

KEEP2 FAQs & Troubleshooting

Authenticated Applications Usernames/Accounts

- When I log in it says I'm in my old district – I've now moved to a new district. How do I switch?
 - You have to create an entirely new authenticated application account with a different username and choose your new district. Each account is tied to a district and it cannot be changed.
- I need access to our special education teachers' evaluations and they're in a Coop – how can I access them?
 - If they log in through their Coop's USD number to access their KEEP2 information then you will need to register a new authenticated application user account with their USD to be able to work with them. You can create a second account in their USD (but you must use a different username than your regular account) and their District administrator can assign you to a building and as an evaluator of those teachers.
- I created a new username with my new district or Cooperative and when I log in it still shows my old USD at the top
 - When a user logs out they need to completely close the browser and then open it back up and log in with the new username. If you log out and log right back in without completely closing the browser it will still be connecting you to the first account's information.
- When I log in it says I'm in my old building – I've switched buildings within the same district. How do I switch?
 - If you are a building administrator then it does matter which building you're assigned because your building assignment will dictate which reports and setup you can see. Call IT Helpdesk at 785-291-0599 to get help switching over.
 - If you are a teacher it doesn't matter what building your authenticated application account is tied to for KEEP2 – your actual building and evaluator assignment is done within KEEP2, not pulled from your authenticated application account settings.
- I don't have an educator ID – how do I register for KEEP2?
 - Request access as a "registered user" and it will not require an educator ID number
- If an instructional coach, etc., is going to evaluate people do they need to have an "Admin" authenticated applications user account?
 - No – anyone can be assigned to be an evaluator. Use the "Evaluators & Observers" tab in either the "District setup" or "Building setup" page to give them the right to be an evaluator and then use the "Assign Evaluators" tab to assign them to evaluate people.
- I logged out of my authenticated applications account and logged in with a different account right after and I can't find the right teachers to evaluate? (This is common if people are principals in more than one building)

- The authenticated applications “logout” doesn’t always completely log a person out. To prevent this problem, log out of the account and close the browser. Reopen the browser and log in as the other username and it should have “cleared” the first account out of memory.
- This may also occur if a principal logs in on a computer, logs out and then the teacher logs in to work immediately after – the second person will see the first person’s account even though they logged in with their own information.
- I have multiple authenticated application usernames/accounts with different access levels. Which one do I use? How do I know which one to log in for what?
 - If you have a district admin access level for any of your authenticated application usernames, you’ll want to use that one and only that one. District admins are “super users” and can do anything any user role beneath them can do. By going in as the district admin you can do everything and you don’t have to worry about logging out and back in as different user roles.

District/Building Setup

- Do I need to put myself in multiple buildings to be able to evaluate people in other buildings?
 - No – anyone in any building can be assigned to evaluate anyone in any building. If it will be a cross-building assignment, however, the building administrator can’t do it as they can only make assignments for people in their own building. Someone with access to the “District setup” page (as opposed to the “Building setup” page) will need to make any cross-building assignments
- A user is listed twice in “Assign Buildings” – which one do I assign to the building/evaluation/evaluator?
 - If it’s a teacher that really should only have one authenticated application username then have them call the KSDE IT Helpdesk (785-291-0599) and remove all but one usernames associated with their information. Once they are down to one username, they will only appear one time in the district setup page and you can complete the setup process for the user.
 - If it’s a person that has multiple authenticated application user names for a reason (such as a superintendent that is also a building leader, or a building leader that is assigned to multiple buildings), you may need to trial-and-error to figure out which name to user for their setup. Assign one of their names to a building/educator assignment and have them log in. If they can access the evaluation under “My evaluations” then that’s the correct username. If not, unassign that username from the building/educator assignment and try the other one.
- A teacher is no longer in our district – how do I have him/her removed from our KEEP2 setup?
 - Once you remove them from the KEEP2 setup they will no longer be able to access ANY of the KEEP2 information they had in the database for that district. Please make sure

that they have downloaded/printed/saved any work they wish to before removing them from the system. Once you're ready to remove them, please call the KSDE IT Helpdesk at 785-291-0599 and have them removed from your district

