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User Accounts provide user information for your organization's ENA portal website and support tools. User Accounts are set up and maintained by administrators.

Each person can perform a Directory Search of all other people in their organization and edit their own account through the Account View. These actions are described in this document.

YOUR FIRST LOG IN

1. Go to your organization's ENA portal website.

If you don't know your ENA portal website address, go to the ENA website at www.ena.com/customersupport and select the appropriate Service Center link. You can also go directly to Account Management at <http://accountmgmt.ena.com>.

2. Log in to your organization's ENA portal website by entering your username and password in the fields in the login box.
3. Click on the **My Account** link. The **Account View** screen will open. You will need to do two things:
 - Change your automatically generated password. Details on how to change your password are included in the [Manage My Usernames and Passwords](#) section of this document.
 - Create a security challenge question and answer in case you forget your password. Instructions on how to create a challenge question and answer are in the [Personal Information](#) section of this document.

DIRECTORY SEARCH

The Directory Search allows you to search other people within your organization. The Directory is not available to the general public – only to members of your community.

In Account Management, click **Directory Search** at the top of the page. No people will be listed until you perform a search. The results of a Directory Search display the people that match your selection, including first and last names, e-mail address, district and site assignments (if applicable to your community) and role at that site. *See Figures 1 and 2.* If a person is associated with more than one site (as in some communities), the search results will display multiple records for that person – one for each community that person is associated with.

Filtering Your Search

Your search can be filtered in a number of ways: by site, name, role, e-mail, or a combination of those criteria.

- **Search by Name**

For instance, if you are searching for Jane Doe:

1. Enter her first and last name in the appropriate fields.
2. Click **Search**.
3. Your search results will include every person named Jane Doe. *See Figure 1.*

Figure 1

Account Management Back to Account View | Help | Logout

Directory Search Tips:
 1.) Select a community or search all visible communities (default)
 2.) Narrow search results by providing **as much or as little** information as you like
 3.) You can leave any or all fields blank, or search with partial entries

All Communities
 - XYZ School

Additional Information
 Role:
 E-Mail:

First Name:
 Last Name:

2 people found | showing 1-2 of 2 << First | Previous Page 1 | of 1 Next | Last >>

First Name	Last Name	E-Mail Address	District	Site Assignment	Role(s) at Site
Jane	Doe	janedoe1@hotmail.com			Administrator
Jane	Doe	jdoe1@hotmail.com			AD, Email Notification, Technology Staff

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- **Search by Name and Location**

If there is more than one location or site in your community, you can search for a person at a specific location. For example, if you know that Jane Doe is assigned to Adams Central Elementary School in the Adams Central Community Schools district in the State of Indiana, filter your search like this:

1. Select Adams Central Community Schools from the list of communities.
2. Select Adams Central Elementary School.
3. Enter her name in the appropriate fields, and click **Search**.
4. Your results will include only the Jane Doe at Adams Central Elementary School. *See Figure 2.*

Figure 2

Account Management Back to Account View | Help | Logout

Directory Search Tips:
 1.) Select a community or search all visible communities (default)
 2.) Narrow search results by providing as much or as little information as you like
 3.) You can leave any or all fields blank, or search with partial entries

All Communities

- Back To Indiana Public Schools
 - Adams Central Community Schools
 - Adams Central Community Schools Orth
 - Adams Central Elementary School
 - Adams Central High School
 - Adams Central Middle School

First Name:
 Last Name:
 Role:
 E-Mail:

1 people found | showing 1-1 of 1 << First | Previous Page 1 of 1 Next | Last >>

Jane	Doe	jdoe1@hotmail.com	Adams Central Community Schools	Adams Central Elementary School	Librarian/Teacher
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- **Search by Role**
 Suppose your community is Tennessee schools, and you need a list of all Principals in Tennessee. Filter your search as follows:

1. Select **Tennessee** as the community.
2. Select **Principal** from the **Role** dropdown menu. Click **Search**.

Your results will be a list of all Principals in Tennessee Public Schools.

- **Partial Name Filtering and Wildcard Searches**
 You can enter a partial name, and the search will return everyone whose name starts with that value. For example, entering "Smith" in the last name field will result in a list including Smith and Smithson.

You can also use an asterisk (*) as a wildcard in the name field to help define your search. For example, entering "*smith" in the last name field will result in a list containing Goldsmith, Smith and Smithson.

You can also use a partial first and last name. If you were searching for Jane Doe again, enter "Ja" in the **First Name** field and "Do" in the **Last Name** field. Your search results will include all people with names starting with the values "Ja" and "Do". In addition to all people named Jane Doe, your results would also include names like James Donald and Jason Dorber.

Any combination of variables may be used to search for the desired person or people.

MY ACCOUNT

The Account View screen shows your account information at a glance. *See Figure 3.* Select the link for **My Account** from your organization's ENA portal website.

You can change some details in your Account View, and the administrator who maintains your account can also modify information.

Changes can be made to your account from the Account View page. When you make a change to your account information, click **Submit** to save the new information. You will be taken back to the Account View where the corrected information will appear, or click **Back to Account View** near the top of the screen.

