LOUISIANA DEPARTMENT OF EDUCATION

Edlink New Account Set-up and Existing User Access Guide for Providers 2024-2025

edlink

July 2024

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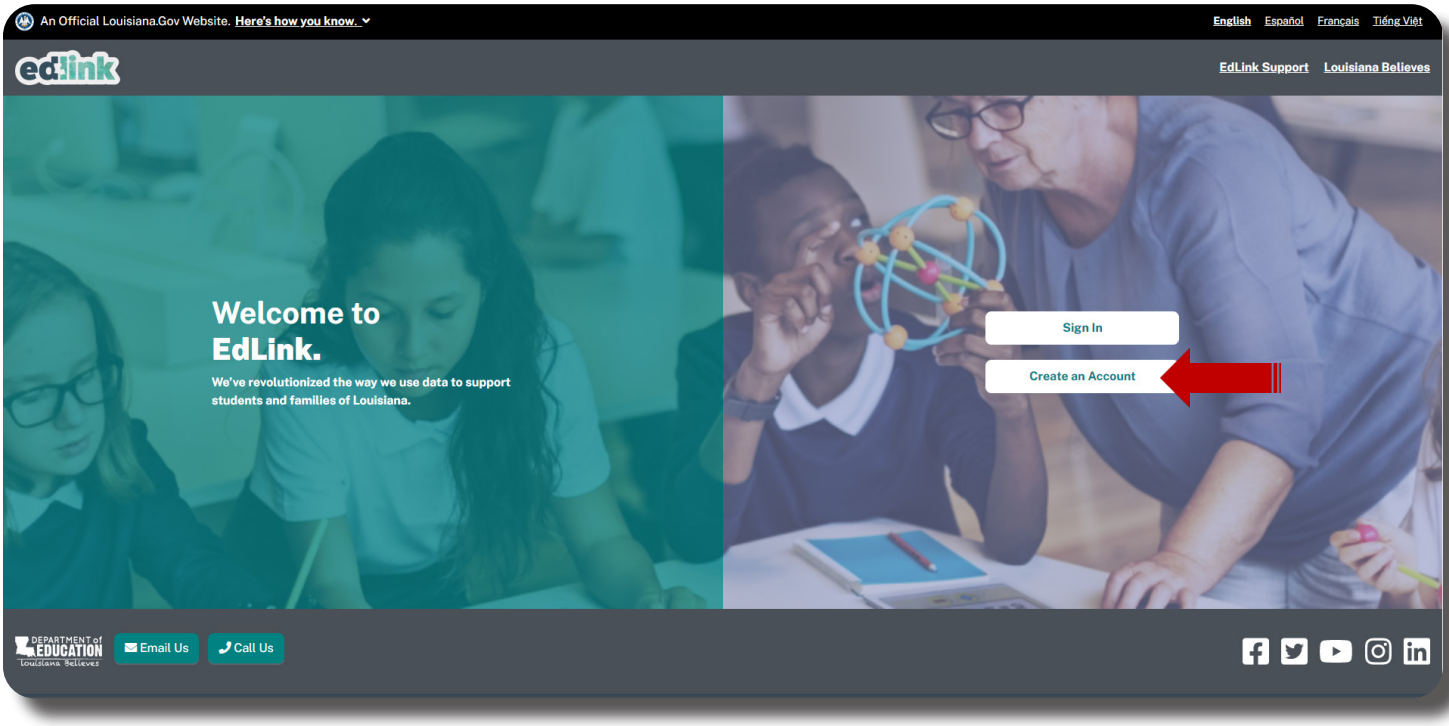
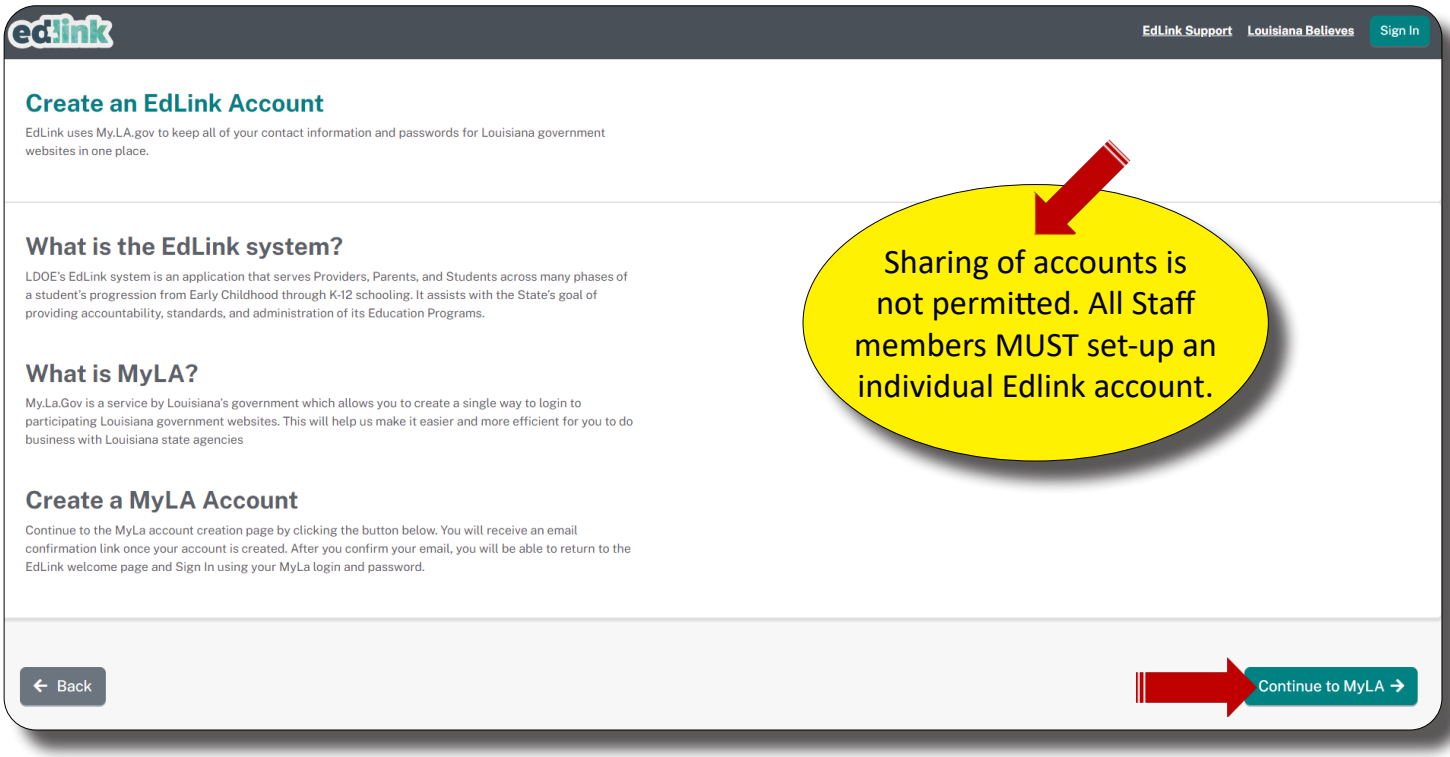
EDLINK ACCOUNT SET-UP FOR NEW USERS

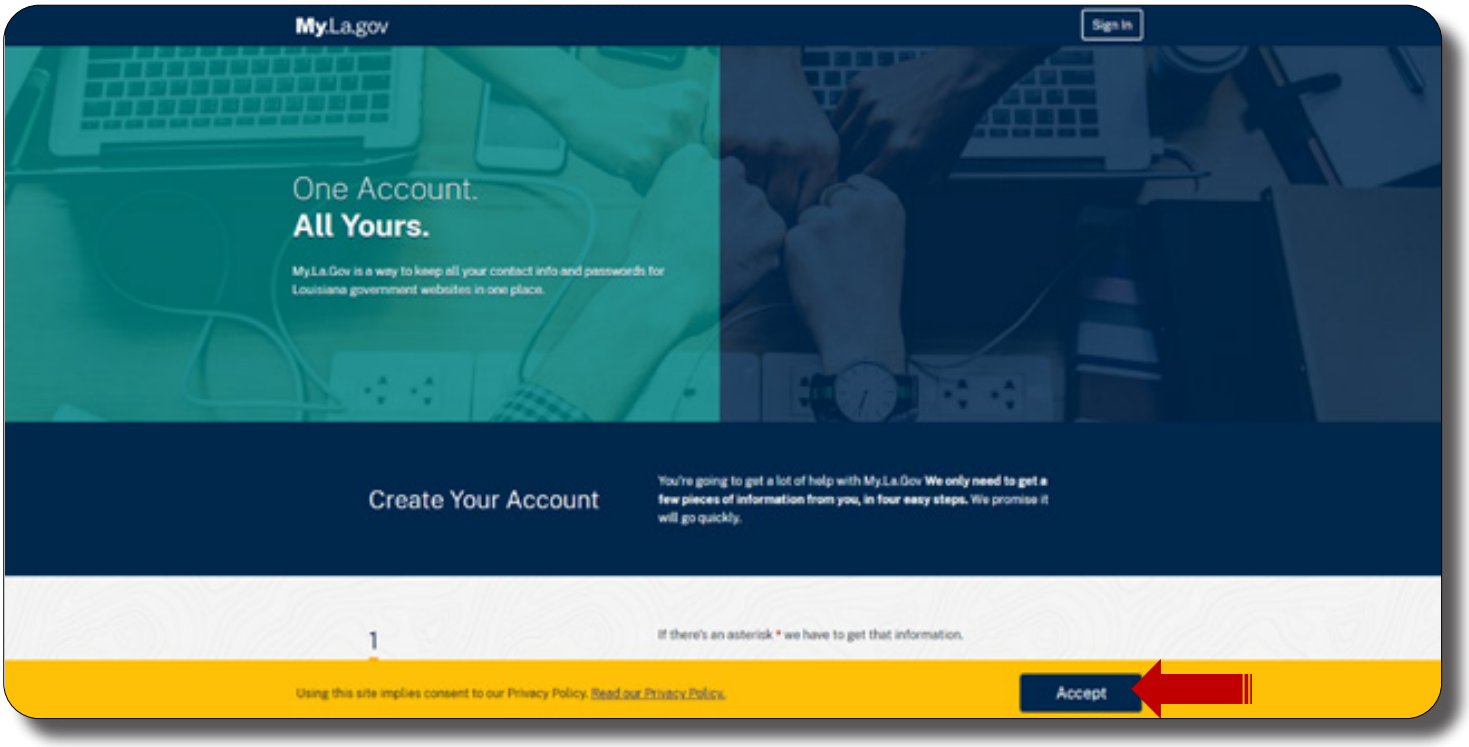
LDOE.EDLINK.LA.GOV

ACCEPTED BROWSERS → GOOGLE CHROME MICROSOFT EDGE

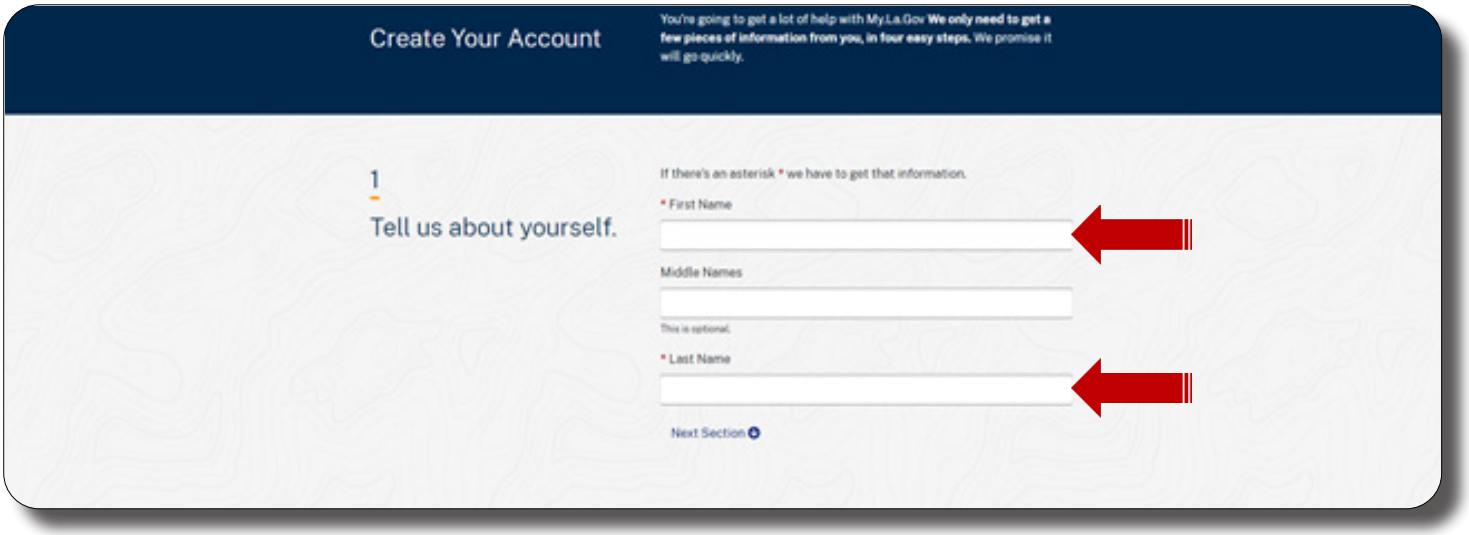




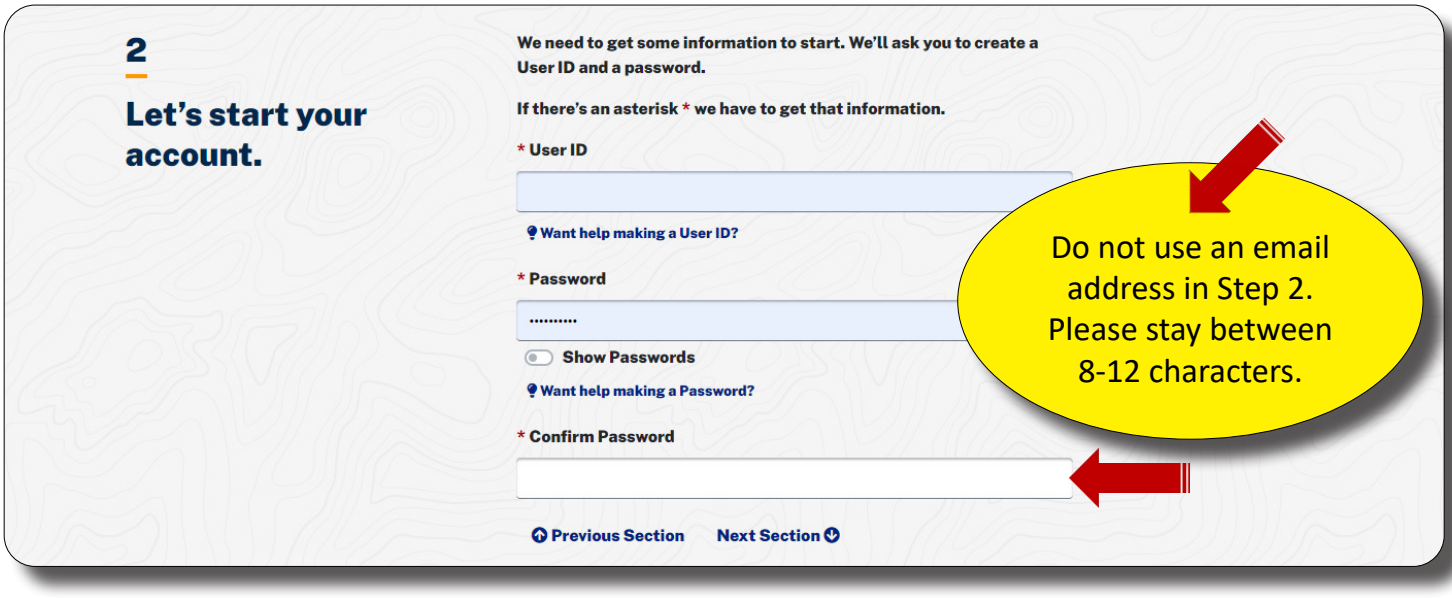
The “Create Your Account” page will appear. Accept the security policies (if it is visible) and scroll down slowly until you see Step 1 of “Create Your Account.”



