# Troubleshooting Special Programs Security

*Verifying PS SIS User Role Assignment from PS SIS*

1.  Special Programs security groups are mapped to PS SIS User Roles
    *   If your district chooses to *not* use use PS SIS User Role Integration, then members must be <u>added manually</u> to each security group in Special Programs.
    *   *If you are not using PS SIS User Roles in PS SIS, remove the mapping in the Security Group in Special Programs.*
2.  **PS SIS User Roles must be added to users in PS SIS. The role assigned must align to the PS SIS User Role mapping assigned in Special Programs.**

3.  To verify that a staff has been mapped in PS SIS, navigate to Search > Staff and select the staff. Select Security.
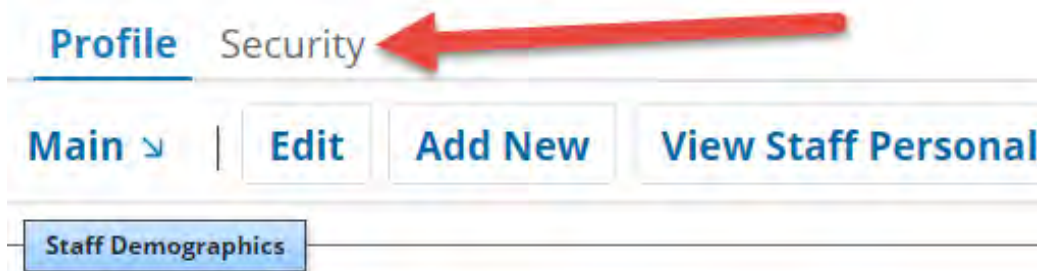


4.  Select SIS Integrated Security Preview.



5.  Verify the PS SIS User Access Role assignment.

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| Security Group | SIS User Access Role | Location | Change |
|---|---|---|---|
| Special Education Administrator (Security Group Default) | Special Education Administrator | System-wide | No Change |
| Special Education Teacher (Security Group Default) | Special Education Teacher | System-wide | No Change |

6. If there is _no mapping_, contact your PS SIS system administrator and request the correct PS SIS User Role assignment be added.
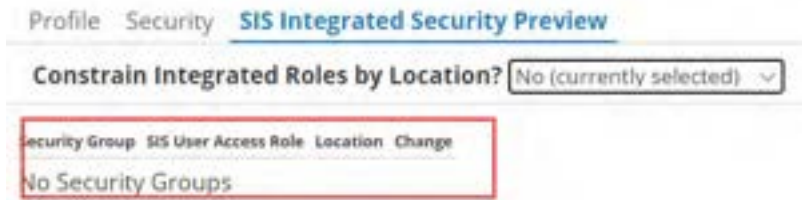
7. If the mapping is set to **Remove** , the user will be removed from the security group in Special Programs when the user signs in again (because in PS SIS the user has been assigned _different_ roles. The Roles assigned to a user in PS SIS must match the PS SIS User Role mapping exactly has it is setup in Special Programs.

   - _If the Special Education Teacher is mapped to Special Education Teacher in Special Programs then that is the role assignment that must be used in PS SIS._
   - _If the teachers were manually added to the Special Education Teachers Security group and ARE NOT mapped in PS SIS, they will be removed._

| Security Group | SIS User Access Role | Location | Change |
|---|---|---|---|
| Response to Intervention View Only (Security Group Default) | RTI Viewer | System-wide | REMOVE |
| Section 504 View Only (Security Group Default) | 504 Viewer | System-wide | REMOVE |
| Special Education Teacher (Security Group Default) | Special Education Teacher | System-wide | REMOVE |

*Single Sign Access to Special Programs from PS SIS using OpenID:*

1. All LEAs, _regardless of Single Sign on solution_, can access Special Programs through the Application Tray in PS SIS Admin and PS Teacher because the sign on credentials integrated (pass from PS SIS) on the Staff profile.
2. The user signs into PS SIS with the provided for SIS access (either admin or teacher).
3. Click the Application Tray and select Special Programs home.

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| Applications | Description |
|---|---|
| Special Programs Home | Go to your PowerSchool Spec home page. |

Troubleshooting:

- When we refer to SSO – we are referring to the capability to sign in via PS SIS using one set of credentials – which is credentials used to sign in to SIS. (You may also be using AppSwitcher or Google SSO.)
- If a user has two staff IDs there will be issues signing in. Contact your PS SIS System administrator and verify that the user only has one staff profile account.
  - Inactive the duplicate account
  - Delete the duplicate staff profile in Special Programs
- If you do not wish to use SIS User Roles – *then we can remove all the mapping on the Special Programs side and you can manually add staff to each security group.*