- A teacher is in multiple buildings and the principals want to co-construct the evaluation. How should I set them up?
 - Assign the teacher to only one of the buildings with an educator assignment and assign both principals to be the evaluator of that teacher's one building/educator assignment combination.
- A teacher is in multiple buildings and the principals want to each complete an evaluation of the teacher separately. How should I set them up?
 - Assign the teacher to both buildings. Assign each teacher/building line an educator assignment. Assign one teacher/building/educator assignment line to the appropriate evaluator and the other teacher/building/educator assignment line to the other evaluator. The evaluations will be completely separate – no information from one will cross over to the other.
- I'm a principal and when I go to Building Setup I don't see my teachers in the list to assign educator assignments
 - Your teachers have not been placed in your building yet. Have your district administrator place the users in buildings and then they will show up in your list

Evaluatee Work

- I log in and don't have "My Profile" on the left hand side
 - Your district has not placed you in a building yet. You have to have been placed in a building in order for the "My Profile" tab to be displayed
- I go to "My Evaluations" and there's no evaluation to choose in the "Select an evaluation" drop-down
 - Your district/building administrator has not assigned you an evaluation yet. Once you've been placed in a building (must happen at the district level), either the district or building administrator assigns you an educator assignment (teacher, counselor, etc.) and that's when you'll see an evaluation show up in that drop-down
- I go to "My Evaluations" and there's no evaluation to choose in the "Select an evaluation" drop-down AND my administrator assures me they have assigned me an evaluation already
 - You likely have two authenticated application usernames. You're logged in as one username and the evaluation has been assigned to the other username. Call the KSDE IT Helpdesk at 785-291-0599 to get down to one username and once you're down to one username let your district/building administrators know and they can make sure that the evaluation is correctly assigned to that user account.
- I have worked on my evaluation and my bubble chart shows I've worked on/completed things, but my evaluator's bubble chart for me shows all empty bubbles.

- You likely have two authenticated application usernames. You're logged in as one username are working on one evaluation and your evaluator has been assigned your other username to evaluate so you're looking at different evaluation records. Call the KSDE IT Helpdesk at 785-291-0599 to get down to one username and once you're down to one username let your district/building administrators know and they can make sure that the evaluation is correctly assigned to that user account.
- There's nothing on my "Goals" page – it's empty
 - Have you submitted your self-assessment yet? The goals page will not pre-populate unless you submit your self-assessment page where you checkmarked a goal area.
 - If you've submitted your self-assessment, did you checkmark a goal area?
 - If you've submitted it, did it really submit? (Some people click the save button and then while it's still trying to save they click the submit button – but the submit button doesn't actually do anything because it was still trying to save). Go back to the self-assessment page and see if the button says "Submit" or "Unsubmit" – if it says "Submit" still then it didn't ever actually submit. Click the submit button then wait for the confirmation and then go to the goals page.
- I've checkmarked my goals and submitted my self-assessment but my bubble chart still shows that my goals are not completed/submitted.
 - Checkmarking a goal in the self-assessment is the first step – it's choosing your goal area. You need to complete the goals page (adding expected outcomes and activities to give detail and specificity to what it is you're going to work on over the course of your evaluation) and submit it to have completed/submitted your goals.
- I put in my expected outcomes and activities but when I went back they were all gone.
 - There is a round blue button with an old floppy disk icon on it next to each time you add an expected outcome or activity. You must save each one as you input it for it to save.
- I'm leaving a district – can I still access KEEP2 in my new district and see both evaluation records from my previous and current district?
 - No. Authenticated application usernames are tied to a specific district. When moving from one district to another you'll need to create a new username/account and you won't be able to see information from both districts through one username. Please be aware that the previous district may request that your account be deleted from their district and at that point you will lose all access to any evaluations that were completed – when leaving a district please download/save/print any evaluation information.

