



LOUISIANA DEPARTMENT OF
EDUCATION

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



July 2024

TABLE OF CONTENTS

Edlink Account Set-Up for New Users	2
Create Your Account.....	4
Choosing a User ID.....	5
Choosing a Password.....	7
Registering Your Email.....	7
Confirming Your Email.....	8
Forgotten User ID/Password.....	9
User ID Retrieval.....	9
Password Reset.....	9
Verification Email.....	9
Edlink Security 2.0 Existing Account Log In Procedure.....	10
Signing Into Edlink Ops.....	9
New User Personal Profile (Edlink Ops).....	11
Personal Information.....	9
Signing Out of Edlink Ops.....	9
Signing into Edlink Ops.....	13
New User Dashboard.....	9
Find the Right Program.....	9
Request Access to Entity.....	9
Updating Your Email.....	14
While Signed Into Edlink Ops.....	9
While Signed Into MyLA.gov.....	9
Dashboards.....	17
New User.....	9
License Pending.....	9
License Approved.....	9
Role Requests for Entity Access.....	9
Entity Dashboard.....	9
Requesting Access to Licensed Entities.....	18
Edlink Security.....	9
Permission Requests.....	19
Entity Manager/Staff Administrator/Other Staff.....	9
Security Access.....	22
KinderConnect (CCAP).....	9
Request Approval Timeline.....	24
Signing Out and Signing Into Edlink Ops.....	9

EDLINK ACCOUNT SET-UP FOR NEW USERS

LDOE.EDLINK.LA.GOV

ACCEPTED BROWSERS

GOOGLE CHROME



MICROSOFT EDGE



An Official Louisiana.Gov Website. [Here's how you know...](#)

English Español Français Tiếng Việt

edlink EdLink Support Louisiana Believes

Welcome to EdLink.
We've revolutionized the way we use data to support students and families of Louisiana.

Sign In

Create an Account

DEPARTMENT of EDUCATION Louisiana Believes

Email Us Call Us

f t v i

edlink EdLink Support Louisiana Believes Sign In

Create an EdLink Account

EdLink uses MyLa.gov to keep all of your contact information and passwords for Louisiana government websites in one place.

What is the EdLink system?

LDOE's EdLink system is an application that serves Providers, Parents, and Students across many phases of a student's progression from Early Childhood through K-12 schooling. It assists with the State's goal of providing accountability, standards, and administration of its Education Programs.

What is MyLA?

MyLa.gov is a service by Louisiana's government which allows you to create a single way to login to participating Louisiana government websites. This will help us make it easier and more efficient for you to do business with Louisiana state agencies

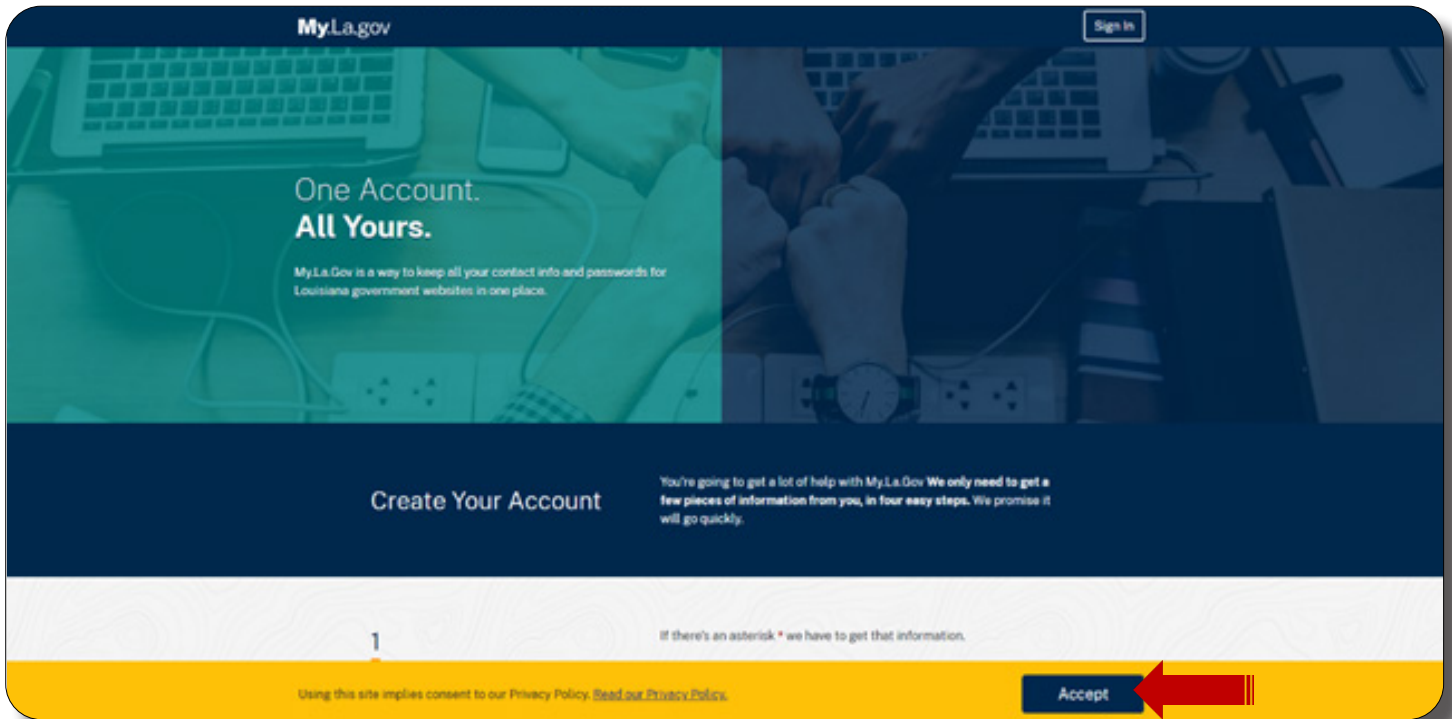
Create a MyLA Account

Continue to the MyLa account creation page by clicking the button below. You will receive an email confirmation link once your account is created. After you confirm your email, you will be able to return to the EdLink welcome page and Sign In using your MyLa login and password.

