of characters.

Once you have entered and confirmed the data click on the Next button.

Password:

Confirm Password:

Once you have entered the required information click the Next button.

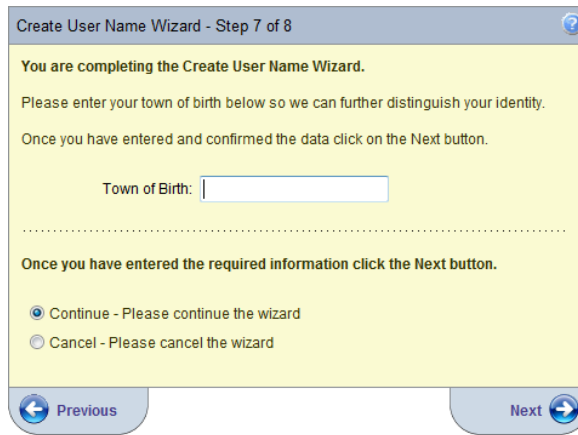
☒ Continue - Please continue the wizard
☐ Cancel - Please cancel the wizard

Previous Next

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To provide additional security measures, Step 7 ask the user to enter their Town of Birth.

- Enter Town of Birth.
- Click on Next to Continue.



Create User Name Wizard - Step 7 of 8

You are completing the Create User Name Wizard.

Please enter your town of birth below so we can further distinguish your identity.

Once you have entered and confirmed the data click on the Next button.

Town of Birth:

Once you have entered the required information click the Next button.

☒ Continue - Please continue the wizard

☐ Cancel - Please cancel the wizard

[Previous](#) [Next](#)

Step 8 displays the newly created user name.

- Review User Name.
- Click on Enter to reset account.



Reset User Account Wizard - Step 8 of 8

You are completing the Reset User Account Wizard.

You are almost finished!

Your myNHDOE Single Sign On System account will **NOT** be reset until you click on the Enter button.

Your new User Name is listed below.

When finished reviewing click on the Enter button.

User Name: *****

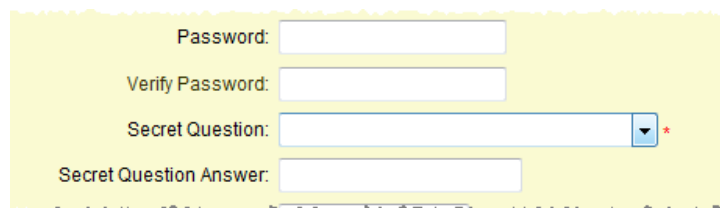
Please click on the Enter button to continue.

☒ Continue - Please continue the wizard

☐ Cancel - Please cancel the wizard

[Previous](#) [Enter](#)

The user will be navigated to a screen to create a new password and a new secret question and answer.



Password:

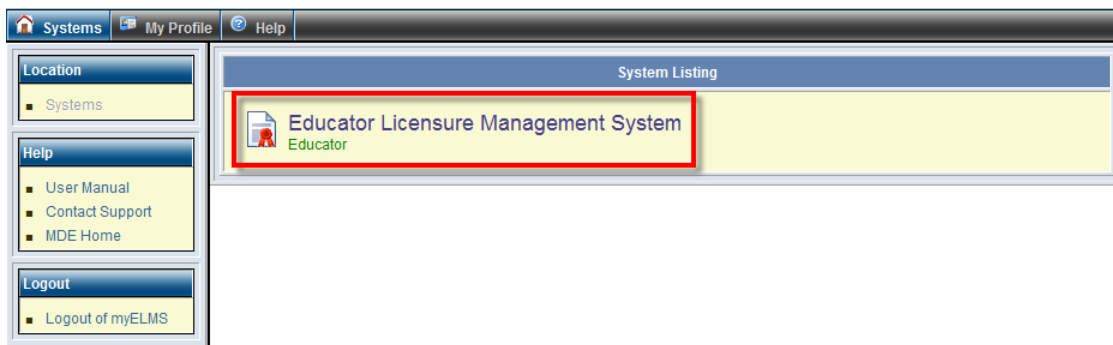
Verify Password:

Secret Question: 

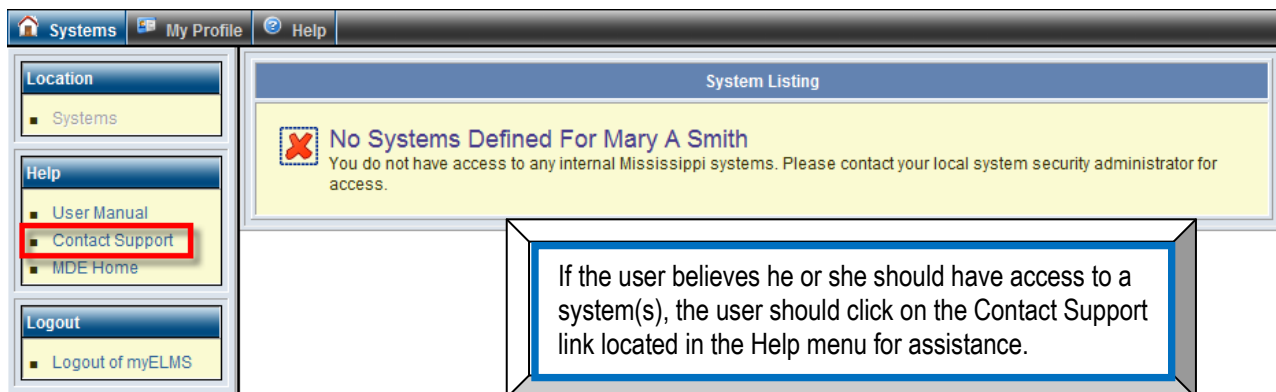
Secret Question Answer:

Completion of Creating a New Account

Once a user has completed the "Create User Account" process, he or she will be directed to their System Listing screen which lists the ELMS systems he or she has access to within the Mississippi Department of Education.