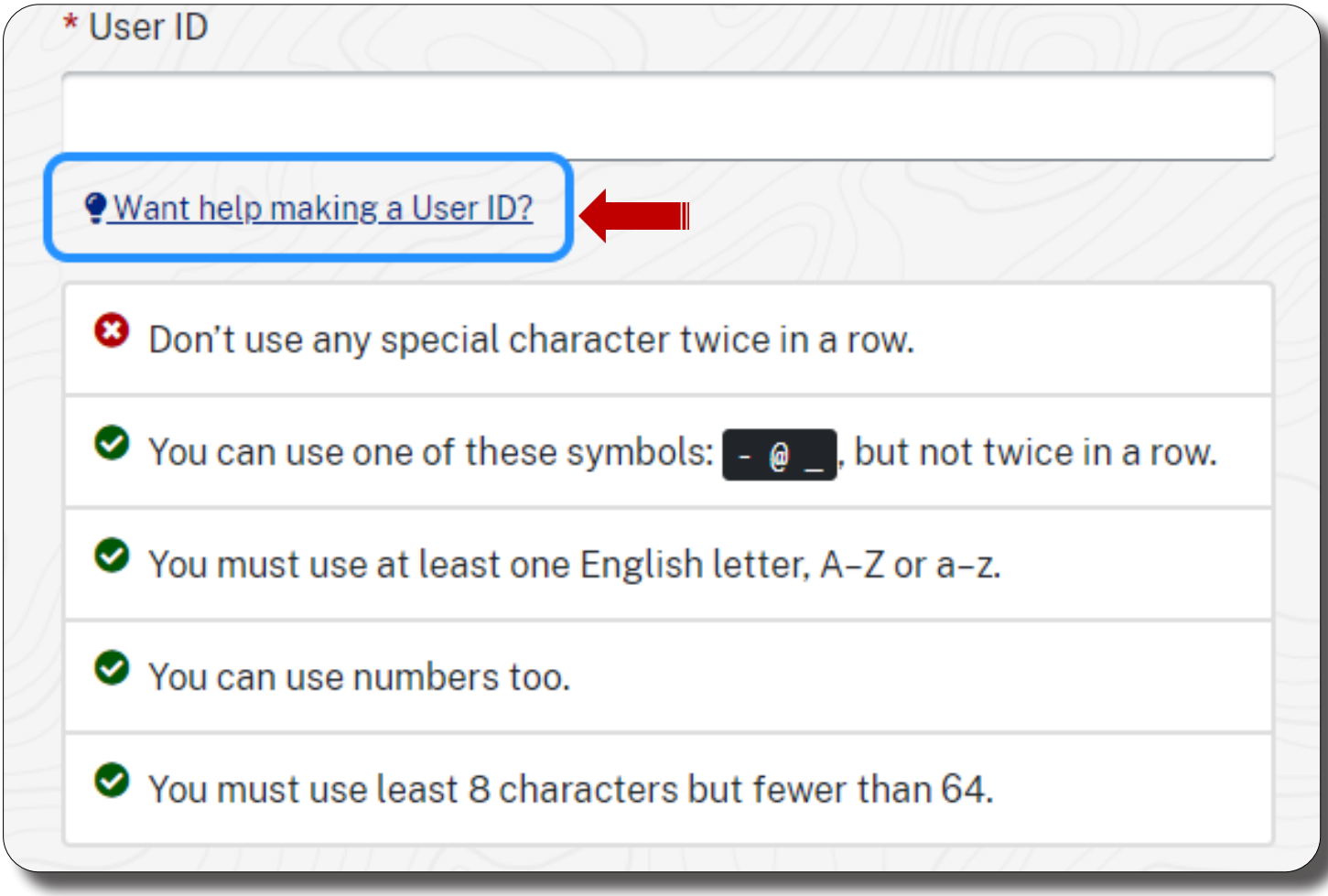
Scroll down and begin inputting your information into the Tell Us About Yourself section. Please note that where there is a red asterisk, you must enter information to proceed.

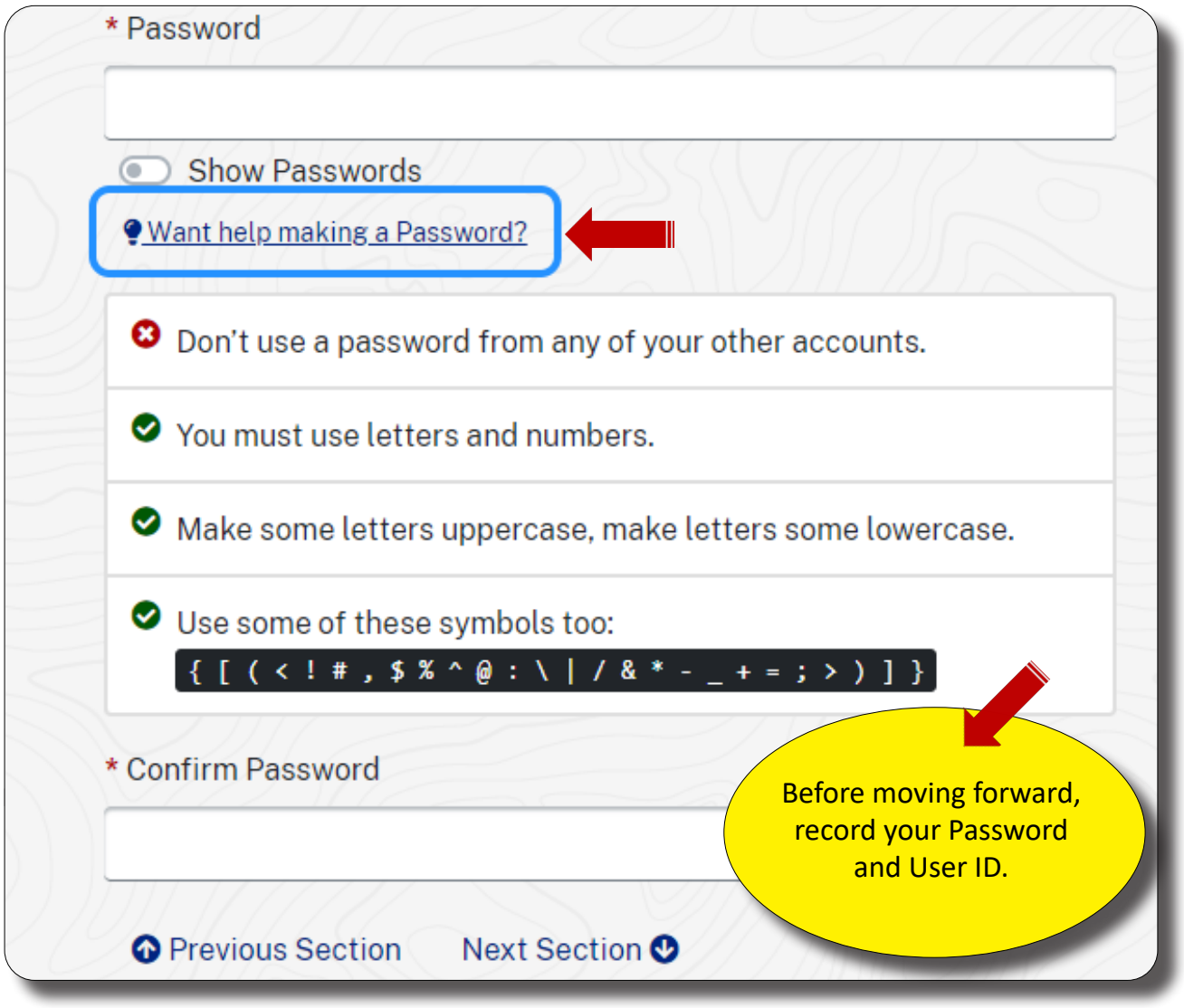


Create a User ID. If you need assistance with creating a User ID, click on the blue light bulb below the text box. You will see this light bulb throughout the process.



Click on the blue light bulb to view the required format for your User ID and Password. Click on the light bulb again to collapse the format requirements.



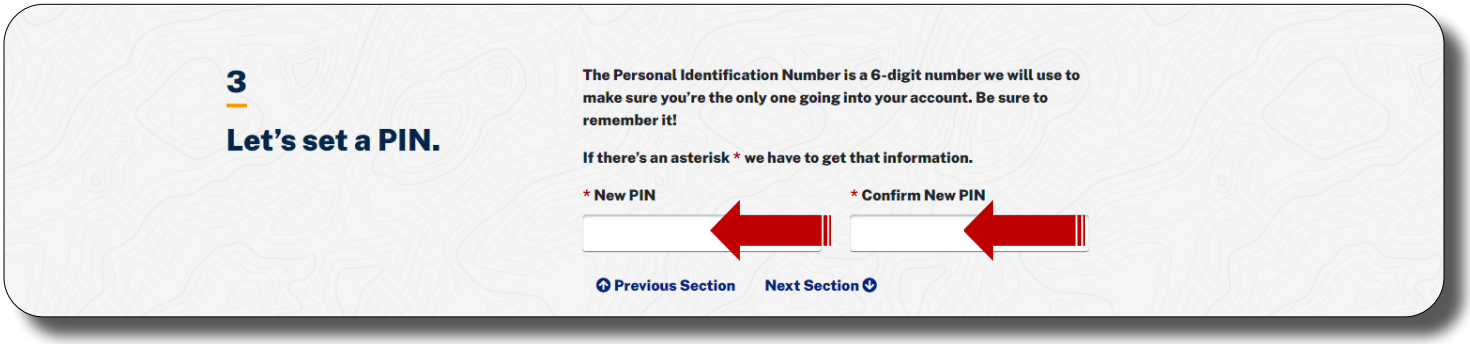


User IDs and Password Standards:

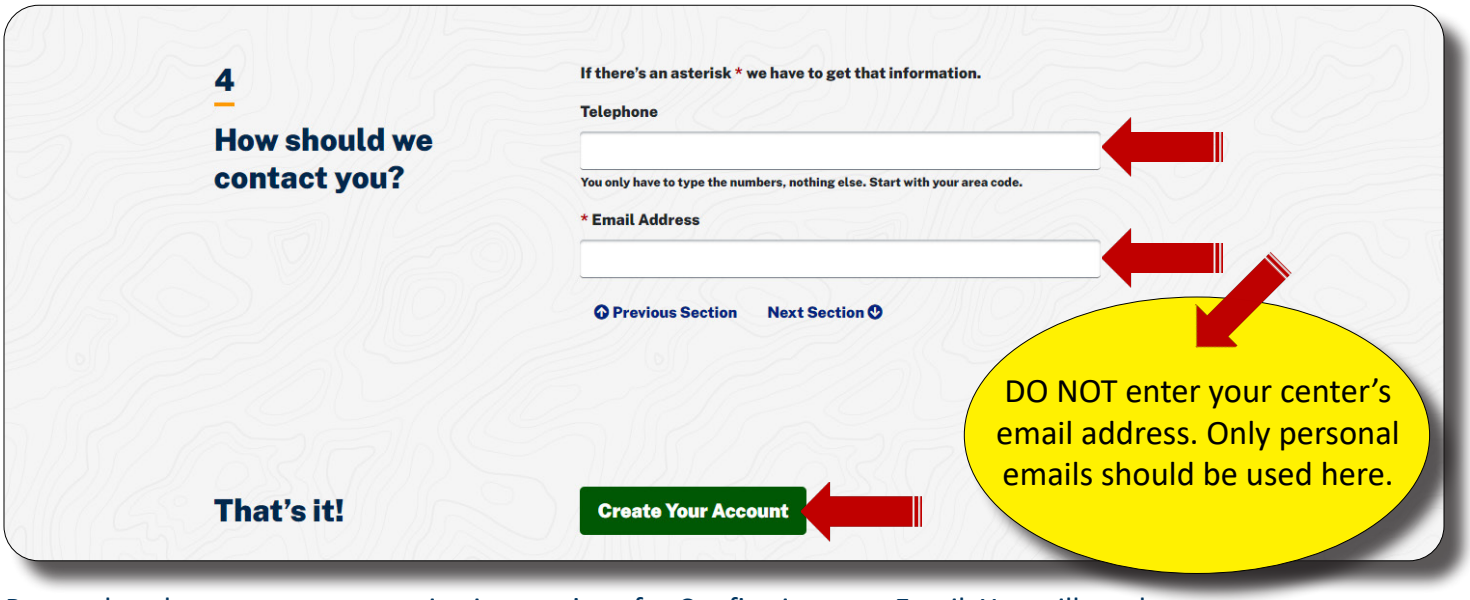
Users are required to maintain the confidentiality of their passwords and to change their password when they suspect that the privacy of their password may have been compromised.

Each user will be allowed to select their own password based on established password standards.

Create a pin number by selecting 6 digits. Numbers ca not be consecutive (123456) or the same number (999999). Write this number down.



Enter your current personal phone number and personal email address below. The email must be immediately accessible. Before you select, "Create Your Account", make sure that your information is correct in Steps 1-4.



Proceed to the next page to receive instructions for Confirming your Email. You will not have access to your account until your email has been confirmed. You must confirm email within the 24hr time frame permitted.

CONFIRM EMAIL

You'll now be asked to confirm your email. Find the email inbox of the address that you entered during set-up. Follow the instructions in the email. Once you have confirmed your email, sign back into as shown below, as shown on the next page.

CLOSE ALL OPEN PAGES (NOT YOUR BROWSER) AND PROCEED TO EDLINK SIGN-IN USING THE LINK BELOW.