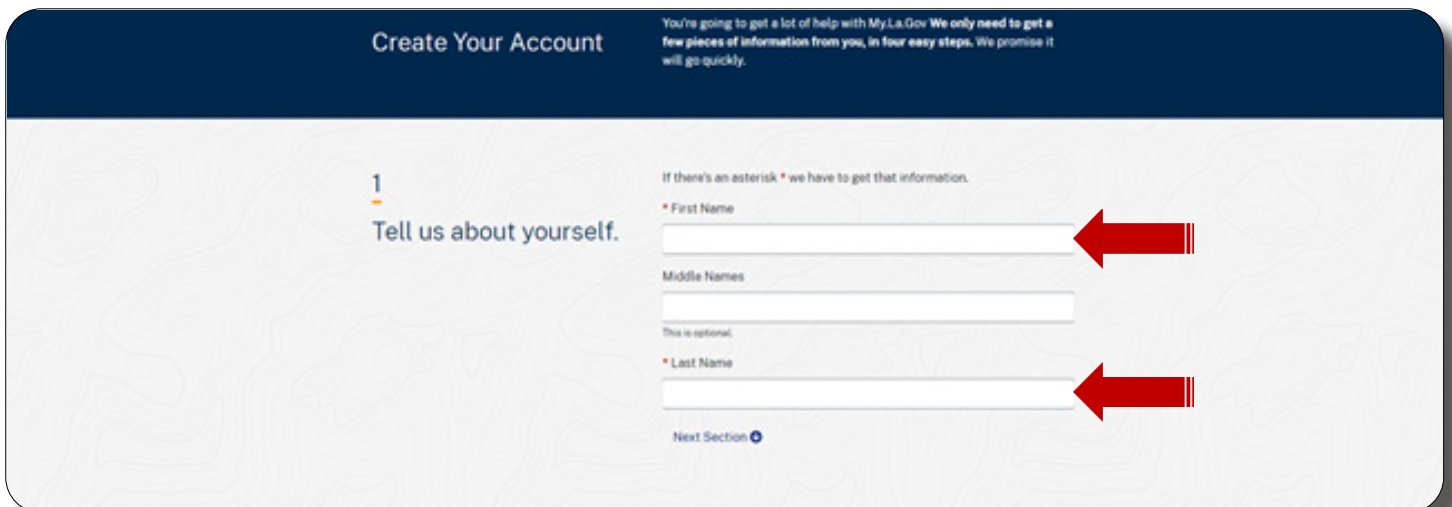
Sharing of accounts is not permitted. All Staff members MUST set-up an individual Edlink account.

← Back Continue to MyLA →

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.

2
Let's start your account.

We need to get some information to start. We'll ask you to create a User ID and a password.


If there's an asterisk * we have to get that information.

* User ID

 [Want help making a User ID?](#)

* Password

Show Passwords

 [Want help making a Password?](#)


* Confirm Password



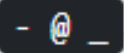



[Previous Section](#) [Next Section](#)

Do not use an email address in Step 2. Please stay between 8-12 characters.

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 ID

 [Want help making a User ID?](#)

-  Don't use any special character twice in a row.
-  You can use one of these symbols: , but not twice in a row.
-  You must use at least one English letter, A-Z or a-z.
-  You can use numbers too.
-  You must use least 8 characters but fewer than 64.

* Password

Show Passwords

[Want help making a Password?](#)

- ✘ Don't use a password from any of your other accounts.
- ✔ You must use letters and numbers.
- ✔ Make some letters uppercase, make letters some lowercase.
- ✔ Use some of these symbols too:
{ [(< ! # , \$ % ^ @ : \ | / & * - _ + = ; >)] }

* Confirm Password

[Previous Section](#) [Next Section](#)

Before moving forward, record your Password and User ID.

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.

3
Let's set a PIN.

The Personal Identification Number is a 6-digit number we will use to make sure you're the only one going into your account. Be sure to remember it!

If there's an asterisk * we have to get that information.

* New PIN * Confirm New PIN

[Previous Section](#) [Next Section](#)

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.

4
How should we contact you?

If there's an asterisk * we have to get that information.

Telephone

You only have to type the numbers, nothing else. Start with your area code.

* Email Address

[Previous Section](#) [Next Section](#)

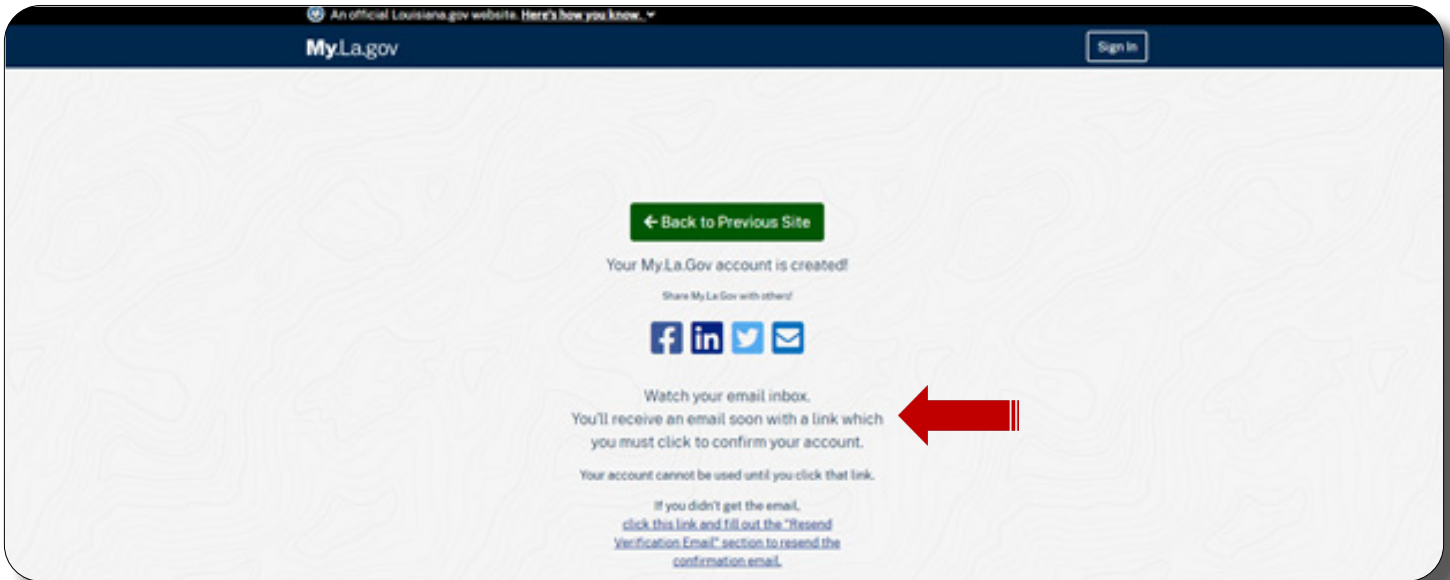
That's it! [Create Your Account](#)

