

## **ADE Support Center FAQs**

### **1) Q: How can I get a new Common Logon or an application added to my Common Logon Account?**

A: Please have your Business Manager or Entity Administrator email a request to [Enterprise@azed.gov](mailto:Enterprise@azed.gov) to have additions or changes made to your Common Logon account.

Please include the following information for new accounts:

- i. CTDS or Entity ID the account is to be associated with:
- ii. User's Full Name:
- iii. Title:
- iv. Phone:
- v. Fax:
- vi. Email:
- vii. Name of the applications user will need access to:

### **2) Q: How often is integrity run? How often is aggregation run?**

A: Integrity is run every Tuesday and Friday. Aggregation is run every 1st Friday of each month. Please visit the IT Bulletin board for updates:

<https://www.azed.gov/Administrators/IT/bb/default.aspx>

### **3) Q: What are the working hours of the ADE Support Center?**

A: The ADE Support Center is available to assist you Monday-Friday from 8am-5pm excluding holidays.

### **4) Q: What is a CTDS number?**

A: *CTDS* is an acronym for County Type District School. This number is (nine) 9 digits long and is used to identify a school, district or charter holder.

CTDS number breakdown:

- i. "C"= County number (2-digits long)
- ii. "T"= Type number (2-digits long)
- iii. "D"= District/Charter Holder ID number (2-digits long)
- iv. "S"= School Site ID number (3-digits long)

**5) Q: What do I do if I do not understand the errors that I am receiving?**

A: If you are receiving errors on a report and cannot figure out how to correct them, please send an email to [adesupport@azed.gov](mailto:adesupport@azed.gov). Please provide as much information as possible pertaining to the error including, but not limited to, the name of the district, school, student/SAIS number and the name of the report.

**6) Q: What do I do if I have lost or forgotten my Common Logon Password?**

A: If you have lost or forgotten your username and/or password for Common Logon, you can perform any of the three (3) following actions:

- i. Email us at [enterprise@azed.gov](mailto:enterprise@azed.gov)
  - a. When emailing, please list the school district/charter, school name and a contact number we can reach you at, if necessary.
- ii. Call us at **602-542-7378** or Toll Free at **1-866-577-9636**

iii. Go to  
<https://www.ade.az.gov/CommonLogon/ResetPassword.aspx> to  
recover your password.