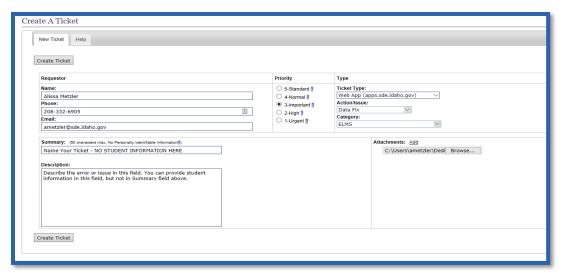# ELMS and OTIS Protocol

WHAT IS THE DIFFERENCE BETWEEN ELMS AND OTIS AND WHEN SHOULD I USE THEM?

- The English Learner Management System (ELMS) is used for collecting data on English Learners throughout the school year. It is a State Department of Ed (SDE) application that allows district/charter staff, who have the ELMS.Editor or ELMS.Viewer role, to look up newly enrolling students to determine whether they have ever been identified as an English Learner in the state of Idaho. Information collected via the ELMS application includes –
    - EL Screeners
    - Annual EL Data Collection
    - EL Program Participation
    - Waivers
    - English Learner Plans
    - Erroneous Identifications

- OTIS is an SDE application that used for submitting errors for data corrections and technical issues. OTIS is a secure application allowing the SDE and local school district/charters to communicate and share student information securely. Users submit tickets through the OTIS system regarding their issue and the ticket is routed to the proper queue of the person able to support the request. OTIS tickets could include -
    - Merging EDUID Numbers
    - Data Corrections
    - SDE Application Errors
    - Users will submit OTIS tickets when they encounter problems and issues in ELMS or need a secure mode of sharing student information with SDE staff.

Accessing and Using OTIS

1. Go to www.sde.idaho.gov
2. Scroll down to the program tiles, click on the ISEE tile (blue).
3. In the top middle of the screen, click on SDE Applications Portal.
4. In the drop down menu, select "Other" or your district.
5. Log in using your ISEE user name and password.
6. Click on the OTIS tile (grey).
7. On the left, click on Create a Ticket.

8. Verify that the information under Requester is correct.
9. Select Priority – Standard is customary.
10. Select Ticket Type – this indicates the general type of request.
11. Select Action/Issue – this drop own will generate sub topics once the Ticket Type is specified.
12. Select Category - this drop own will generate sub topics once the Ticket Type and Category are specified.
13. Summary Box – This is the title of your ticket. DO NOT INCLUDE ANY STUDENT PERSONALLY IDENTIFIABLE INFORMATION (PII) IN THIS FIELD!
14. Description – This field is for describing the details of the ticket. This field can contain PII. Please provide as much detail as possible for the technician to complete your request.
15. Attachments – Upload any documentation, as needed. This is a secure mode of file sharing so student PII can be in the uploaded documentation.
16. Click Create Ticket.

Note for Submitting Tickets Directly to the ELMS Queue

If you are submitting a ticket for ELMS data corrections, use the following path for the ticket to be routed directly to the ELMS Queue.

1. Ticket Type: Choose Web App (apps.sde.idaho.gov)
2. Action/Issue: Choose Data Fix
3. Category: Choose ELMS

You will receive an email asking you to respond if more information is needed. You can look at this information by clicking on the "My Tickets" in the left navigation menu. There you can read notes from tech support and type responses back through the communications log.

Once the error or issue in the ticket has been resolved, you will receive an email indicating that the ticket has been closed.