DO NOT enter your center's email address. Only personal emails should be used here.

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.

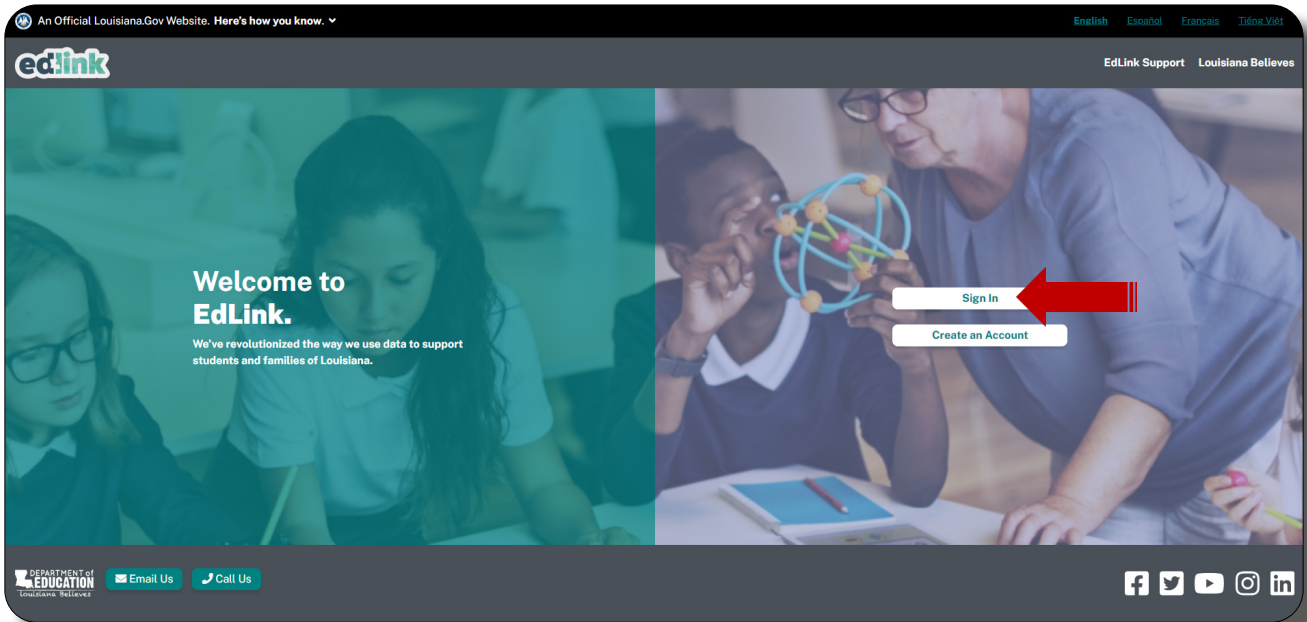
The image shows a screenshot of the MyLa website's 'Account help' page. The page has a dark blue header with the MyLa logo and navigation links for 'FAQs', 'Help', and 'Sign In'. The main content area is titled 'Account help' and contains four panels:

- Resend Verification Email:** A panel with a title, a description, a text input field for 'Email Address', and a 'Send verification Email' button.
- Forgot your password?:** A panel with a title, a description, two text input fields for 'User ID' and 'Email Address', and a 'Send Password Reset Link' button. A red number '2' is in the top right, and red arrows point to the input fields.
- Forgot your User ID?:** A panel with a title, a description, a text input field for 'Email Address', and a 'Send User ID Reminder' button. A red number '1' is in the top right, and a red arrow points to the input field.
- Want to know more?:** A panel with a title and a paragraph of text.

An inset window in the foreground shows the 'Sign In' page. It has a title, two text input fields for 'User ID' and 'Password', a 'Show Password' toggle, and a 'Sign In' button. A red arrow points to the 'Sign In' button. At the bottom of the inset, there is a link: 'Need help? [Click here to get help logging in.](#)'

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.


New User - Personal Profile

Please select the type of user account you need. Then enter your personal profile information below to create an EdLink account. Your information will be reviewed and an Account ID will be provided once it is approved.

User Account Type

Review the choices below and select the appropriate type of account. This will help LDOE process your request for a StaffID and route any potential reviews to the correct department.

***Choose the type of role you need**

I am interested in Early Childhood ? 


I am interested in a K-12 Public School System or School ?

I am interested in a K-12 Non-Public School System or School ?

I am a Parent (or Guardian) of a student in the Home Study Program ?

Name and Contact

Provide your information in the fields below.