LDOE.EDLINK.LA.GOV

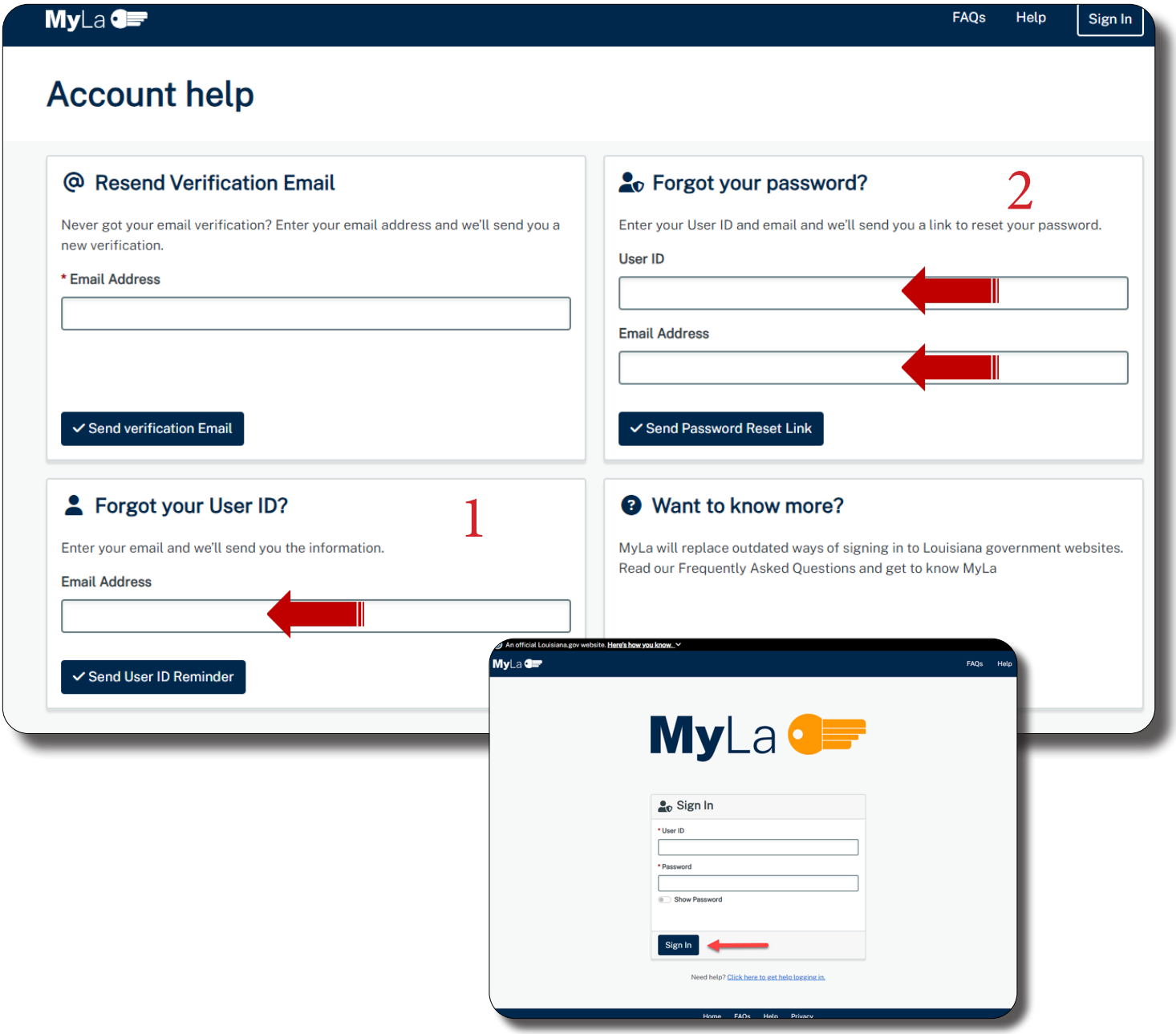
ACCEPTED BROWSERS → GOOGLE CHROME MICROSOFT EDGE

FORGOTTEN USER ID/RESETTING PASSWORD

Follow the steps below to retrieve your previously registered User ID. Look for an email from LDOE.gov in the same email that was used in the account Set-Up. You cannot change or edit these credentials. Only your password may be changed.

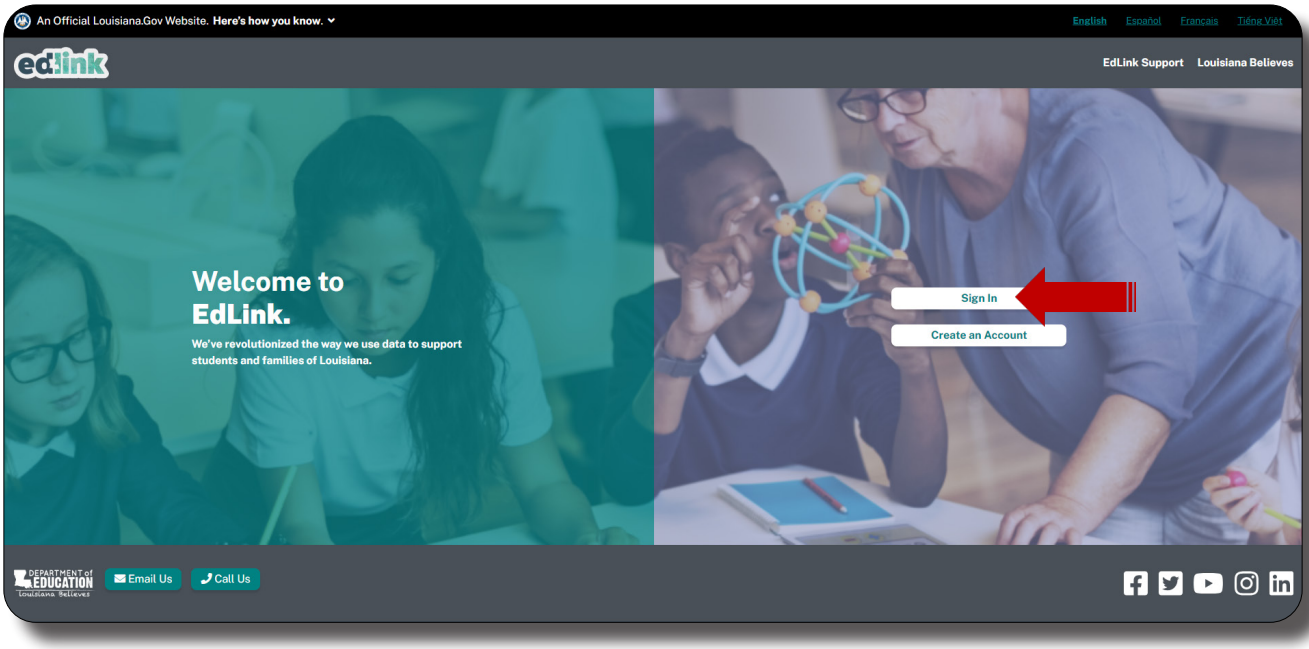
Return to your email and locate the LDOE.gov email. In this email, a temporary password is provided. Copy the password carefully; it is case sensitive.

Log back into Edlink with your User ID and the temporary password. Once you've gained access, you'll be asked to enter the temporary password and choose a new password. Confirm your new password and Save.



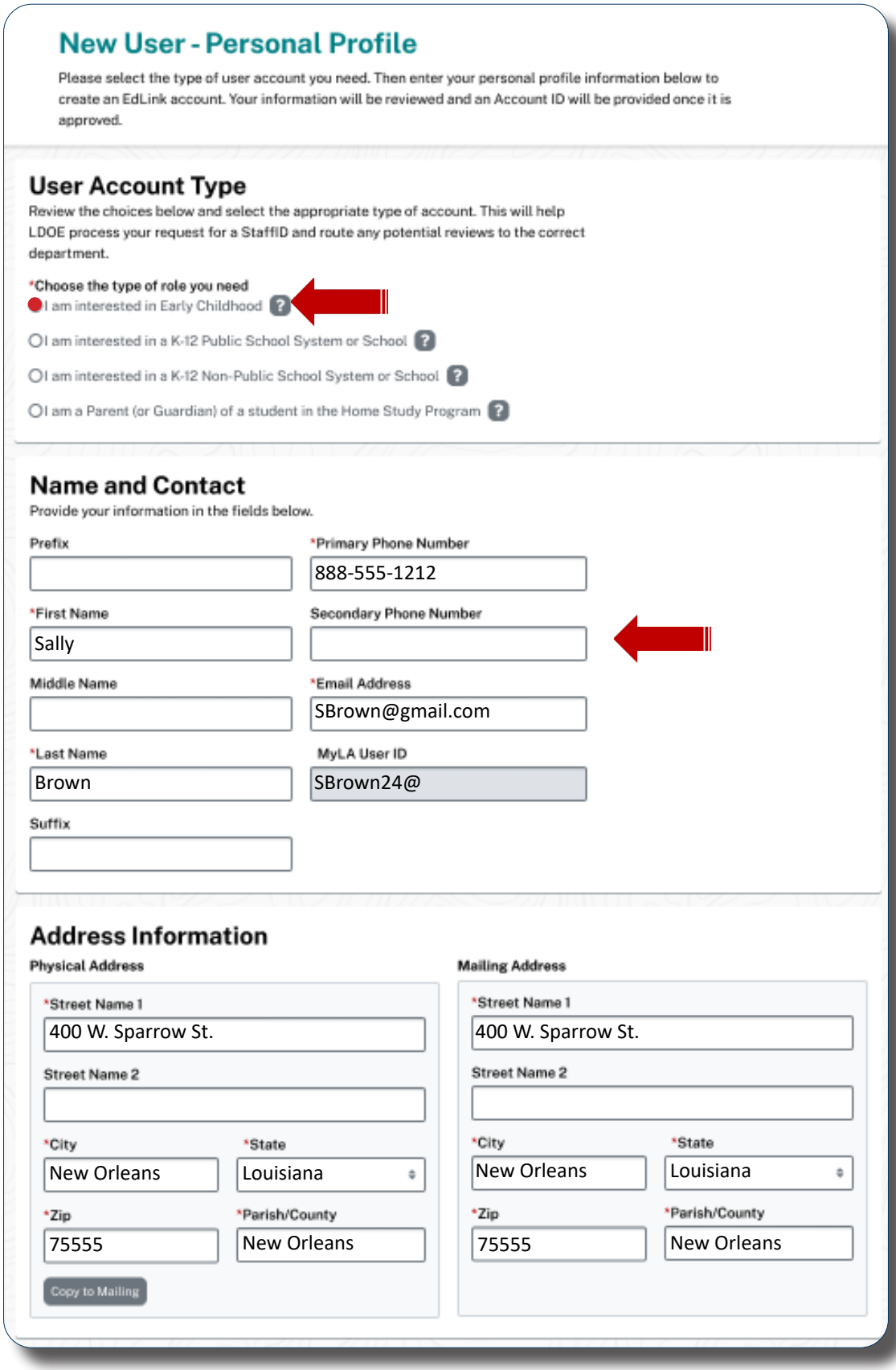
EDLINK OPS PORTAL LOGIN PROCEDURE

LDOE.EDLINK.LA.GOV

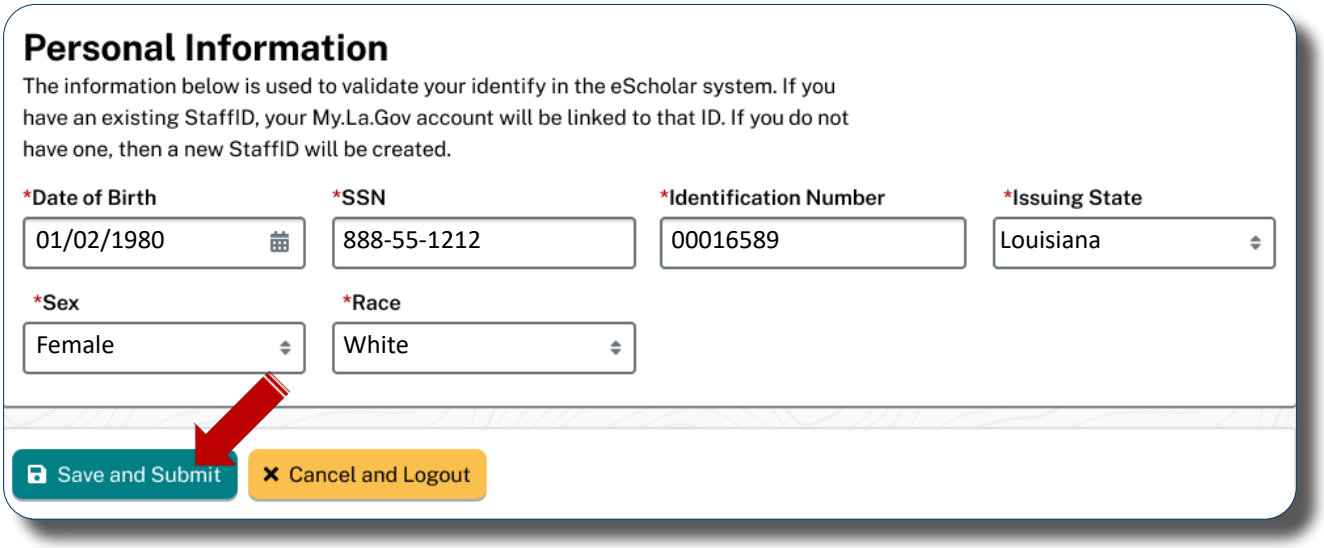


NEW USER-PERSONAL PROFILE (Edlink Ops)

1. Your New User-Personal Profile must be completed before your account is functional. All fields with red asterisks must be completed. Use ONLY personal information to complete the profile.



2. DO NOT Save and Submit until you have reviewed all entered information carefully. Profile information is utilized by several State databases associated with your licensing and funding applications. If you do Save and Submit but realize an error, DO NOT create a new account. Submit an Edlink Support ticket located at https://edlink.supportsystem.com/open.php. Please allow 24-48hrs for a response from our support team.

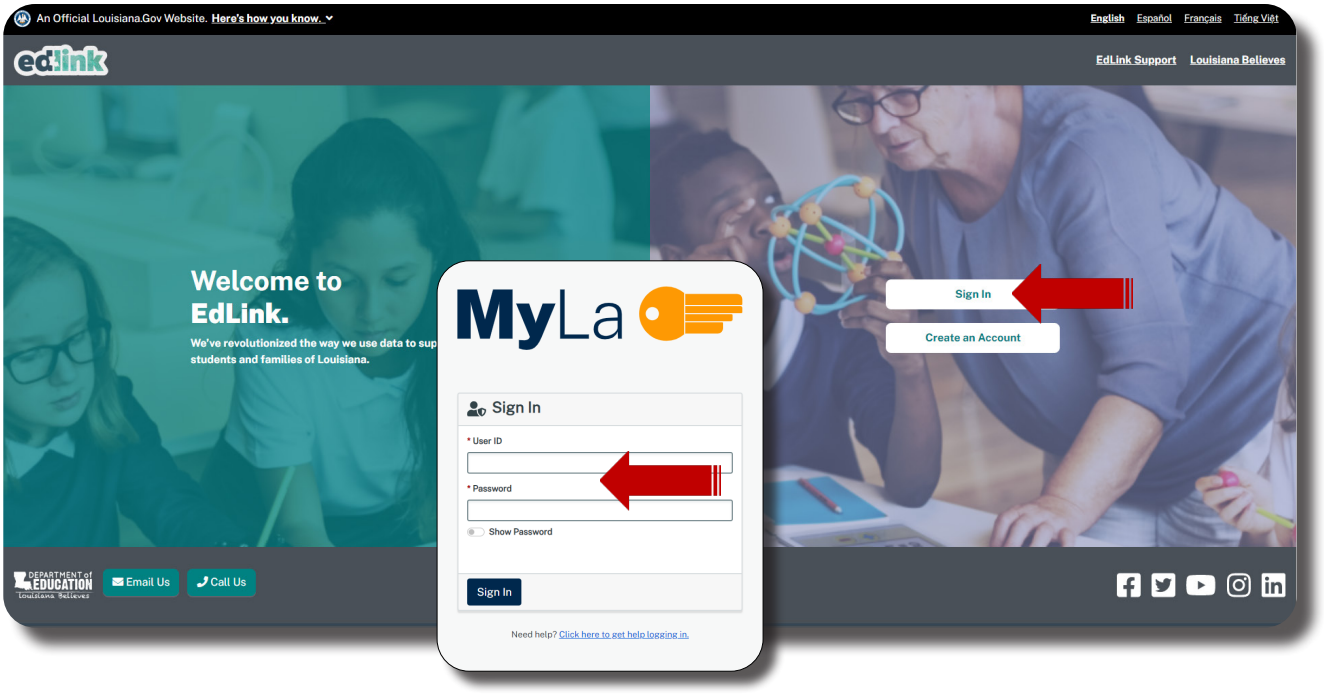


3. Scroll back up to the Name and Contact section of the New User Profile page. Ensure that you were assigned a Staff ID number, located just below the MyLA User ID. If yes, move to #11 to proceed to Edlink Ops. If you were not issued a Staff ID, use the same link as in #9 for Edlink Support to notify our support team of the deficiency. Please allow 24-48hrs for a response from our support team.

