

# Submitting EDUID Correction Requests

Idaho State Department of Education  
650 W. State Street  
Boise, Idaho 83702



## Step 1: Method of Requesting Changes - OTIS

EDUID Corrections should be submitted through the Idaho State Department of Education OTIS secure web application. OTIS - Online Tool for Information Technology Support  
OTIS allows for the following:

- Individual records: Submit individually without an attachment.
- Bulk records: Provide attachments to OTIS tickets for multiple record requests.

## Step 2: Accessing OTIS

To access and use the OTIS application, you must: 1) have the OTIS User Role assigned and 2) have your login mapped to your own EDUID record, by an Admin Tool user. If you already have the access, visit: <https://apps.sde.idaho.gov/otis>.

Login into OTIS and select the [Create A Ticket] link.

Note: If this link is not viewable, first check to be sure you are logged in. If you have verified that you are logged in, and you still do not have access to view this link, you will need OTIS access provisioned by your district-assigned Admin Tool user or an SDE Support representative.

**Have Questions/Need Help: Contact SDE Support at [sde.idaho.gov](https://sde.idaho.gov) or call (208) 332- 6987**

## Step 3: Creating OTIS Tickets for EDUID Update Requests

### **Important**

Do **not** put personal information in the Summary Line. Summary information is viewable without security. You may put personal information in the Description. This information is secure and only visible with permission.

- Enter a brief summary for your request
- Input a thorough description with specific details of your request
- Select Standard Priority
- Select "ISEE" for Ticket Type
- Select "EDUID Correction" for Action/Issue
- Select Student or Staff Demographics for Category
- Click Add to attach files (optional) - csv or xls file format
- Click [Create Ticket] when ready to submit

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## Step 4: Uniform File Naming Convention

Please format request with headers/identifiers

EDUID | FirstName | MiddleName | LastName | DOB | Gender | Prior Information (optional)

For individual records without attachments, send with headers/identifiers.

**Incorrect:** 987654321 Jackson Eugene Edward MacKenzie

**Correct:** EDUID: 987654321, **First:** MacKenzie, **Middle:** Jackson Eugene, **Last:** Edward

For bulk data change requests, send OTIS ticket with an attachment. You may download and use the *EDUID-Corrections\_Template* which is available on the ISEE website, or you may construct your own excel file, using the following format:

EDUID	First	Middle	Last	DOB	Gender	Prior Information
123456789	Todd	Michael	King	1/9/1965	M	Smith
987654321	MacKenzie	Jackson Eugene	Edward	1/1/1900	M	McKenzie

## Step 5: Don't Forget

- Be sure to verify legal documentation before submitting your requests.
- Check spelling and data accuracy of your requests before sending.
- SDE does not shorten existing middle names to middle initials.
- Hyphens are cosmetic and treated the same as spaces between names.
- Suffixes (jr, sr, III, etc.) are part of the "Given" name, not the Family name.
- Do not use nicknames for the legal name.

## Support Contacts

SDE Support

Email – [support@sde.idaho.gov](mailto:support@sde.idaho.gov)

Phone – (208) 332-6987

Regional ISEE Coordinators – [regionalcoordinators@sde.idaho.gov](mailto:regionalcoordinators@sde.idaho.gov)

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