Prefix	<input type="text"/>	*Primary Phone Number	<input type="text" value="888-555-1212"/>
*First Name	<input type="text" value="Sally"/>	Secondary Phone Number	<input type="text"/> 
Middle Name	<input type="text"/>	*Email Address	<input type="text" value="SBrown@gmail.com"/>
*Last Name	<input type="text" value="Brown"/>	MyLA User ID	<input type="text" value="SBrown24@"/>
Suffix	<input type="text"/>		

Address Information


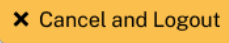
Physical Address	Mailing Address
*Street Name 1 <input type="text" value="400 W. Sparrow St."/>	*Street Name 1 <input type="text" value="400 W. Sparrow St."/>
Street Name 2 <input type="text"/>	Street Name 2 <input type="text"/>
*City <input type="text" value="New Orleans"/>	*City <input type="text" value="New Orleans"/>
*State <input type="text" value="Louisiana"/>	*State <input type="text" value="Louisiana"/>
*Zip <input type="text" value="75555"/>	*Zip <input type="text" value="75555"/>
*Parish/County <input type="text" value="New Orleans"/>	*Parish/County <input type="text" value="New Orleans"/>
<input type="button" value="Copy to Mailing"/>	

- 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.

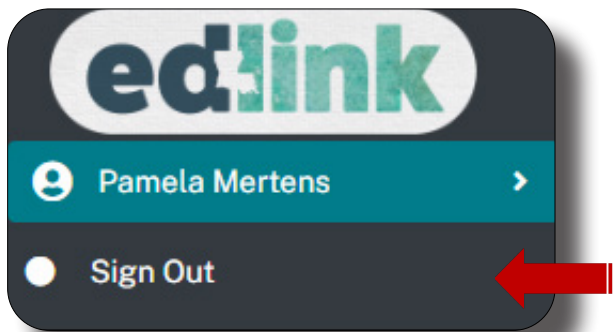
Personal Information

The information below is used to validate your identify in the eScholar system. If you have an existing StaffID, your My.La.Gov account will be linked to that ID. If you do not have one, then a new StaffID will be created.

*Date of Birth	*SSN	*Identification Number	*Issuing State
<input type="text" value="01/02/1980"/>	<input type="text" value="888-55-1212"/>	<input type="text" value="00016589"/>	<input type="text" value="Louisiana"/>
*Sex	*Race		
<input type="text" value="Female"/>	<input type="text" value="White"/>		

 Save and Submit
 Cancel and Logout

- 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.
- 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

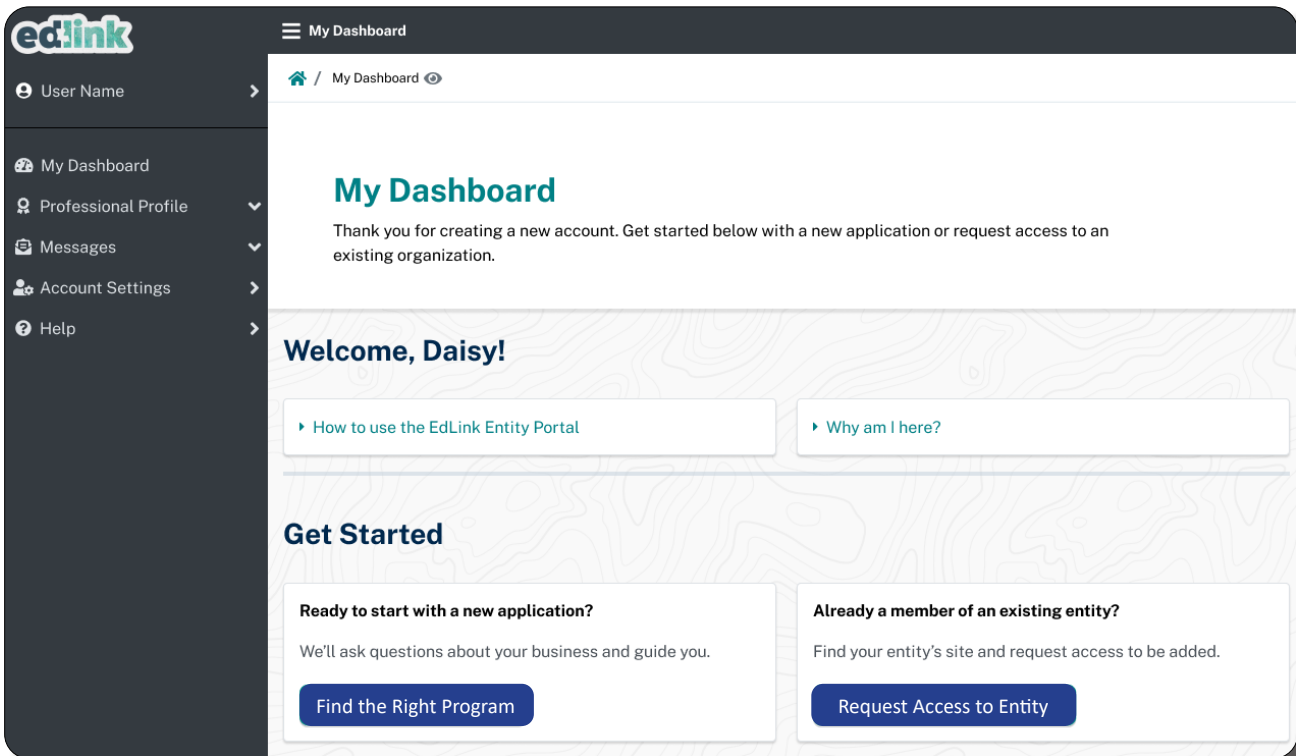


MICROSOFT EDGE





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.

The image shows a screenshot of the MyLa 'Account help' page. The page has a dark blue header with the MyLa logo, 'FAQs', 'Help', and a 'Sign In' button. The main content area is white and contains four sections:

- Resend Verification Email:** Includes a description, an 'Email Address' input field, and a 'Send verification Email' button.
- Forgot your password?:** Includes a description, 'User ID' and 'Email Address' input fields, and a 'Send Password Reset Link' button.
- Forgot your User ID?:** Includes a description and an 'Email Address' input field, with a 'Send User ID Reminder' button.
- Want to know more?:** Includes a description and a link to 'Read our Frequently Asked Questions and get to know MyLa'.