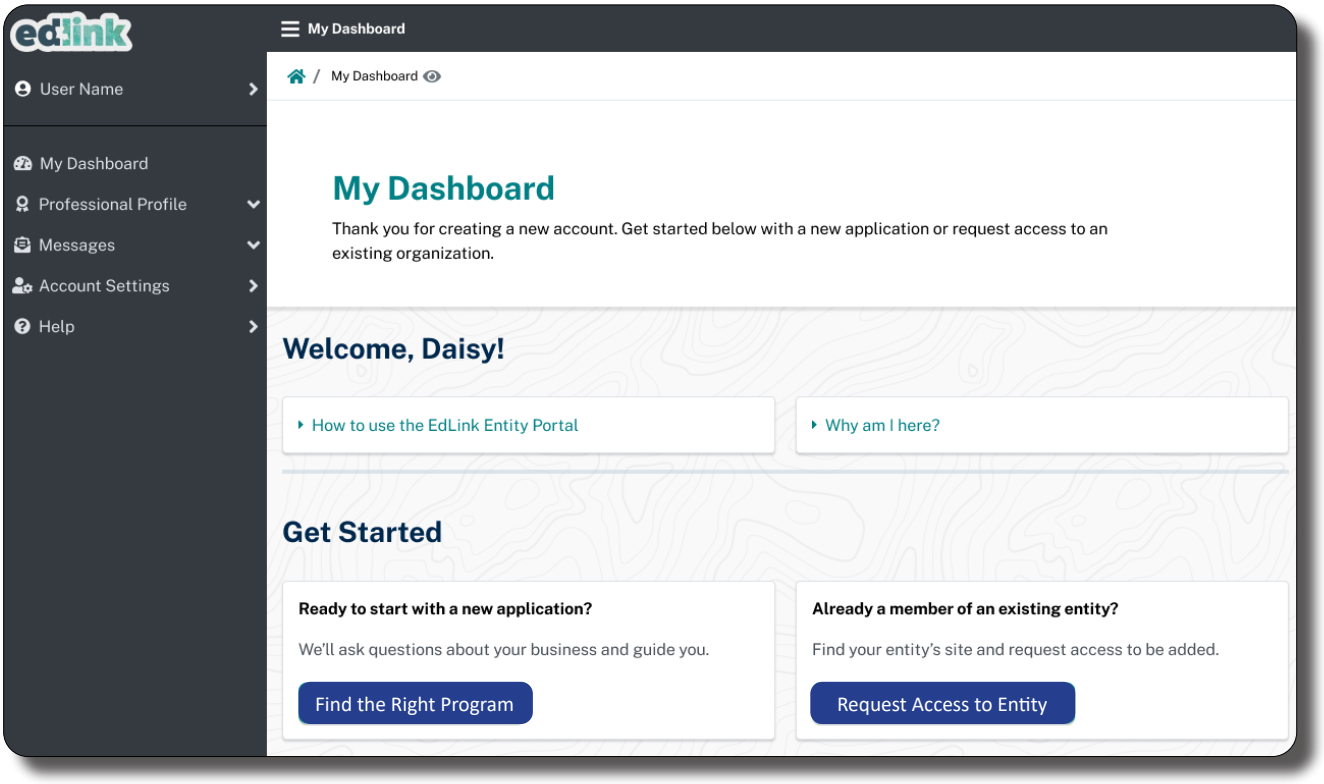
4. Sign Out in the top left corner of the Edlink page (Dashboard). Sign back into Edlink Ops to begin utilizing your Edlink Ops account.

LDOE.EDLINK.LA.GOV

ACCEPTED BROWSERS → GOOGLE CHROME MICROSOFT EDGE



Your New User Dashboard will appear, stating, “Welcome, {your name}”. Your Site access will be limited until your application has either been approved or your Edlink Security Role Requests have been approve.



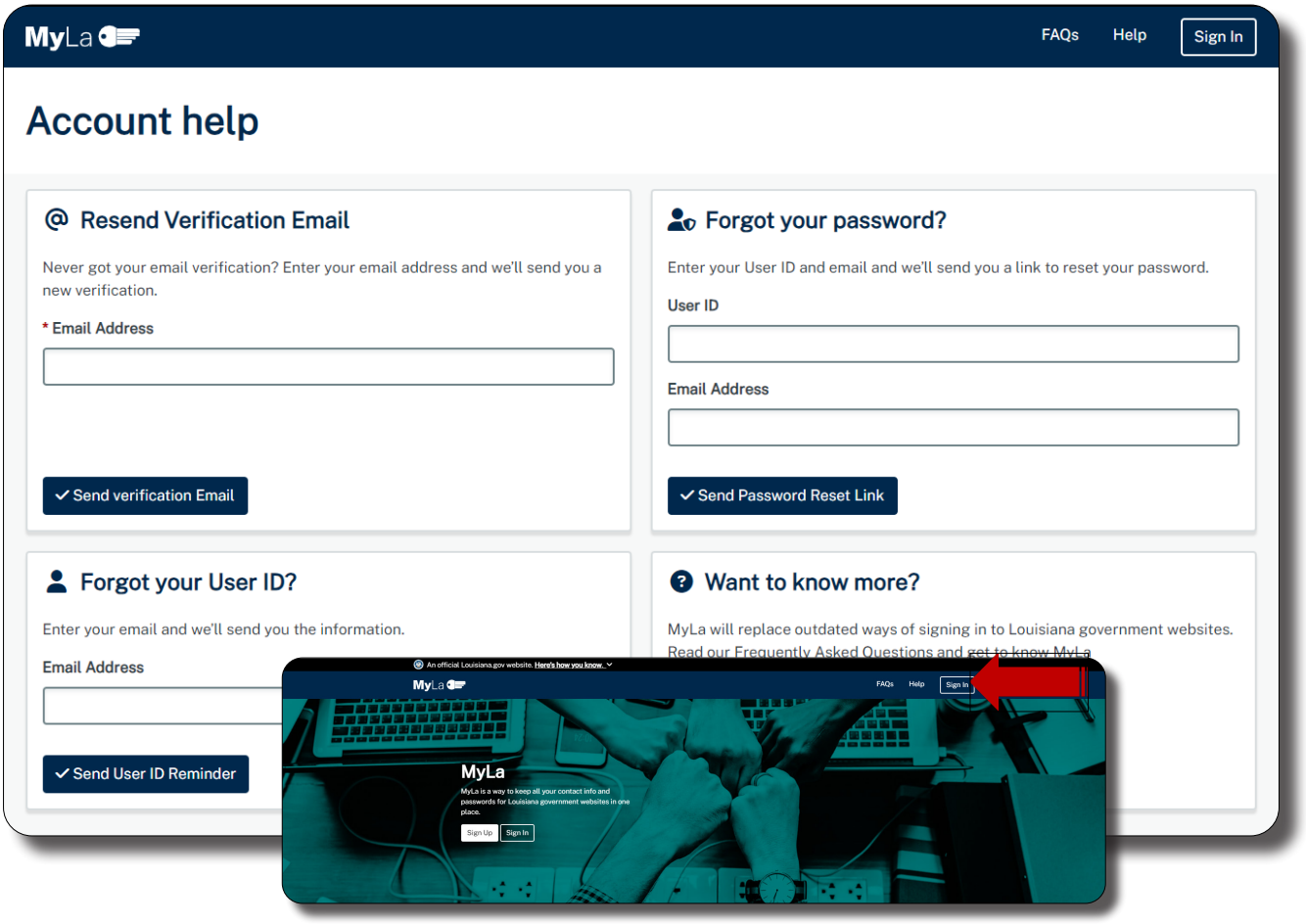
UPDATING YOUR EMAIL

Follow the steps below to update your email. This option should be used sparingly, only in instances where you are unable to access the account or the account belongs to an organization server. **Enter your personal email ONLY.** You'll need to confirm the new email from the update email inbox for either option below.

1. Leave all of your site pages open for now. You are technically signed into Edlink Security and have access to your MyLA contact information.

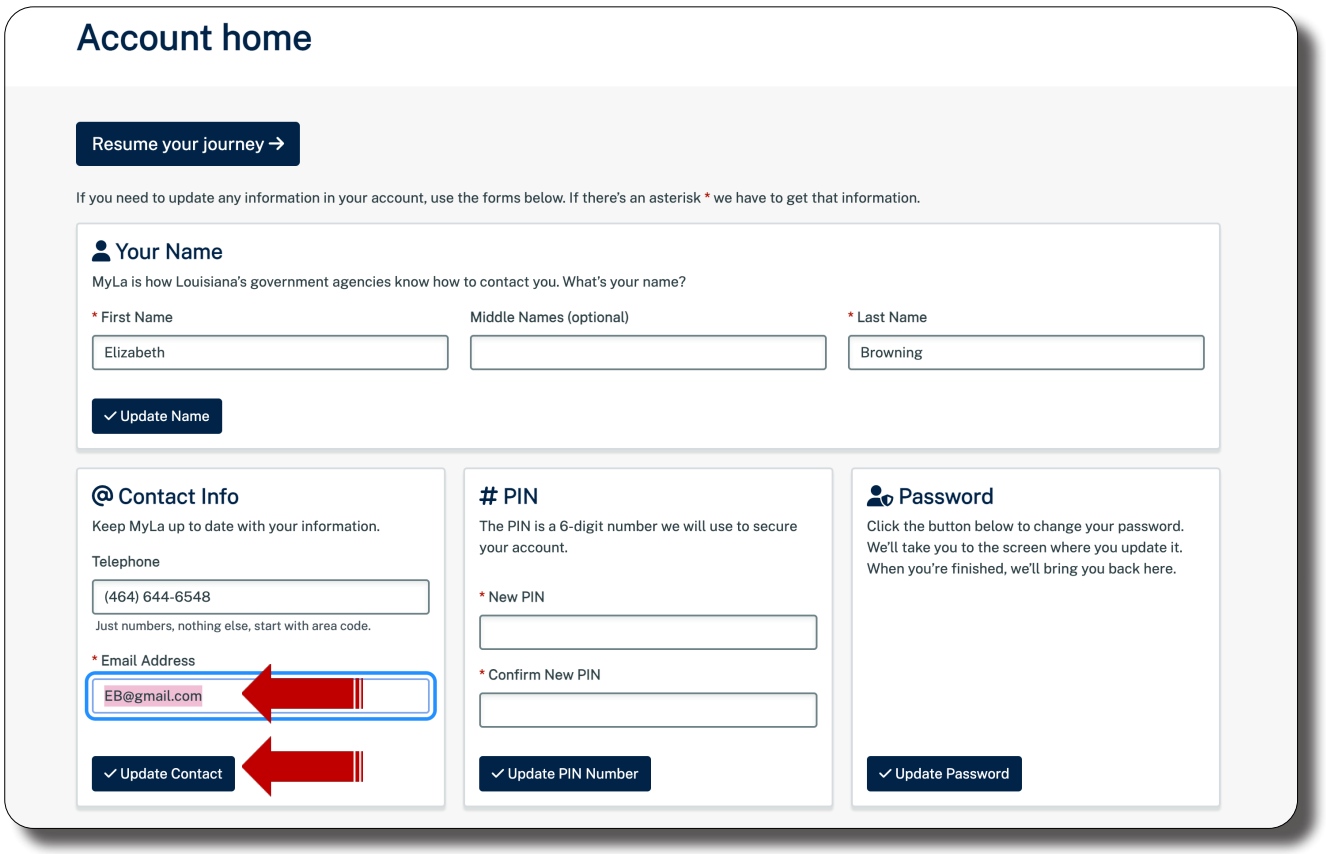
2. Open a new tab (page) on your browser. In the URL address bar, enter https://my.la.gov/en-us/help or click here to open MyLa Help.

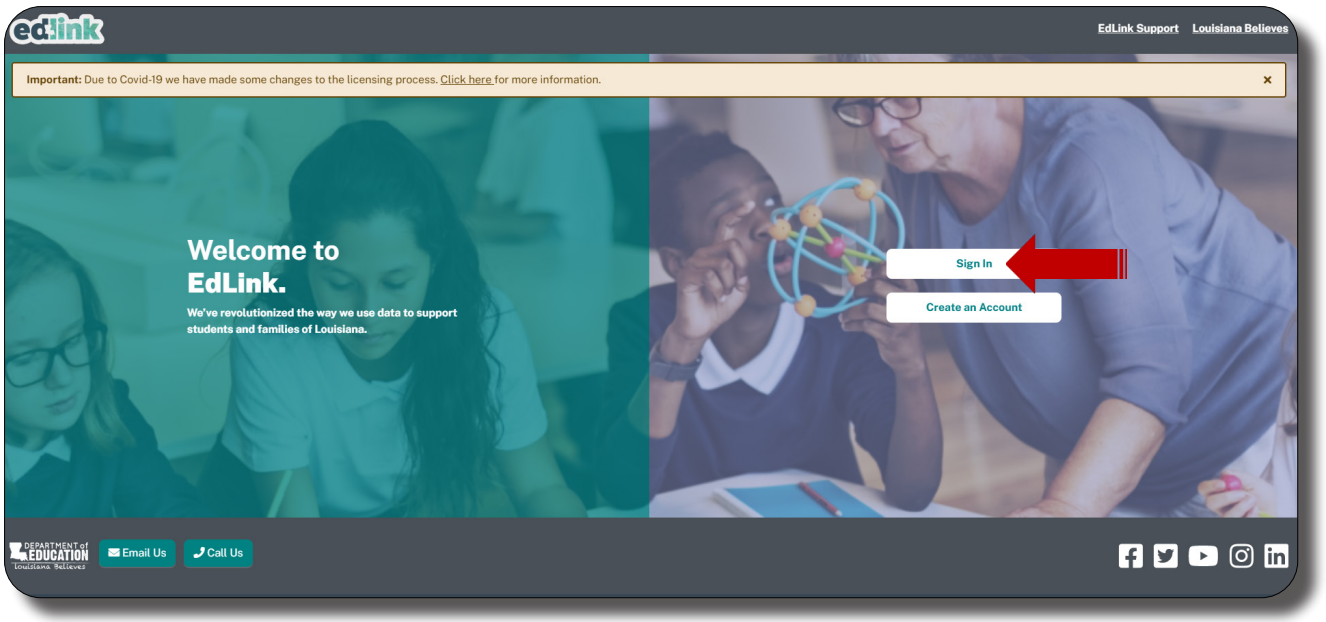
3. Sign In at the top right corner of this page. You'll be asked to enter your User/Login ID and password or you will be automatically navigated to the Account Home page, shown on the upcoming page.



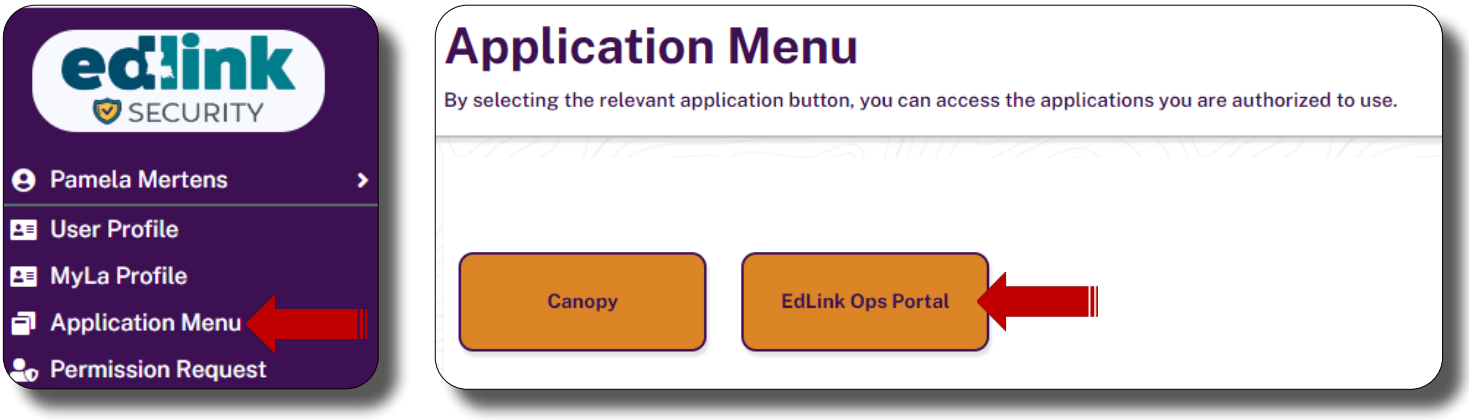
4. In the bottom left corner are the phone number and email change options. **Update your phone number and email using personal accounts only.** Click on Update Contact. If you receive a green box indicating that a token has been created and the update successful, Confirm the new email to complete the update. If you receive a red box stating that the email is not unique, you must submit a Edlink Support Ticket to clear the match. **DO NOT ATTEMPT TO CREATE A NEW EDLINK ACCOUNT.** Close all Edlink and MyLA related pages.