If an educator has not been assigned a system role, the System Listing screen will display as follows.



Reset User Name

Overview

If a user has forgotten his or her login information, they can reset their User Name by clicking on the "Forgot Your Password?" button.

In the bottom left-hand corner users can reset their myELMS account.

Reset User Name Wizard

By clicking on the link, "Forgot Your Password?" the Reset User Name Wizard is launched.

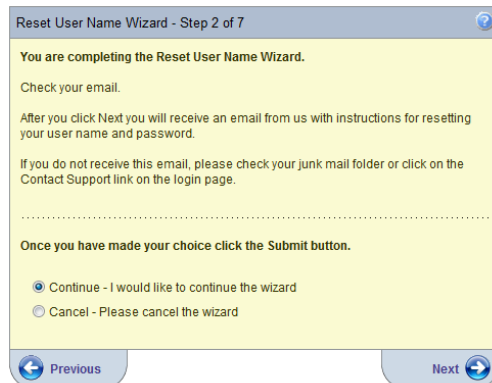
Step 1 of the Reset User Name wizard asks the user to enter and confirm his or her email address.

- Once information has been entered, click on Next.

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Step 2 provides the user with instructions to complete the Reset User Name process.

- Click Next.



The user will receive an email containing a unique link that will direct the user to Step 4 of the Reset User Name Wizard.

From: DoNotReply@mde.k12.ms.us
To:

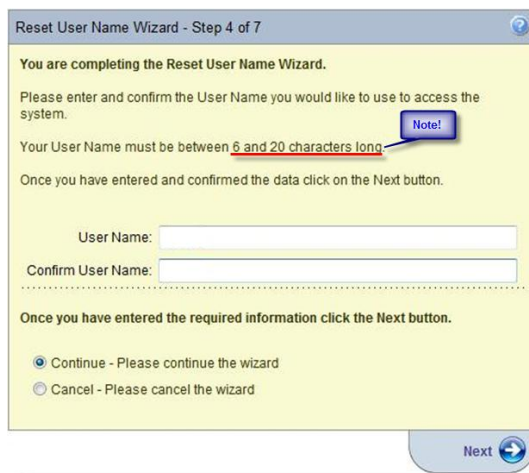
Sent: Tuesday, April 13, 2010 8:49:37 AM GMT -06:00 US/Canada Central
Subject: myELMS User Name Reset

Greetings from Mississippi Department of Education myELMS! We received a request to reset the myELMS user name associated with this e-mail address. If you made this request, please follow the instructions below. If you did not request to have your user name reset you can safely ignore this email. Rest assured your user name is safe. Click the link below to go to Step 3 to reset your user name using our secure server:
<https://sso.mde.ms.gov/UtilityPages/Utility.aspx?Source=USERNAMERESET&Token=2A137FD5-0CCF-41F8-B161-2DEF212D6E8C> If clicking the link above does not seem to work, you can copy and paste the link into your browser's address window, or retype it there. Once you have returned to myELMS Single Sign On System, we will give instructions for resetting your user name. Mississippi Department of Education will never e-mail you and ask you to disclose or verify your myELMS user name or password, credit card or banking account number. If you receive a suspicious e-mail with a link to update your account information, do not click on the link--instead, report the e-mail to myELMS for investigation.

Thank you for visiting Mississippi Department of Education myELMS.

Step 4 of the Reset User Name Wizard asks the user to create a new User Name and to confirm it.

- Once this has been entered, click Next to Continue.



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Step 5 asks the user to create a new password and to confirm it.

- Once this has been entered, click on Next to Continue.

Reset User Name Wizard - Step 5 of 7

You are completing the Reset User Name Wizard.

Please enter and confirm the password you would like to use to access the system.

Your password must be between 8 and 20 characters long.

Once you have entered and confirmed the data click on the Next button.

Password:

Confirm Password:

Once you have entered the required information click the Next button.

☒ Continue - Please continue the wizard

☐ Cancel - Please cancel the wizard

Previous Next

Step 6 asks the user to enter his or her town of birth.

- Once this has been entered, click on Next to Continue.

Reset User Name Wizard - Step 6 of 7

You are completing the Reset User Name Wizard.

Please enter your town of birth below so we can further distinguish your identity.

Once you have entered and confirmed the data click on the Next button.

Town of Birth:

Once you have entered the required information click the Next button.

☒ Continue - Please continue the wizard

☐ Cancel - Please cancel the wizard

Previous Next

Step 7 asks the user to verify the user name.

- Once information has been verified, the user must click on the Enter button to complete the process.

Reset User Name Wizard - Step 7 of 7

You are completing the Reset User Name Wizard.

You are almost finished!

Your myNHDOE Single Sign On System account will **NOT** be reset until you click on the Enter button.

Your new User Name and password is listed below.

When finished reviewing click on the Enter button.

User Name:

Please click on the Enter button to continue.

☒ Continue - Please continue the wizard

☐ Cancel - Please cancel the wizard

Previous Enter

Mississippi Department of Education



Mississippi Department of Education

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