An inset image at the bottom shows the MyLa homepage with a red arrow pointing to the 'Sign In' button in the top right corner of the header.

- 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.
- 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.

Account home

[Resume your journey →](#)

If you need to update any information in your account, use the forms below. If there's an asterisk * we have to get that information.

👤 Your Name

MyLa is how Louisiana's government agencies know how to contact you. What's your name?

* First Name

Middle Names (optional)

* Last Name

✓ Update Name

📞 Contact Info

Keep MyLa up to date with your information.

Telephone

Just numbers, nothing else, start with area code.

* Email Address

✓ Update Contact

PIN

The PIN is a 6-digit number we will use to secure your account.

* New PIN

* Confirm New PIN

✓ Update PIN Number

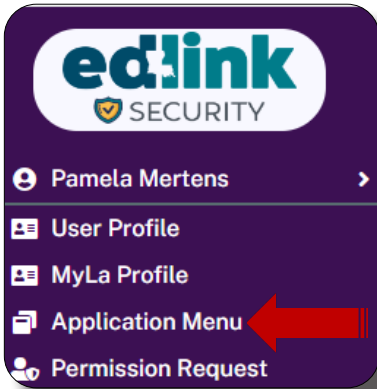
🔑 Password

Click the button below to change your password. We'll take you to the screen where you update it. When you're finished, we'll bring you back here.

✓ Update Password

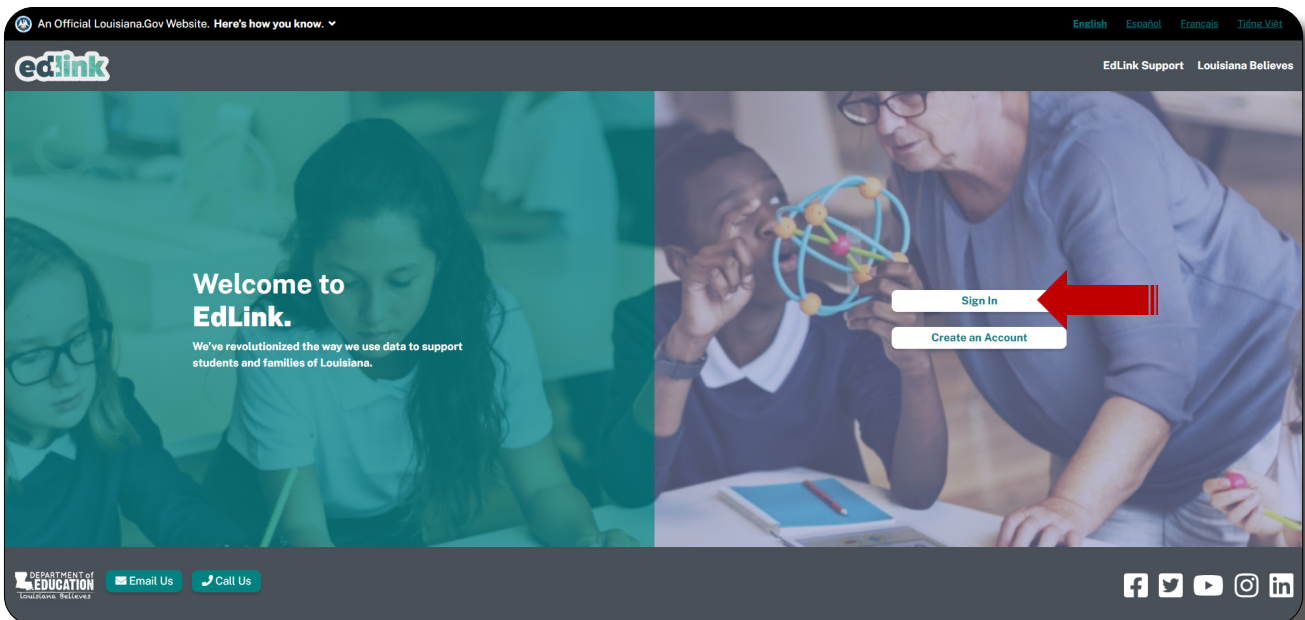
15

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.



Application Menu

By selecting the relevant application button, you can access the applications you are authorized to use.