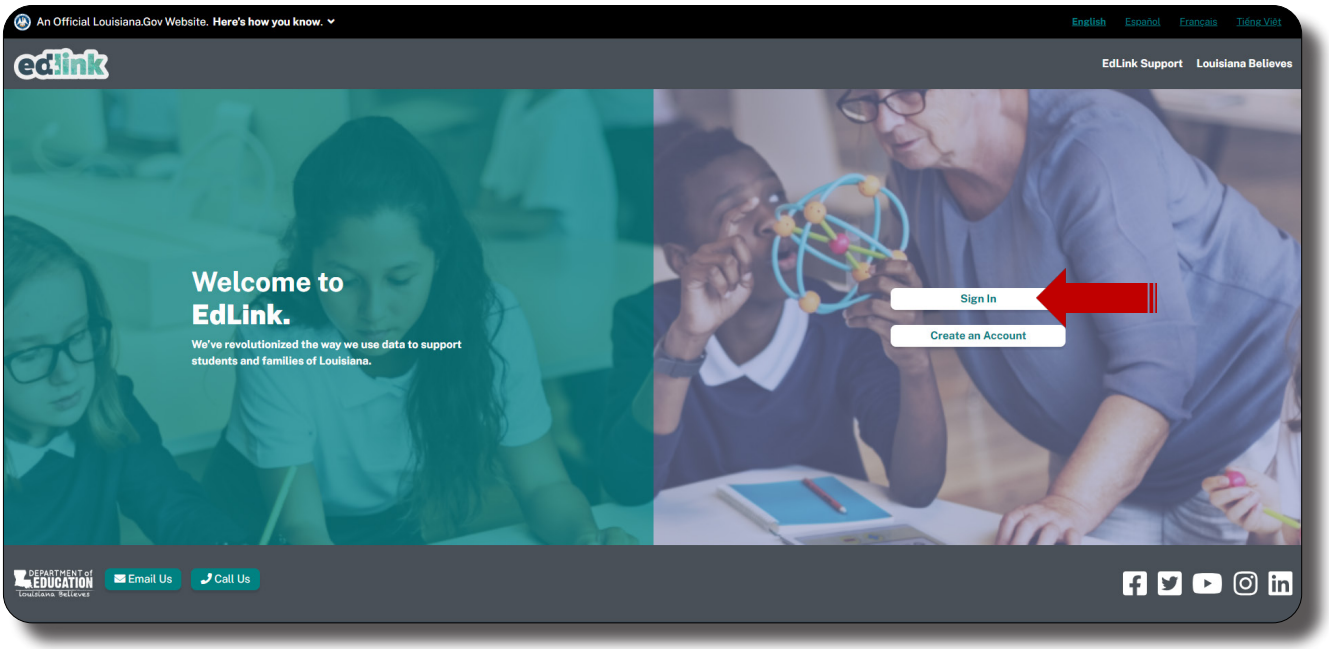
5. After confirming the updated personal email, close out of all of your Edlink or MyLA related pages. Return to https://ldoe.edlink.la.gov/#/. Sign into Edlink.



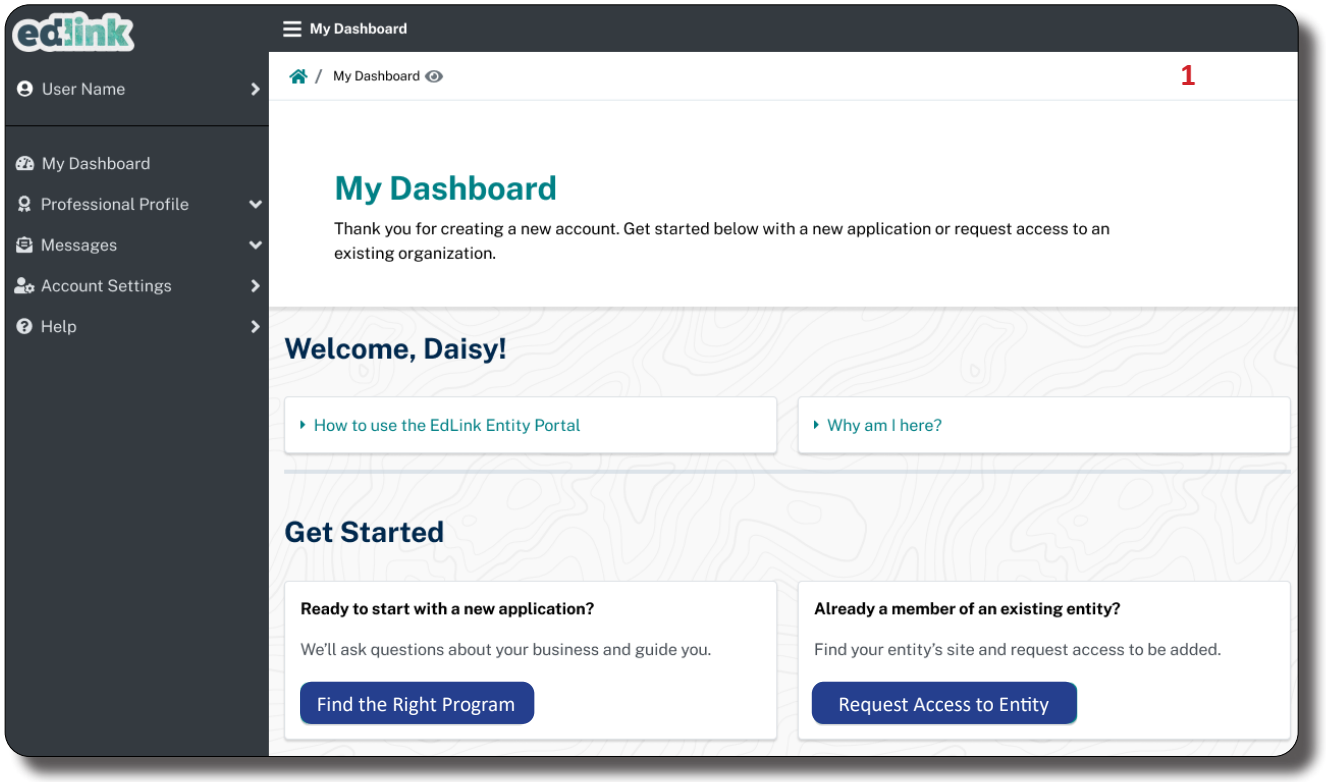


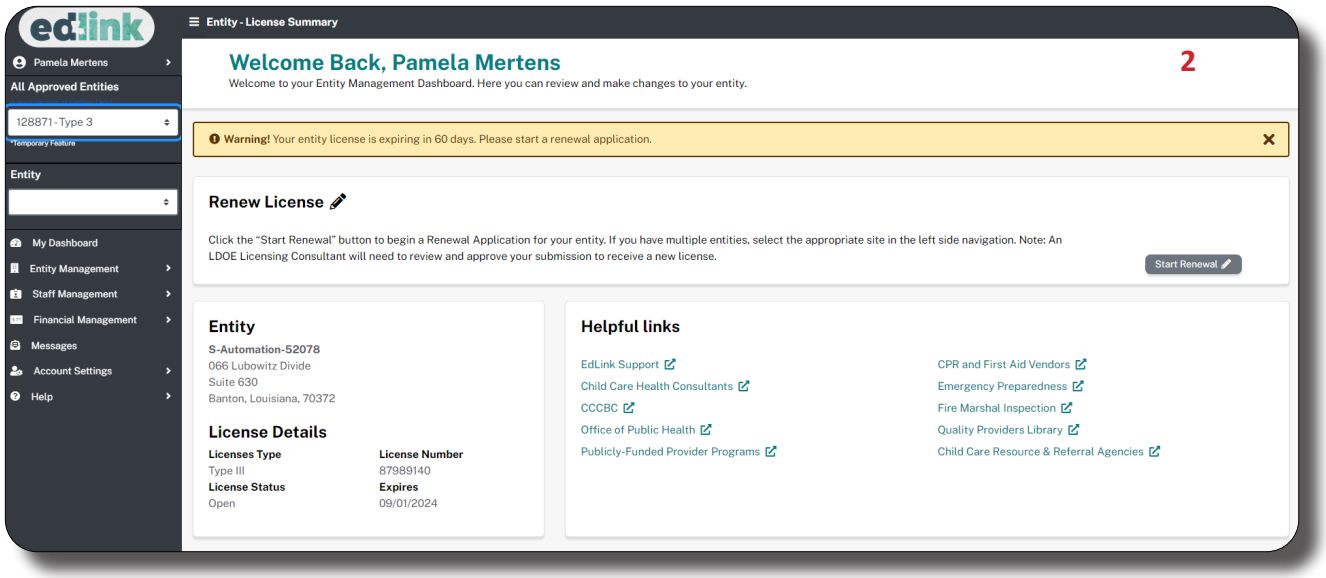
7. Close/Sign Out of all pages and reopen Edlink Ops at https://ldoe.edlink.la.gov/#/ OR you may select Application Menu and then Edlink Ops Portal, as shown below. Do not jump ahead. Your Edlink Ops New User Profile MUST be completed before requesting access to your school.





Your Edlink Ops dashboard will appear, as shown in the examples below. Image 1 is a New User dashboard. All new and existing providers have this dashboard until a new license has been approved or Entity Role Requests have been approved by LDOE. Image 2 reflects an approved Entity Role Request dashboard.