Evaluator Work

- My evaluatee has completed work and his/her bubble chart shows he/she has worked on/completed things, but my evaluator bubble chart for him/her shows all empty bubbles.
 - The evaluatee likely has two authenticated application usernames. They're logged in as one username are working on one evaluation and you're been assigned the other

evaluatee username to evaluate so you're looking at different evaluation records. Call the KSDE IT Helpdesk at 785-291-0599 to get down to one username and once you're down to one username let your district/building administrators know and they can make sure that the evaluation is correctly assigned to that user account.

- My evaluatee has completed a page but I can't see it.
 - They may have saved it but they have not submitted it. You will not be able to see the work until it has been submitted.
- One of my teachers is not getting email notifications when I submit portions of their evaluation – do I add their email address under “My profile” on my account?
 - No – the teacher needs to add their email address on their own “My Profile” page. Each “My profile page” is for that user's email addresses only. Entering an email will mean that the user will get an email any time a discussion note has been added on an evaluation record of which they are a part. Checkmarking and saving that same email addresses will mean the user will get an email any time any portion of the evaluation record of which they are a part is submitted, as well as any discussion notes.
- I replied to a discussion/submission email notification and the other person never got it!
 - If you reply directly to an automated notification message it will land in an unmonitored email inbox at KSDE. There is a link at the bottom of each notification that lets you know to log into KEEP2 to respond.
- I don't want to see bubble charts for all of my teachers – I only want to focus on the ones that I'm evaluating this year. How do I take them off my bubble chart? If I take them off my bubble chart can they still work?
 - To remove an evaluatee from an evaluator's bubble chart, go to “District Setup” or “Building Setup” and use the “See evaluation roles” tab to remove the evaluatee-evaluator assignment. Once the evaluator has been removed from the evaluatee, the evaluatee will no longer be displayed on the evaluator's bubble chart. The evaluatee, however, will still be able to continue to work.
- If I assign myself as an evaluator to an evaluatee to make observations but then unassign myself so they don't clutter my bubble-chart, does it get rid of my observation notes?
 - No – unassigning yourself as the evaluator for an evaluatee just makes it not show up on your bubble chart. The work you input is still there and saved. If you've hit “Submit” the evaluatee will still be able to see it. When you re-assign yourself as the evaluator at a later date you'll be able to pick up where you left off.
- How can the Superintendent see evaluations?
 - District admins can see all completed/archived/PDF evaluations under the “Past District Evaluations” page. If a Superintendent (or other admin) wants to see an evaluation that is active and not yet completed/archived, they can assign themselves as an evaluator of that evaluatee and see the evaluation. When they are done seeing the information they can unassign themselves as an evaluator for that evaluatee.

- I have to evaluate an evaluatee twice in one year. Do I have to complete the IPP/SGM/Summative page each time? How do I start the second evaluation cycle after the first is completed?
 - Yes, you will need to complete the entire evaluation process EACH semester. Complete and archive the evaluation. As soon as an evaluation record is completed and archived the system is reset and the evaluatee can begin working on their next cycle.
- I've completed the Summative Rating page but I don't see how to complete/archive the evaluation.
 - The process must happen in the following steps in order to complete/archive an evaluation:
 - Evaluator submits summative rating/comments
 - Evaluatee logs in and submits comments (the comments can be blank but they have to press the submit button on the Summative page)
 - Evaluator submits last comment box button (the comments can be blank but they have to press the submit button on the final comments textbox).
 - An orange button appears that you can use to complete/archive the evaluation.
- How can the teacher put in their Student Growth Measure information?
 - The evaluator has to input all information on the SGM page. The teacher can, however, add an artifact into the record that is "Student Growth Measure Data" by choosing that from the "Artifact type" drop down when uploading/attaching the artifact. Therefore, a teacher could provide the data for the evaluator by adding artifacts and then the evaluator summarizes the data and makes the met/not met decision on the SGM page.