MyLa

Sign In

* User ID

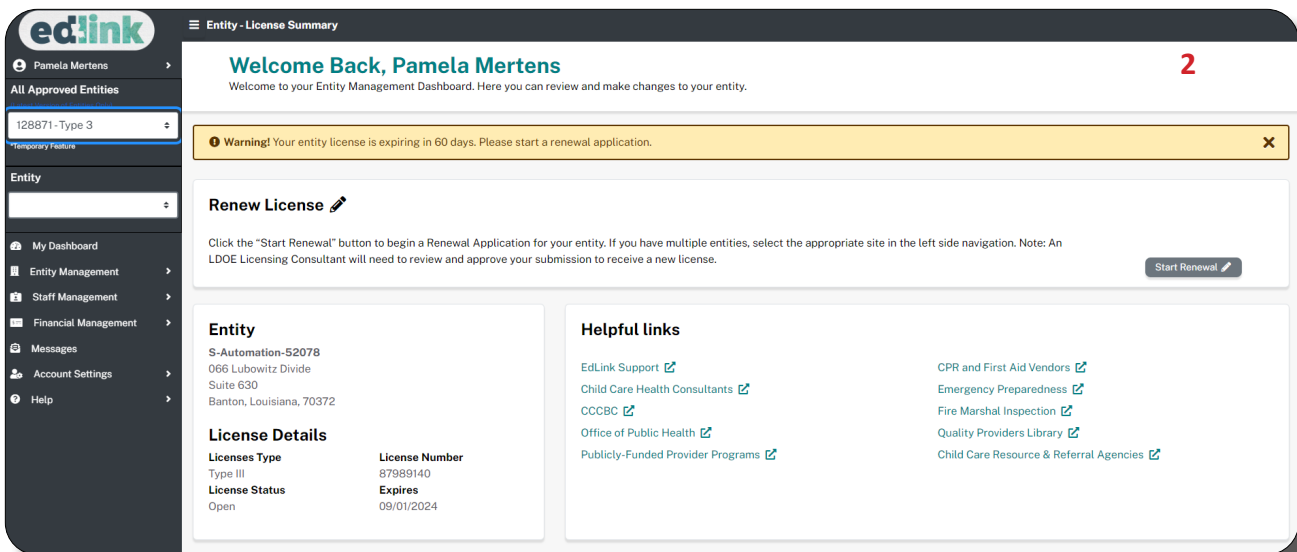
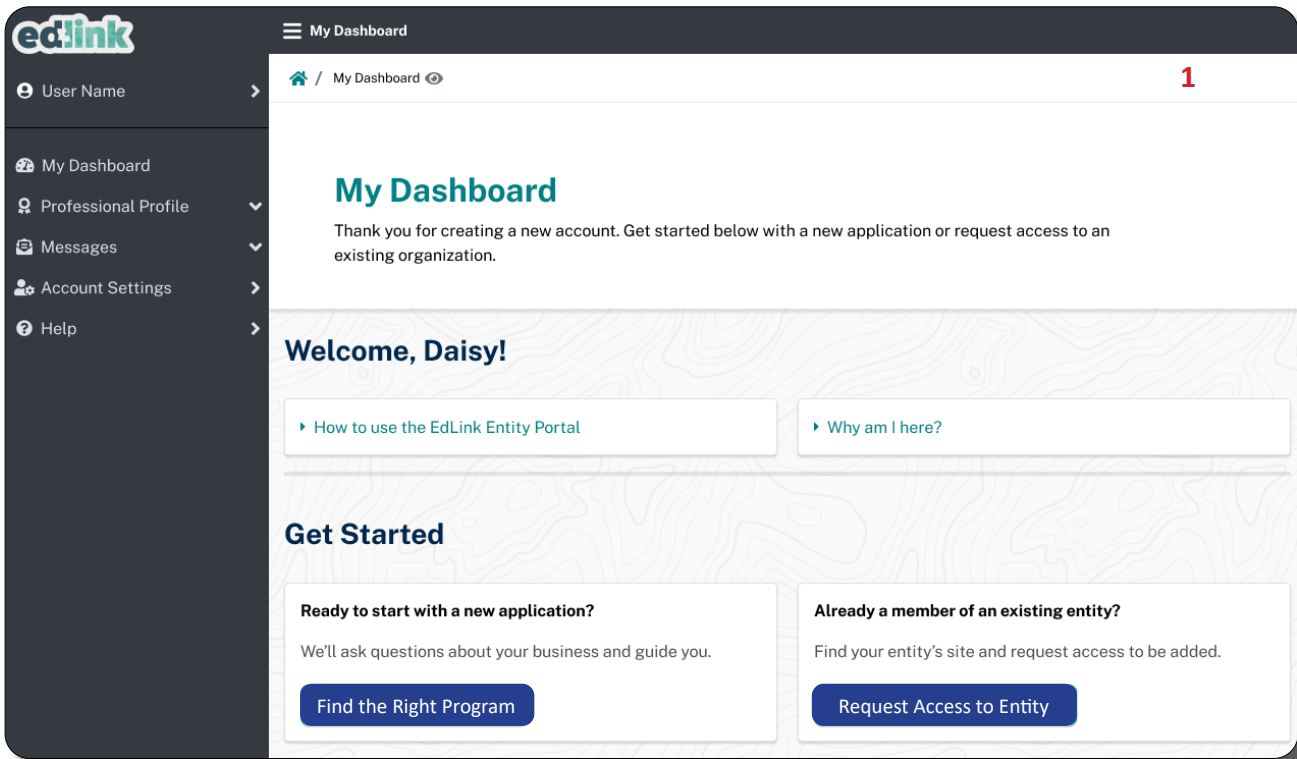
* Password

Show Password

Sign In

Need help? [Click here to get help logging in.](#)