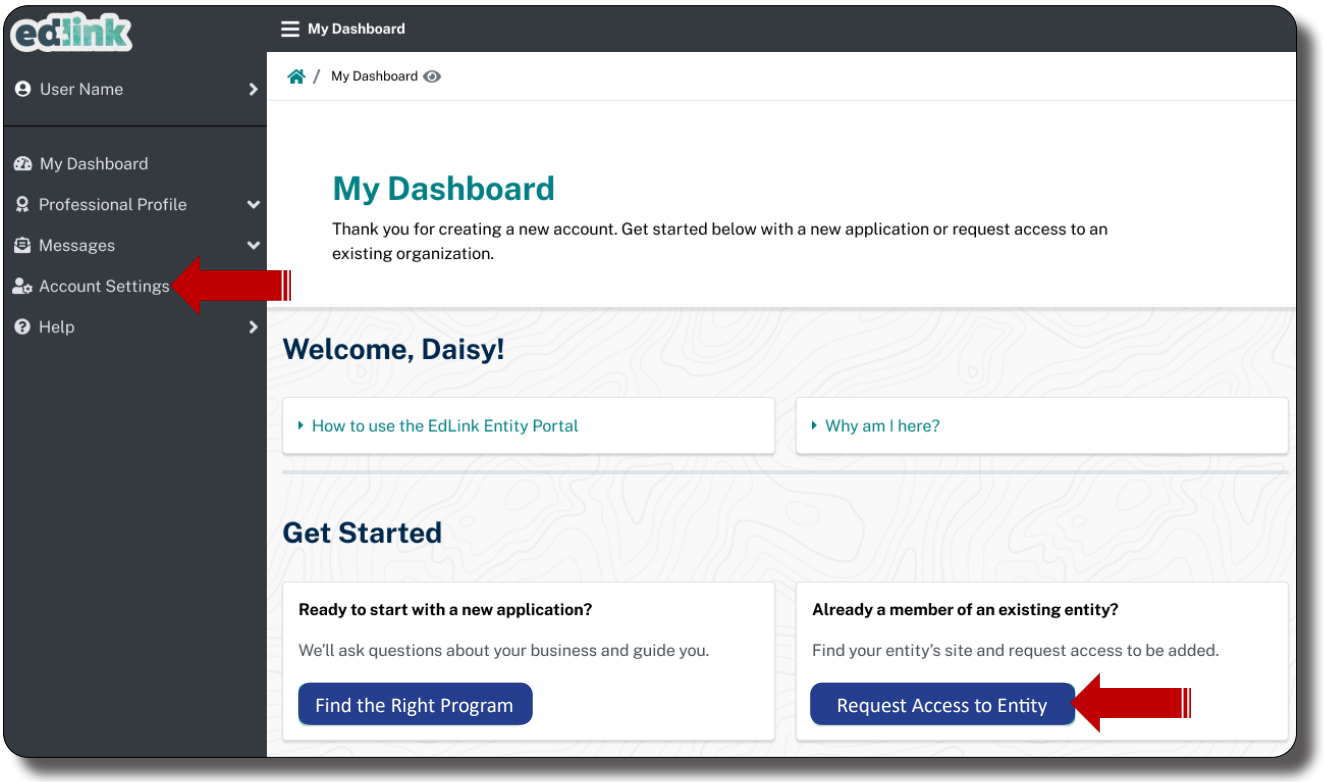


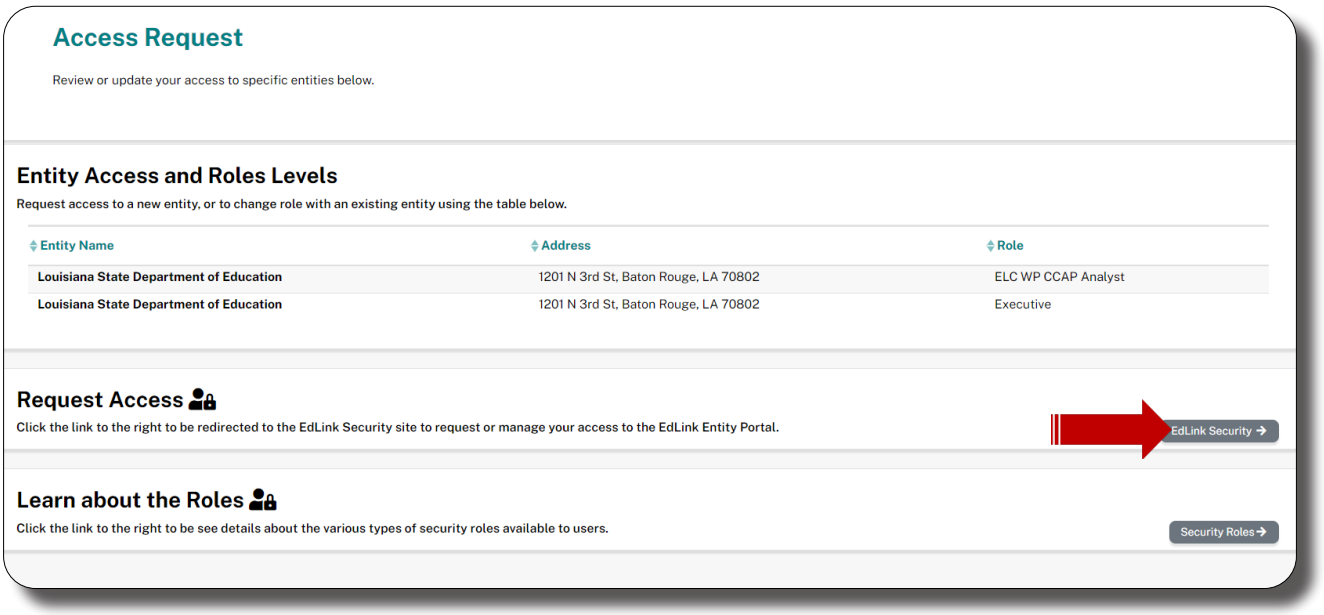


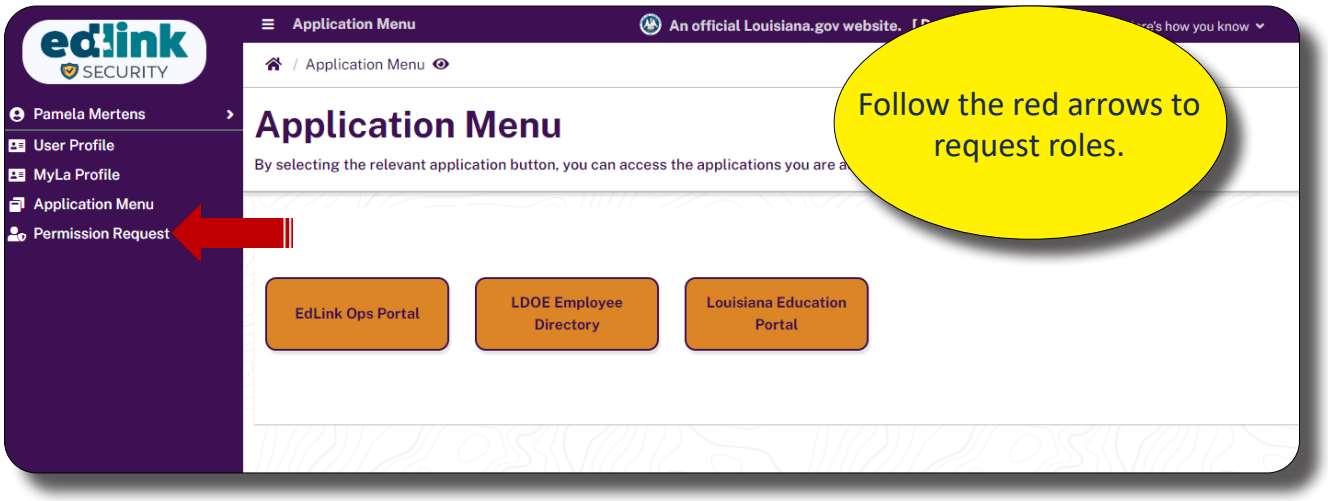
REQUESTING ACCESS TO ENTITY/IES

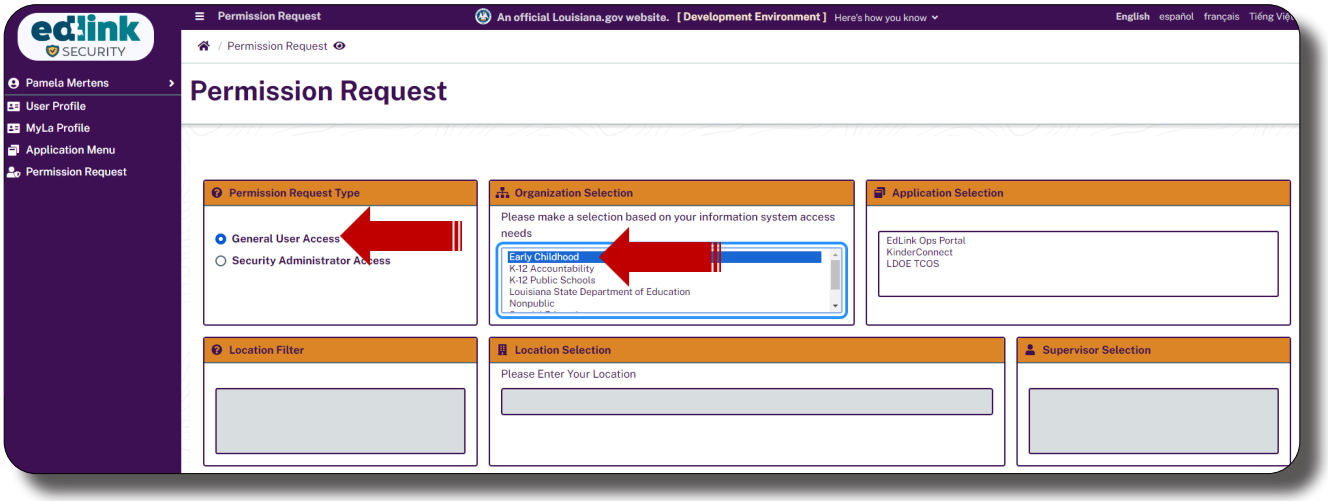
New Providers (new license/new site access) will select, Request Access to Entity, as shown in the bottom right of the first image. You will be navigated to the second image. Select, Edlink Security, shown in the second image.

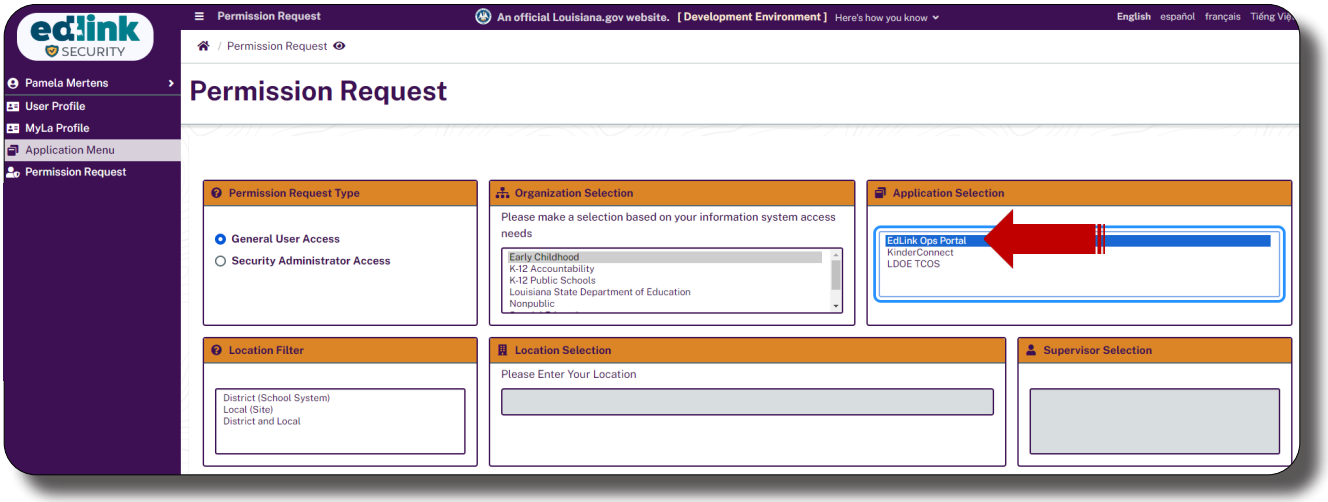
Existing Providers requesting access to an additional site (2nd, 3rd...) should select, Account Settings, to navigate to the second image. Select, Edlink Security.






Application Menu
An official Louisiana.gov website.
Pamela Mertens
User Profile
MyLa Profile
Application Menu
Permission Request
Application Menu
By selecting the relevant application button, you can access the applications you are a
Follow the red arrows to request roles.
EdLink Ops Portal
LDOE Employee Directory
Louisiana Education Portal


Permission Request
An official Louisiana.gov website. [Development Environment]
Permission Request
Permission Request Type
General User Access
Security Administrator Access
Organization Selection
Please make a selection based on your information system access needs
Early Childhood
K-12 Accountability
K-12 Public Schools
Louisiana State Department of Education
Nonpublic
Application Selection
EdLink Ops Portal
KinderConnect
LDOE TCOS
Location Filter
Location Selection
Please Enter Your Location
Supervisor Selection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An official Louisiana.gov website. [Development Environment]
Permission Request
Permission Request Type
General User Access
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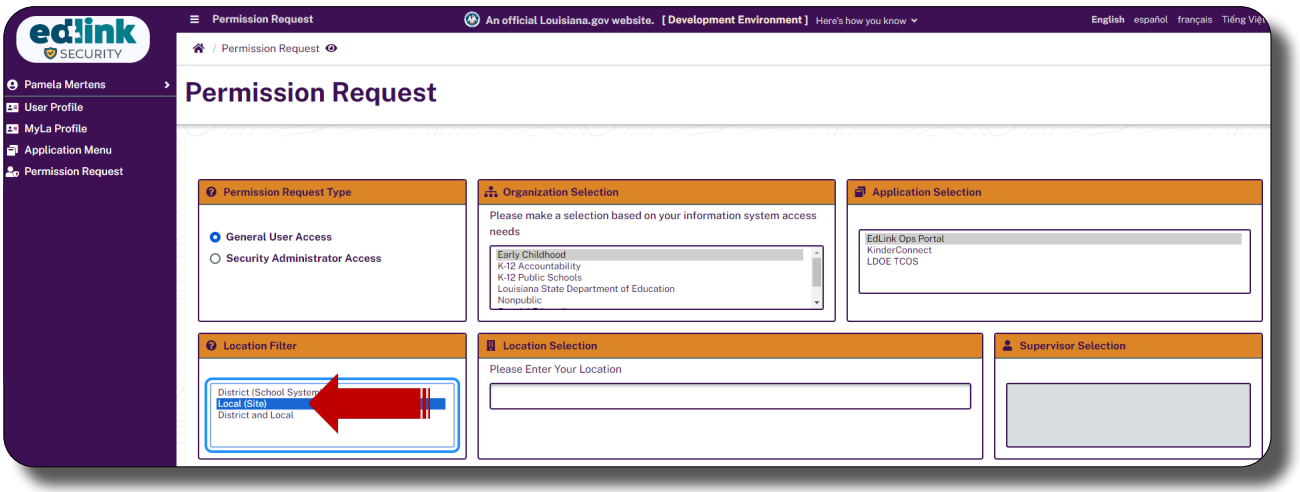
K-12 Accountability
K-12 Public Schools
Louisiana State Department of Education
Nonpublic
Application Selection
EdLink Ops Portal
KinderConnect
LDOE TCOS
Location Filter
District (School System)
Local (Site)
District and Local
Location Selection
Please Enter Your Location
Supervisor Selection


Permission Request
An official Louisiana.gov website. [Development Environment]
Here's how you know
English español français Tiếng Việt
Permission Request
Permission Request
Pamela Mertens
User Profile
MyLa Profile
Application Menu
Permission Request
Permission Request Type
General User Access
Security Administrator Access
Organization Selection
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Louisiana State Department of Education
Nonpublic
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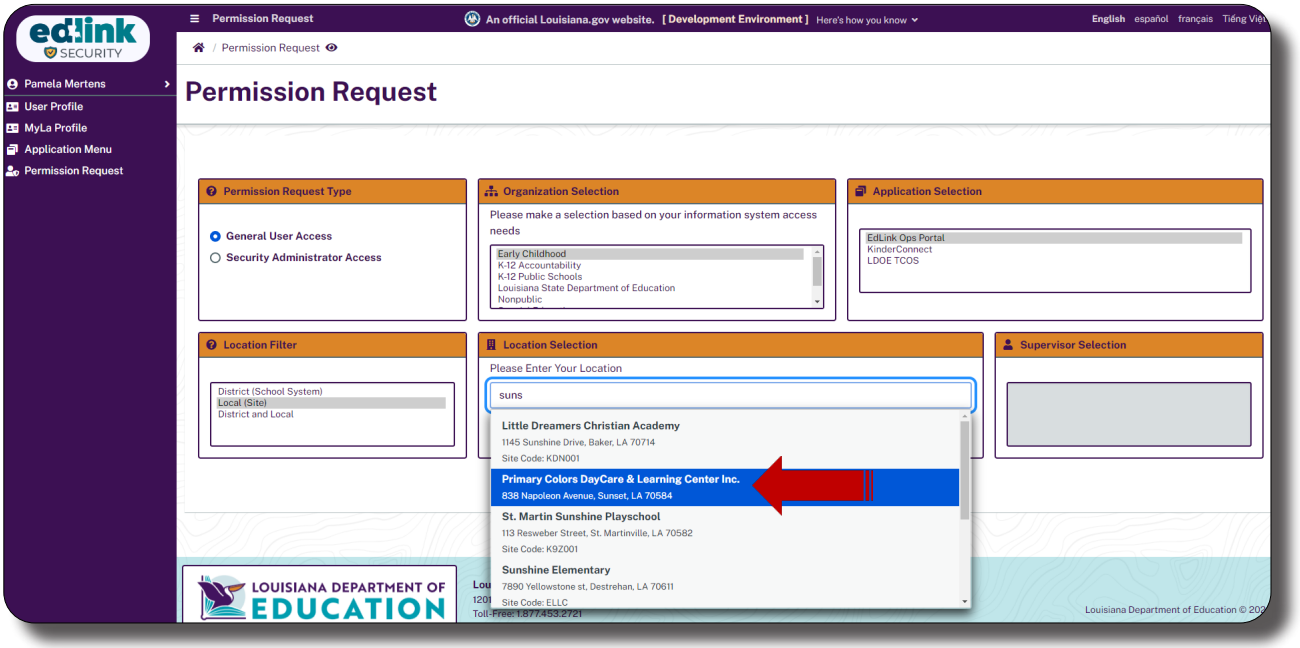
KinderConnect
LDOE TCOS
Location Filter
District (School System)
Local (Site)
District and Local
Location Selection
Please Enter Your Location
Supervisor Selection