The screen is divided into four general areas:

- Personal Information
- Primary Location
- Address
- Available Services

There are also two buttons on the Account View screen:

- Manage my Usernames & Passwords
- Who are my Administrative Contacts?

Figure 3

The screenshot displays the 'Account Management' web interface. At the top right, there are links for 'Directory Search', 'Help', and 'Logout'. The interface is divided into several sections:

- Personal Information:** Shows 'Jane Doe' and 'jdoe1@hotmail.com' with a 'Change' button.
- Security Challenge:** Includes a 'Challenge' question: 'If you could live anywhere in the world, where would it be?' and a 'Response' of 'Tennessee'.
- Primary Location:** Shows 'XYZ School' with a 'View' button.
- Address:** Shows '942 School Street, Nashville, TN 37215' with a 'Change' button.
- Available Services:** Lists 'Account Management', 'Authorized Override', and 'Ticket Tracker', each with a 'details' button.

At the bottom of the page, there are two buttons: 'Manage my Usernames & Passwords' and 'Who are my Administrative Contacts?'.

Personal Information

You have the rights to edit your information in this section. **Personal Information** is where you set up a security challenge and answer. The security challenge verifies your identity in case you forget your password and need to reset it. Do this the first time you log in.

1. Click the **Change** button in the Personal Information section. *See Figure 3.*
2. In the **Edit Security Challenge** portion of the screen, select a question from the dropdown menu.
3. Type the answer in the **Response** field.
4. Enter any other information to be updated, if necessary.
5. Click **Submit** to save your changes.

Primary Location

This area shows the location or locations where you are assigned and your assigned role(s) at each location. *See Figure 3.* Only an administrator can edit this information.

Address Information

The Address Information defaults to the address of your primary location if the **Use Primary Site Address** box in this section is checked. *See Figure 4.*

Figure 4

Edit Address Information

Use Primary Site Address

Street Address

Street Address 2

City

State

Zip -

If you would like to use another address, you can change this information. *See Figure 5.*

1. Click the **Change** button in the Address section.
2. Uncheck the **Use Primary Site Address** box.
3. Enter a new address.
4. Click **Submit** to save your changes.

Figure 5

Edit Address Information

Use Primary Site Address

Street Address: 123 Main Street

Street Address 2:

City: Nashville

State: TN

Zip: 37203 -

Available Services

A service is a program or function that is available through your ENA portal website. The Available Services list shows the services that are available to you. If you already subscribe to a service, the button next to the name of the service displays **details**. If you have not been set up for a service, the button displays **subscribe**. See Figure 3.

- **Adding Additional Services**

There may be services available to which you are not subscribed. You can add Available Services that are listed using the **subscribe** button.

1. Click the **subscribe** button. The set up screen for that service appears.
2. Select a username and permission level for the service.
3. Click **Submit**.
4. Once you click **Submit**, the user-definable properties for the service, if any, will be listed.
5. Fill in any necessary information. Some services do not require any additional information. Others may require more information, such as a login and password for a third-party service.
6. Click **Submit** to save your changes.
7. Click **Back to Account View** to return to the Account View screen.

- **Editing a Service**

Each service may have special properties that can be customized. You can edit any user-specific information for a service unless you are restricted to “view only” permission in Account Management.

1. On the **Account View** screen, you will see the list of available services.
2. Click the **details** button beside the service you want to edit.

3. Generally, you will only have one username, and it will display. If you have more than one username, select the appropriate username from the dropdown menu.
4. On the edit screen, enter the updated information.
5. Click **Submit** to save your changes.
6. Click **Back to Account View** to return to the Account View Screen.

Manage My Usernames and Passwords

- **Changing your password**
 1. Click the **Manage My Usernames and Passwords** button.
 2. Click **Change my Password**.
 3. Enter your current password, the new password you would like to use, and then confirm the new password. Ensure your new password is at least six characters long and does not contain any special characters such as a period, asterisk or ampersand.
 4. Click **Submit** to save your changes.

Figure 6

The screenshot shows the 'Account Management' page. At the top right, there are links for 'Back to Account View', 'Help', and 'Logout'. The main content area is divided into two sections. On the left is the 'Edit Password' form, which includes a 'User Name' dropdown menu (currently showing 'jdoe1@hotmail.com'), three input fields for 'Current Password', 'New Password', and 'Confirm Password', and two buttons at the bottom: 'Submit' and 'Reset'. On the right is the 'Password Rules' section, which contains the following text: 'To change a password, the current password must be supplied. In addition, the new password must be confirmed before it will be accepted.' and 'A valid password is between 6 and 64 characters long. It cannot contain spaces or "special" characters.'

Who are my Administrative Contacts?

If you need to know who the technology contact is for your site, click this button. The screen will display the names and e-mail address of the technology contacts for your communities. See *Figure 7*.

Figure 7

The screenshot shows the 'Account Management' page with the 'View Contacts' section. At the top right, there are links for 'Back to Account View', 'Help', and 'Logout'. Below the 'View Contacts' header is a table with the following data:

Community	Role	Name	E-mail
XYZ School	Technology Staff	Jane Doe	jdoe1@hotmail.com