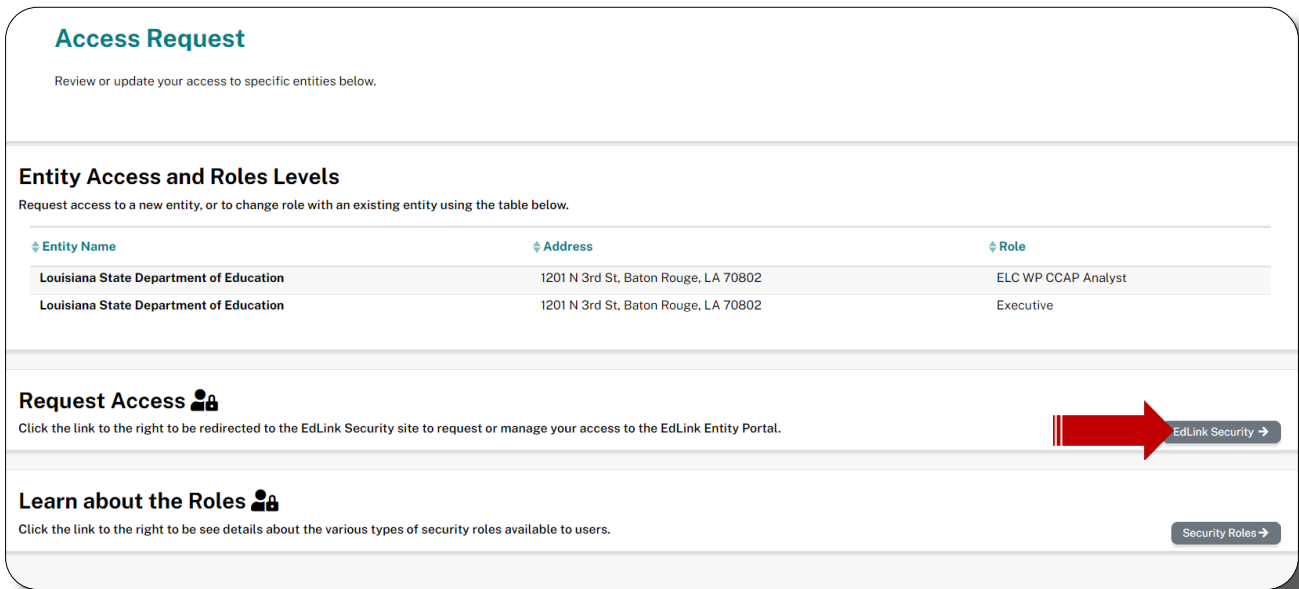
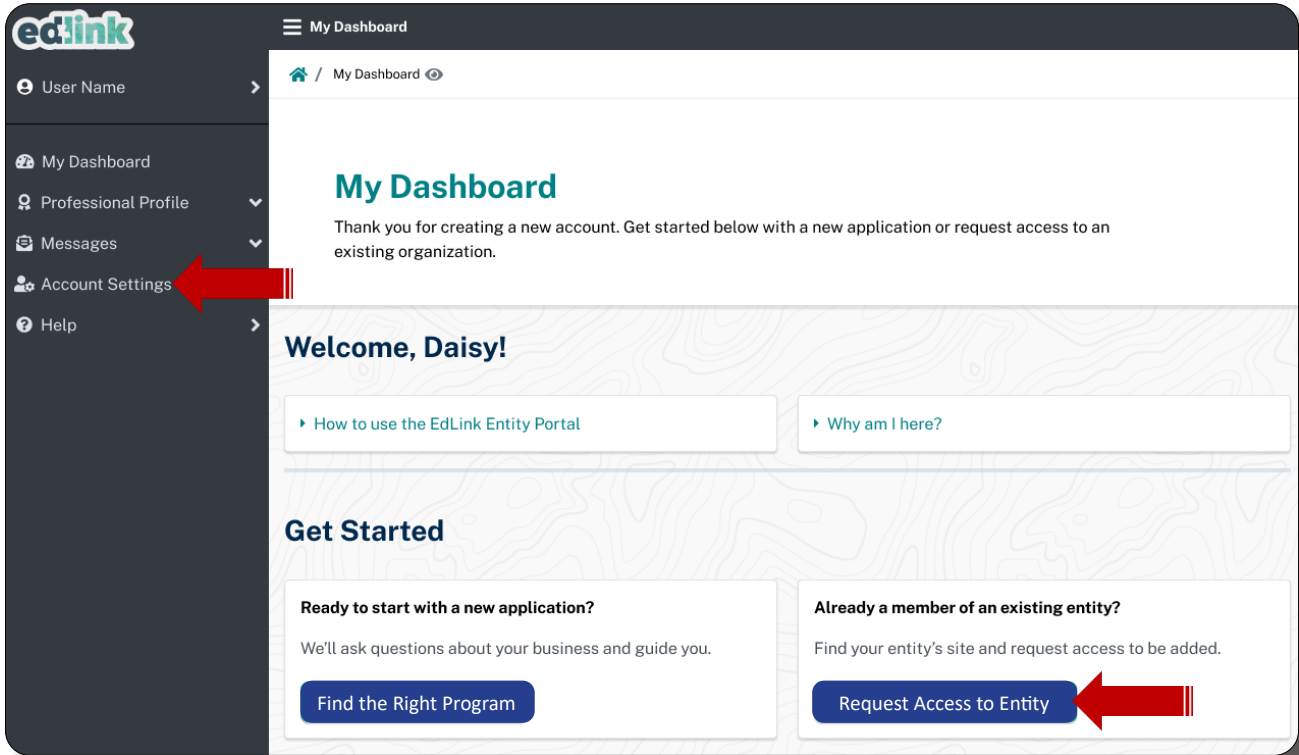
Your Edlink Ops dashboard will appear, as shown in the examples below. Image 1 is a New User dashboard. All new and existing providers have this dashboard until a new license has been approved or Entity Role Requests have been approved by LDOE. Image 2 reflects an approved Entity Role Request dashboard.



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.



ed:link 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

EdLink Ops Portal LDOE Employee Directory Louisiana Education Portal

Follow the red arrows to request roles.

ed:link SECURITY

Permission Request

An official Louisiana.gov website. [Development Environment]

Pamela Mertens

- User Profile
- MyLa Profile
- Application Menu
- Permission Request

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

ed:link SECURITY

Permission Request

An official Louisiana.gov website. [Development Environment]