Permission Request
An official Louisiana.gov website. [Development Environment]
Here's how you know
English español français Tiếng Việt
Permission Request
Permission Request
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User Profile
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Permission Request Type
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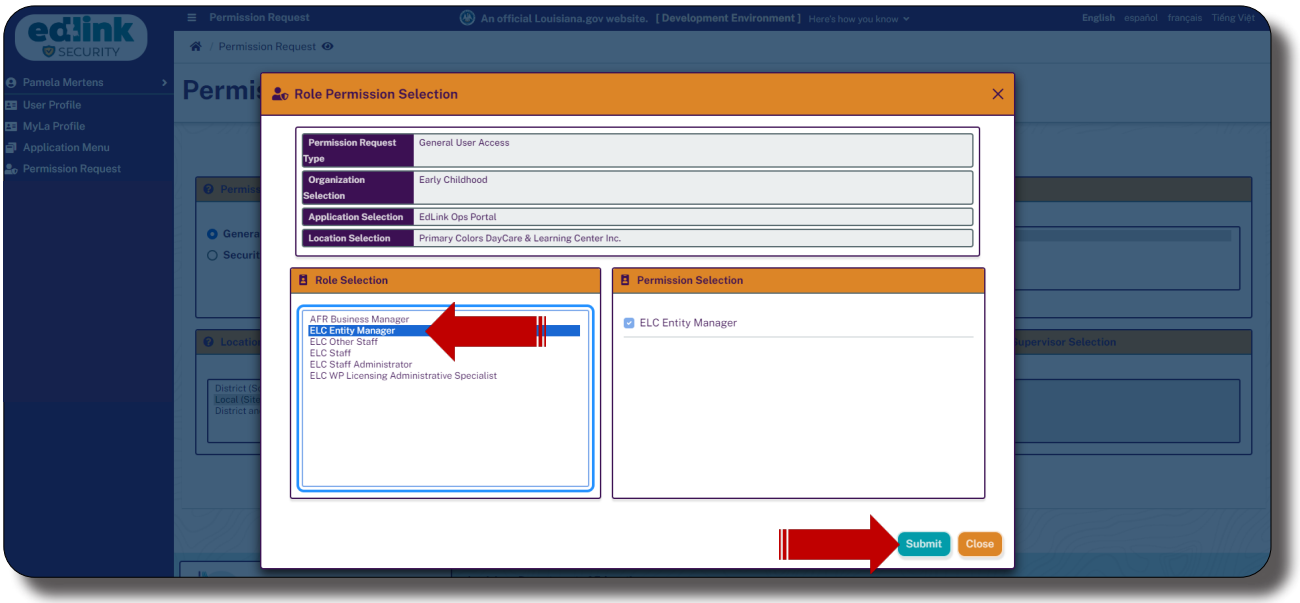
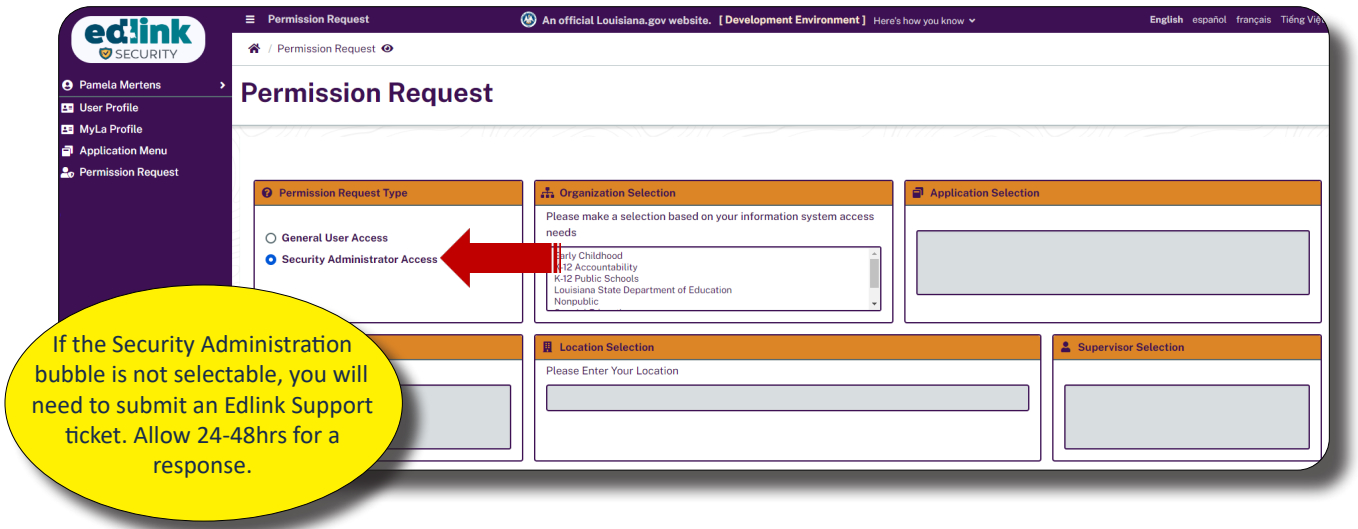
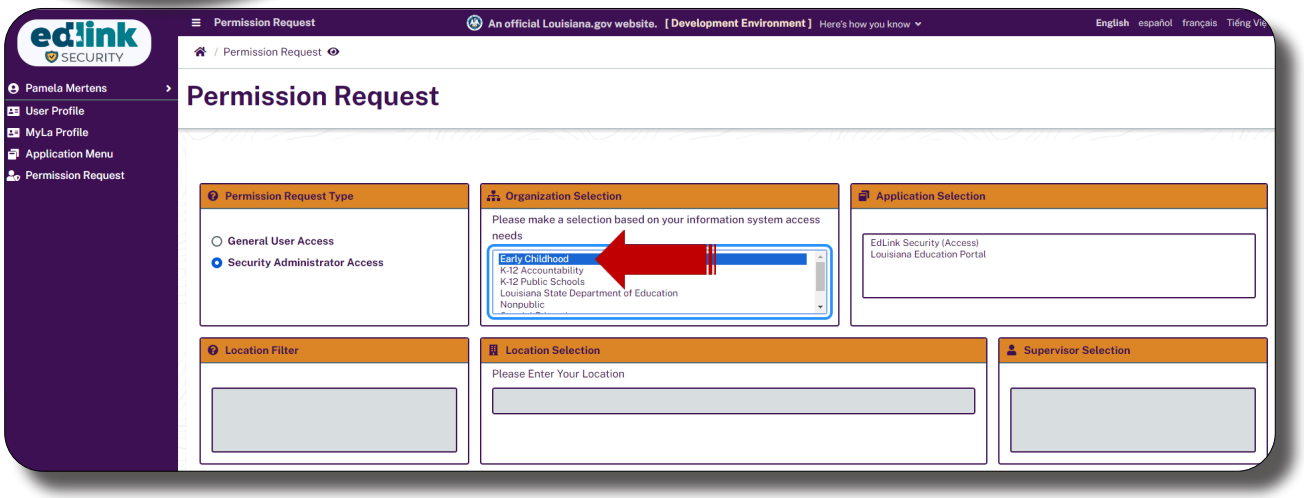
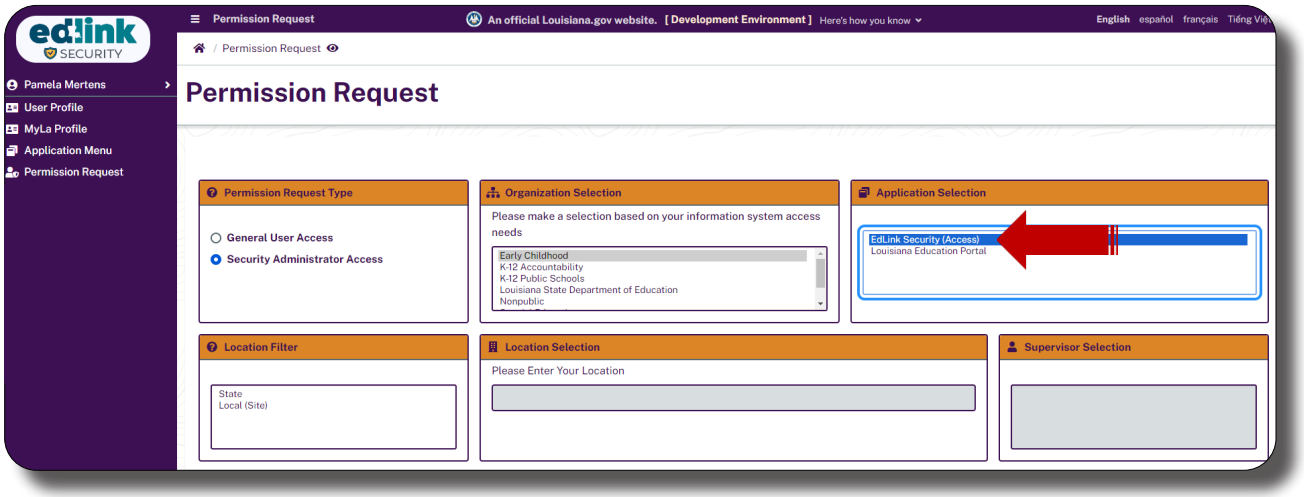
Louisiana State Department of Education
Nonpublic
Application Selection
EdLink Ops Portal
KinderConnect
LDOE TCOS
Location Filter
District (School System)
Local (Site)
District and Local
Location Selection
Please Enter Your Location
suns
Little Dreamers Christian Academy
1145 Sunshine Drive, Baker, LA 70714
Site Code: KDN001
Primary Colors DayCare & Learning Center Inc.
838 Napoleon Avenue, Sunset, LA 70584
St. Martin Sunshine Playschool
113 Resweber Street, St. Martinville, LA 70582
Site Code: K9Z001
Sunshine Elementary
7890 Yellowstone st, Destrehan, LA 70611
Site Code: ELLC
Supervisor Selection
LOUISIANA DEPARTMENT OF EDUCATION
Louisiana Department of Education © 202

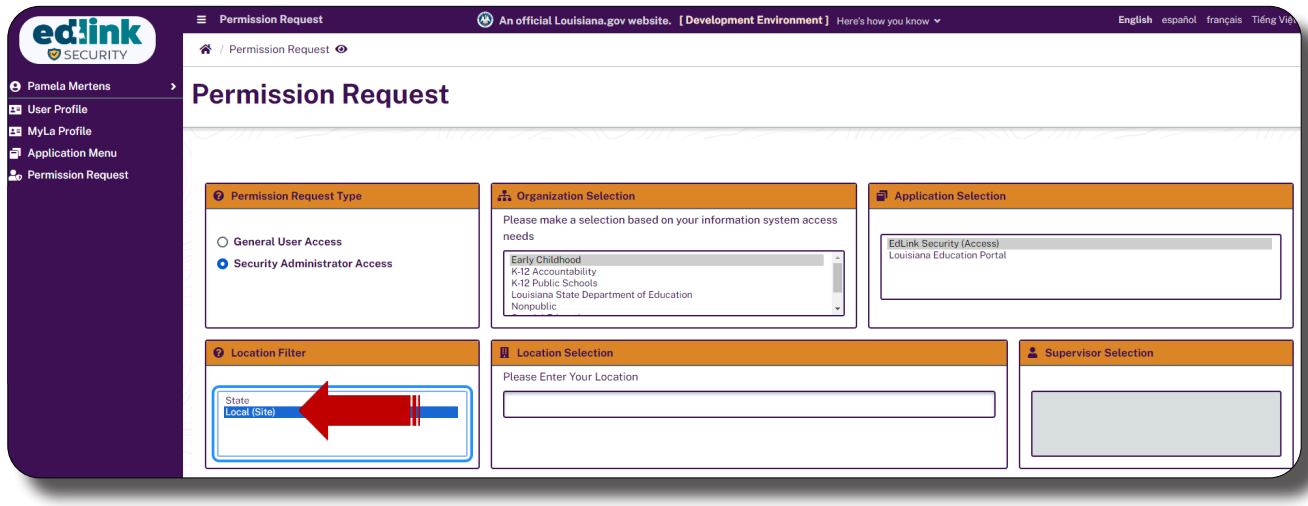

Role Permission Selection
Permission Request Type
General User Access
Organization Selection
Early Childhood
Application Selection
EdLink Ops Portal
Location Selection
Primary Colors DayCare & Learning Center Inc.
Role Selection
AFR Business Manager
ELC Entity Manager
ELC Other Staff
ELC Staff
ELC Staff Administrator
ELC WP Licensing Administrative Specialist
Permission Selection
ELC Entity Manager
Submit
Close

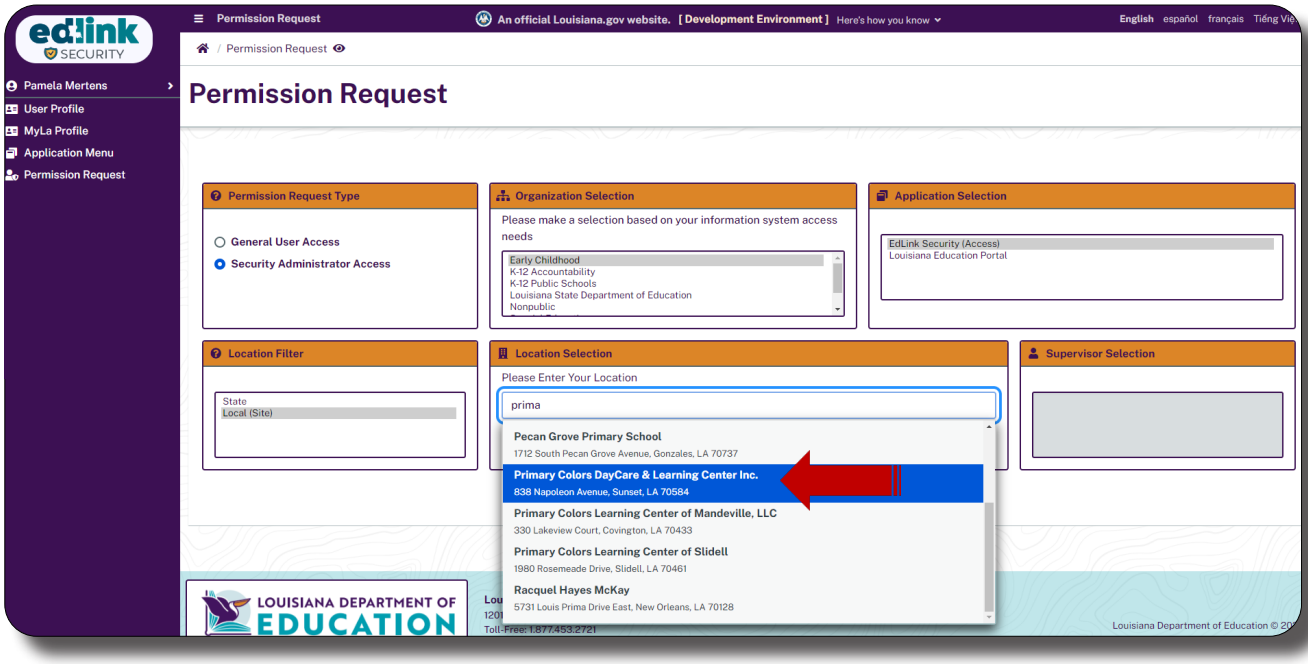


If the Security Administration bubble is not selectable, you will need to submit an Edlink Support ticket. Allow 24-48hrs for a response.






Permission Request
An official Louisiana.gov website. [Development Environment]
Here's how you know
English español français Tiếng Việ
Permission Request
Permission Request
Pamela Mertens
User Profile
MyLa Profile
Application Menu
Permission Request
Permission Request Type
General User Access
Security Administrator Access
Organization Selection
Please make a selection based on your information system access needs
Early Childhood
K-12 Accountability
K-12 Public Schools
Louisiana State Department of Education
Nonpublic
Application Selection
EdLink Security (Access)
Louisiana Education Portal
Location Filter
State
Local (Site)
Location Selection
Please Enter Your Location
Supervisor Selection


Permission Request
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Here's how you know
English español français Tiếng Việ
Permission Request
Permission Request
Pamela Mertens
User Profile
MyLa Profile
Application Menu
Permission Request
Permission Request Type
General User Access
Security Administrator Access
Organization Selection
Please make a selection based on your information system access needs
Early Childhood
K-12 Accountability
K-12 Public Schools
Louisiana State Department of Education
Nonpublic
Application Selection
EdLink Security (Access)
Louisiana Education Portal
Location Filter
State
Local (Site)
Location Selection
Please Enter Your Location
prima
Pecan Grove Primary School
1712 South Pecan Grove Avenue, Gonzales, LA 70737
Primary Colors DayCare & Learning Center Inc.
838 Napoleon Avenue, Sunset, LA 70584
Primary Colors Learning Center of Mandeville, LLC
330 Lakeview Court, Covington, LA 70433
Primary Colors Learning Center of Slidell
1980 Rosemeade Drive, Slidell, LA 70461
Racquel Hayes McKay
5731 Louis Prima Drive East, New Orleans, LA 70128
Supervisor Selection
LOUISIANA DEPARTMENT OF EDUCATION
Toll-Free: 1.877.453.2721
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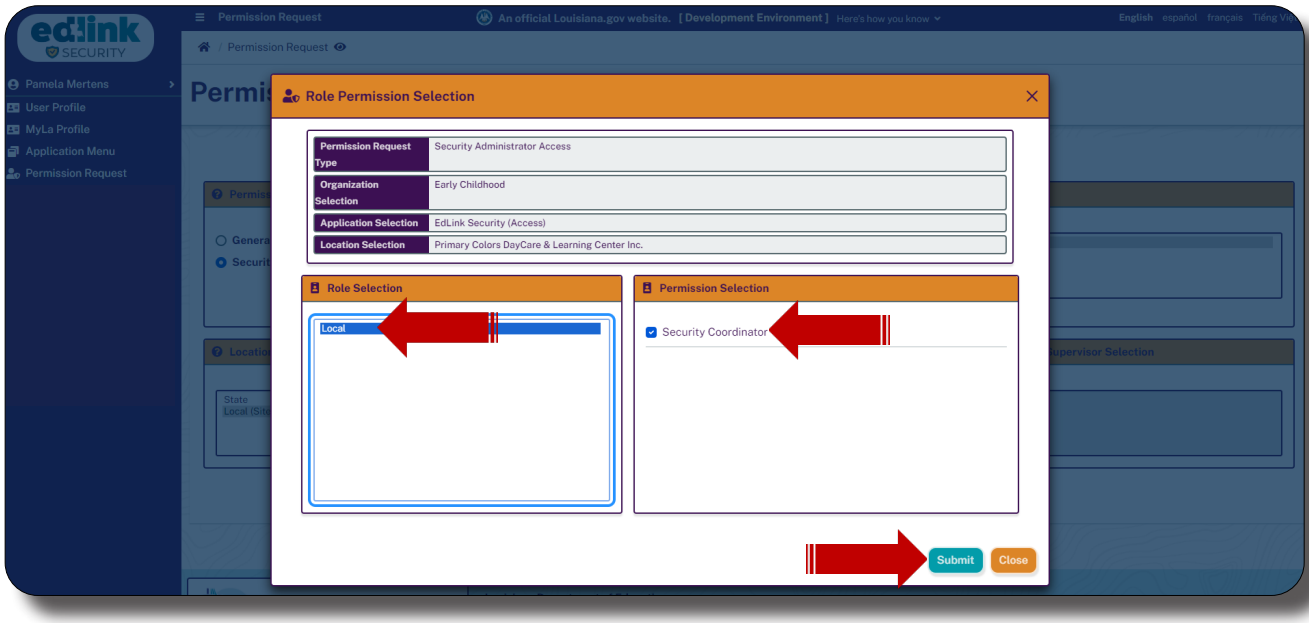
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Permission Request
Role Permission Selection
Permission Request Type
Security Administrator Access
Organization Selection
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Application Selection
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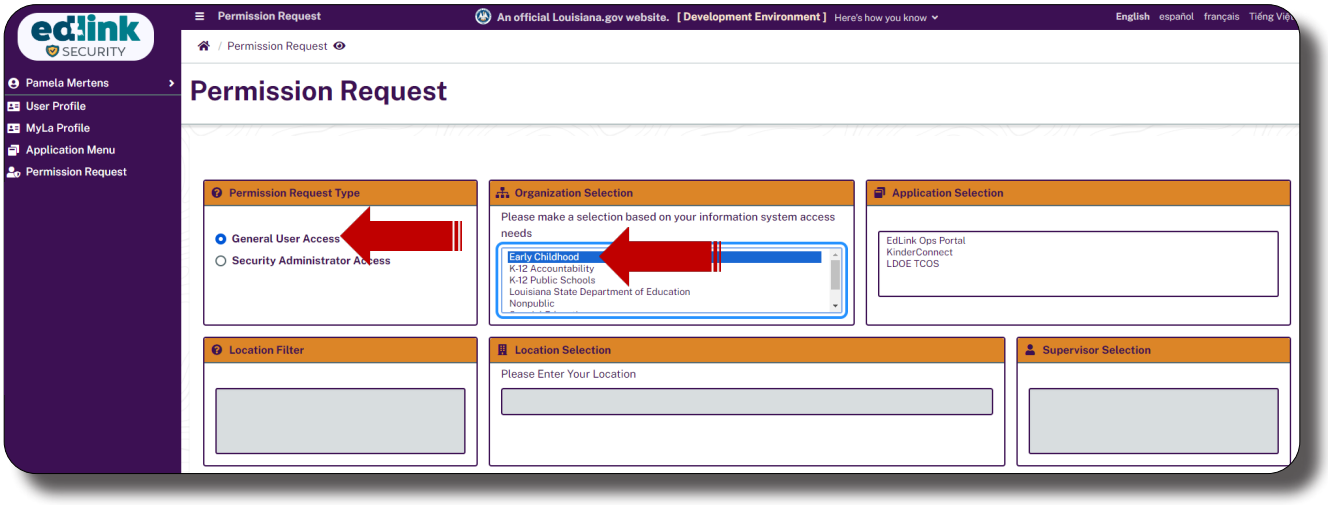
Location Selection
Primary Colors DayCare & Learning Center Inc.
Role Selection
Local
Permission Selection
Security Coordinator
Submit
Close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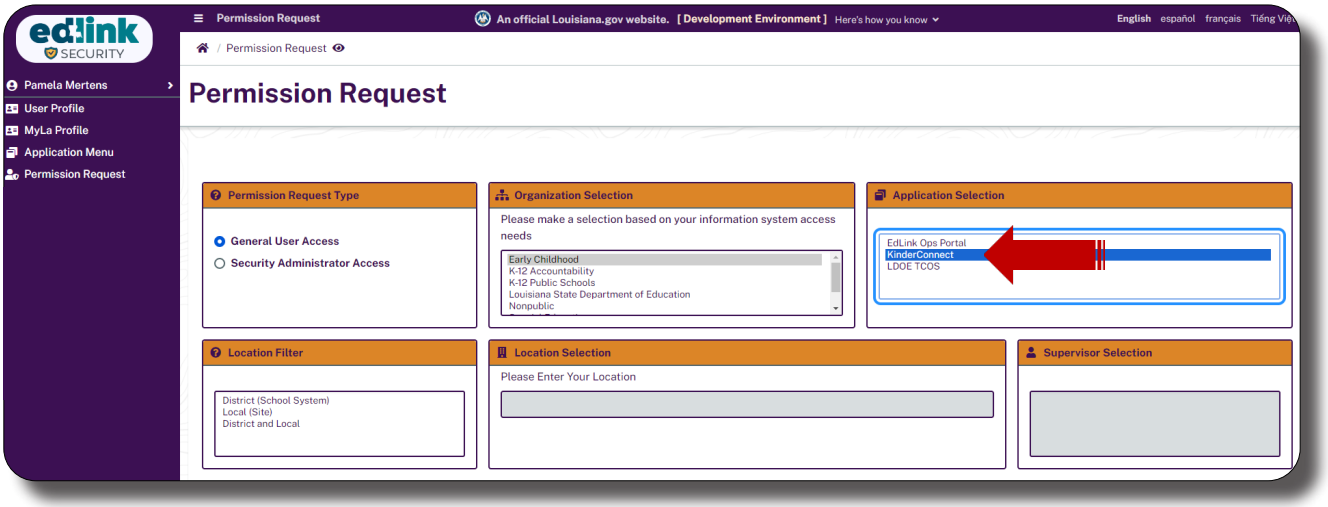
K-12 Public Schools
Louisiana State Department of Education
Nonpublic
Application Selection
EdLink Ops Portal
KinderConnect
LDOE TCOS
Location Filter
Location Selection
Please Enter Your Location
Supervisor Selection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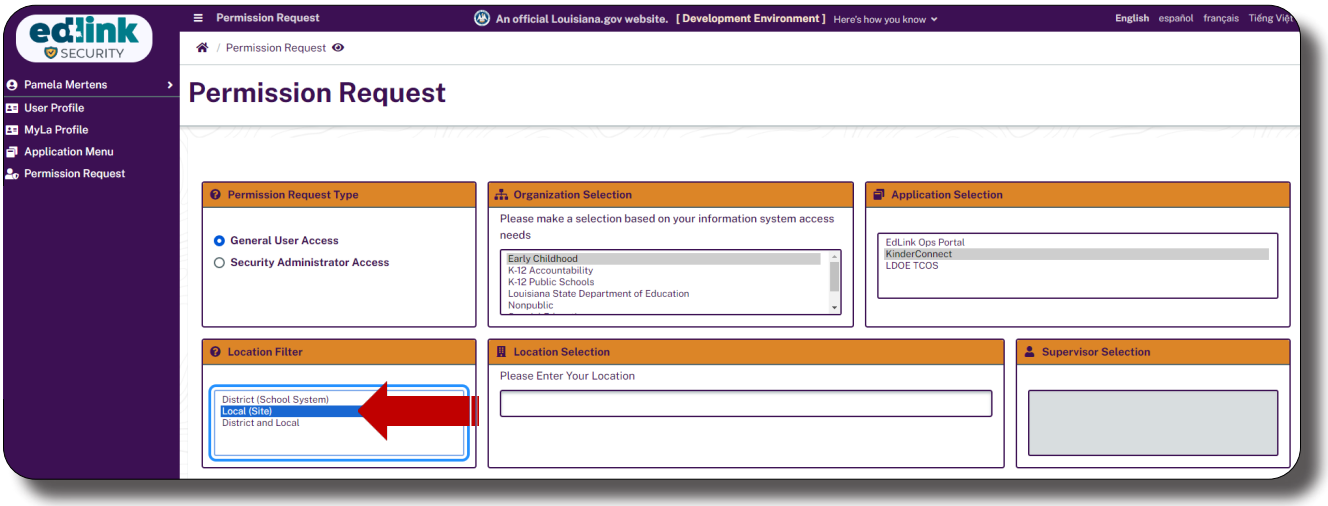
Louisiana State Department of Education
Nonpublic
Application Selection
EdLink Ops Portal
KinderConnect
LDOE TCOS
Location Filter
District (School System)
Local (Site)
District and Local
Location Selection
Please Enter Your Location
Supervisor Selection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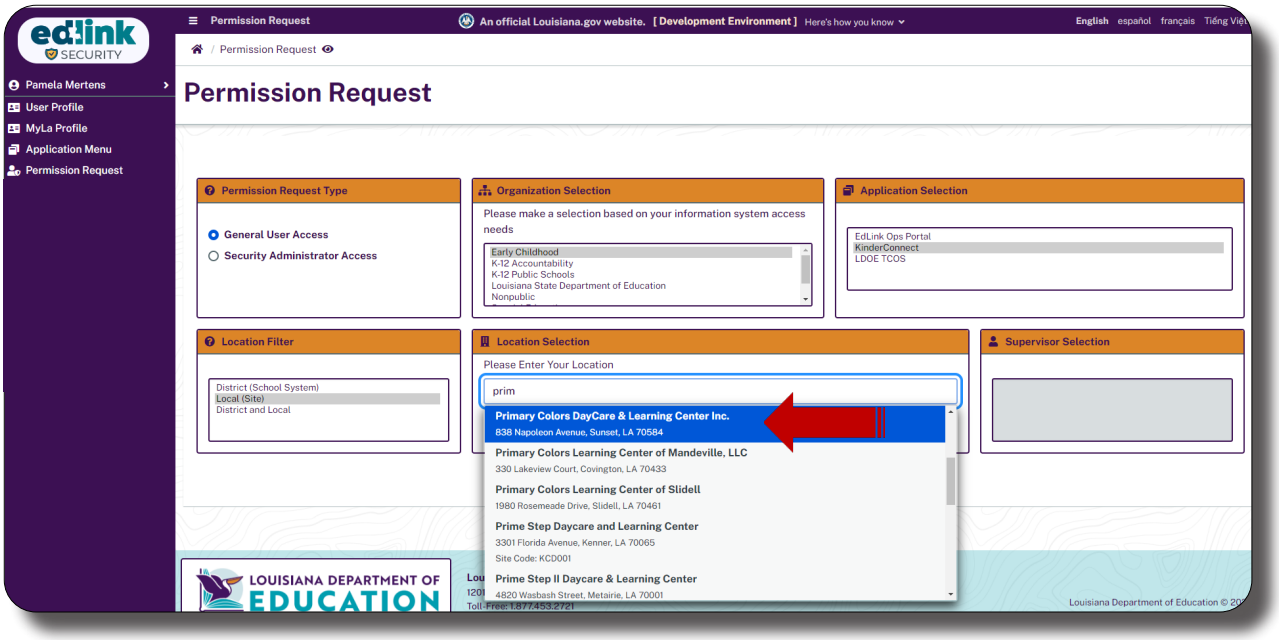
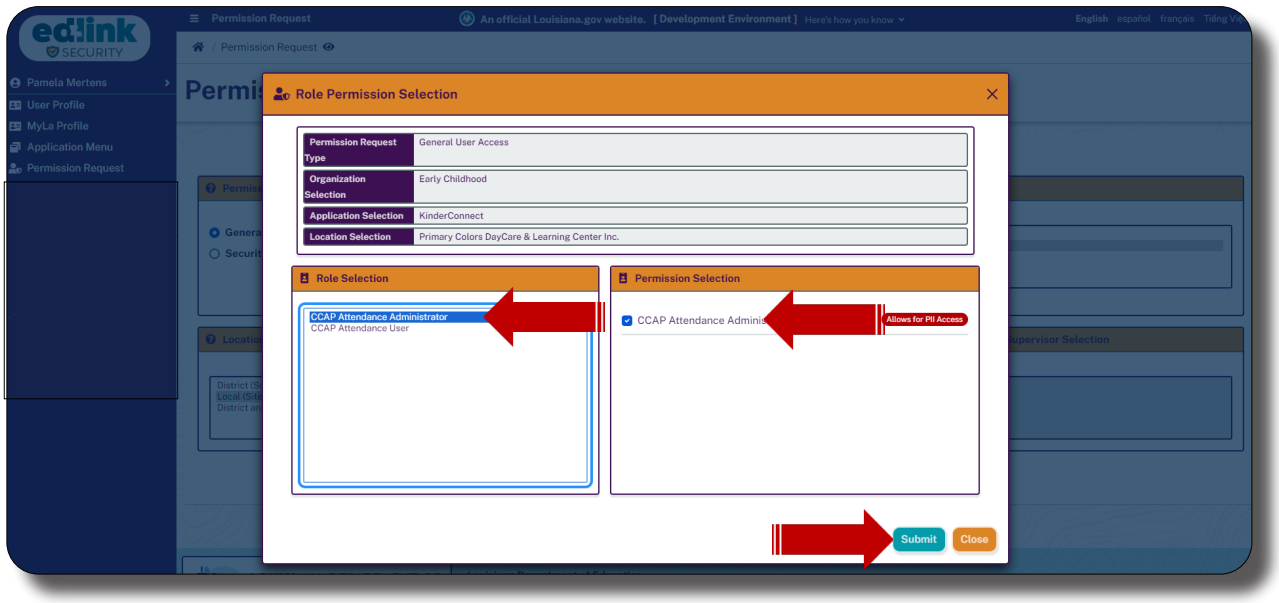
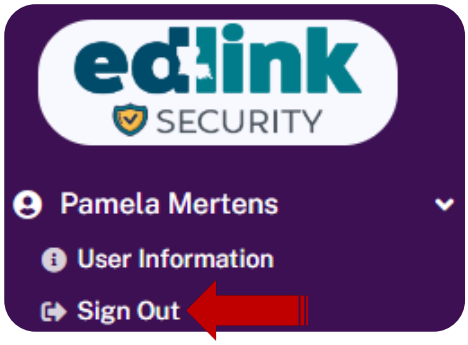




Please allow 24-48hrs for LDOE review and approval of your requests. Do not submit an Edlink Support ticket to check the status of your requests. An LDOE staff member will contact you if there are any questions pertaining to your requests.

Sign out of all Edlink Ops and Edlink Security related pages. Upon LDOE approval, you will receive an email alerting you of the approval or rejection statuses of your requests.

When approved, Sign In to Edlink Ops to access your site.



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