Pamela Mertens

- User Profile
- MyLa Profile
- Application Menu
- Permission Request

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

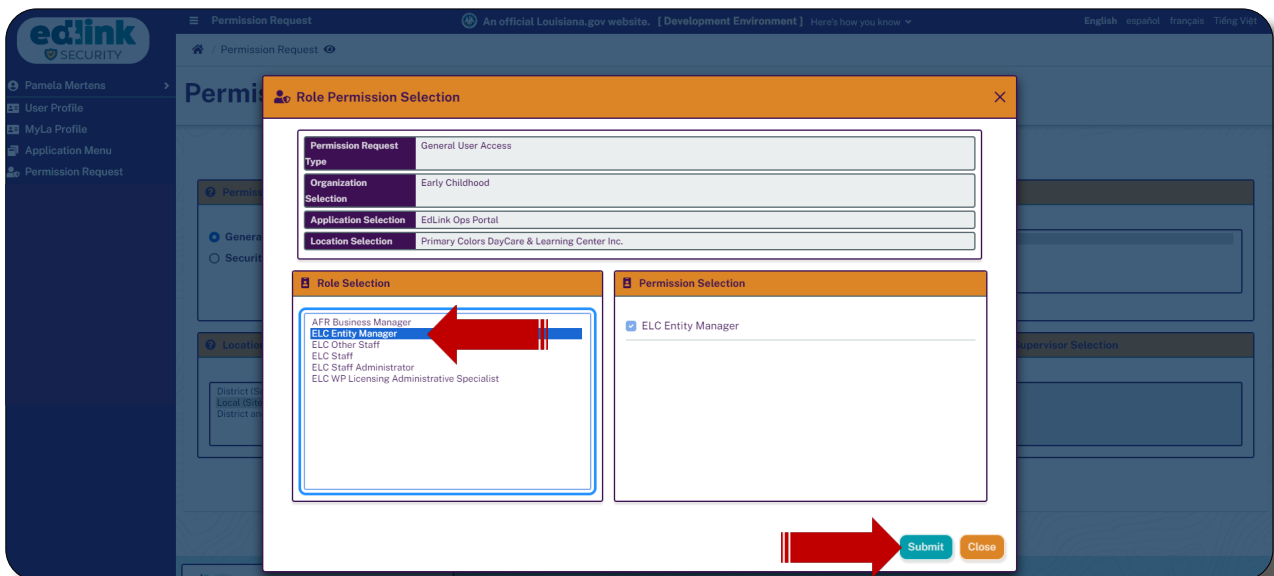
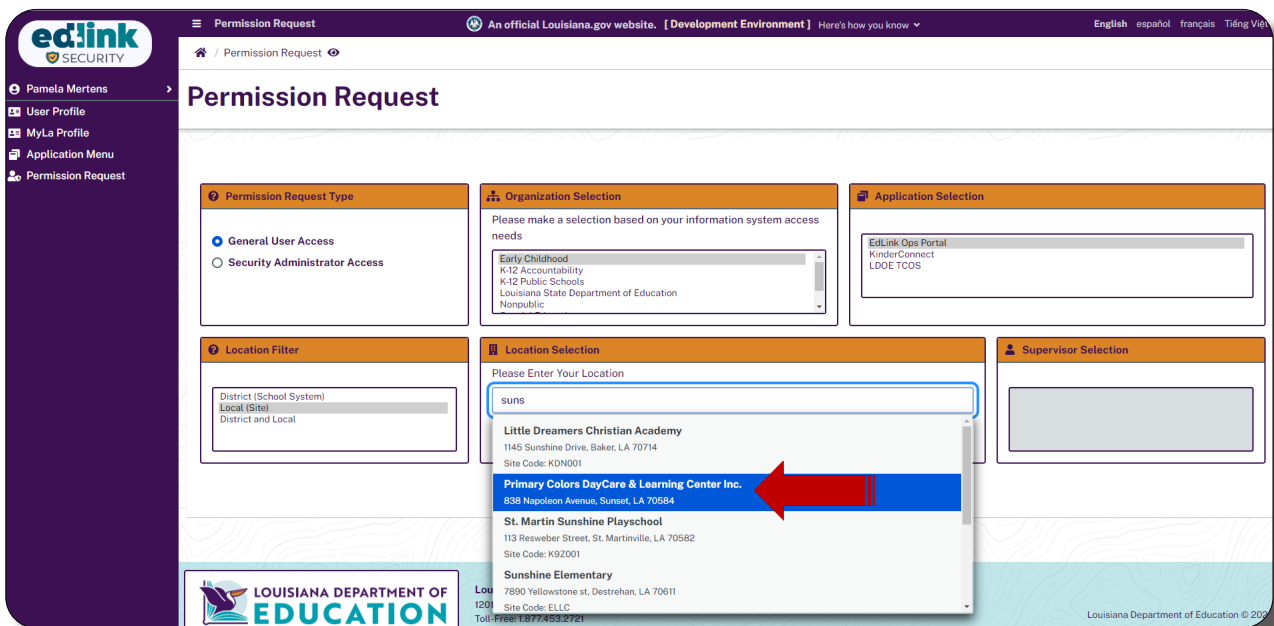
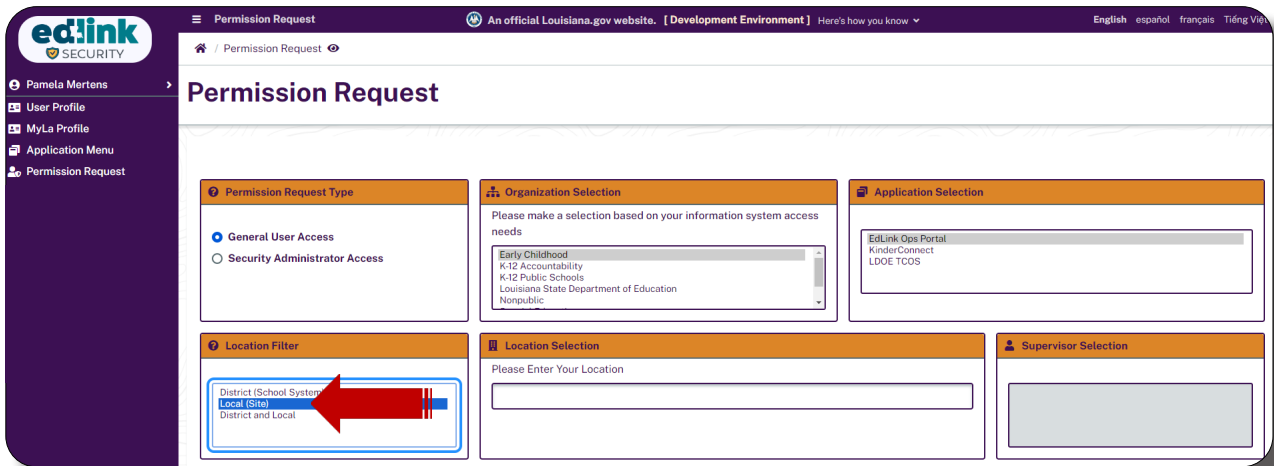
Location Filter

- District (School System)
- Local (Site)
- District and Local

Location Selection

Please Enter Your Location

Supervisor Selection



ed:link SECURITY

Permission Request

An official Louisiana.gov website. [Development Environment] Here's how you know

English español français Tiếng Việt

Pamela Mertens

User Profile

MyLa Profile

Application Menu

Permission Request

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

Location Selection

Please Enter Your Location

Supervisor Selection

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

ed:link SECURITY

Permission Request

An official Louisiana.gov website. [Development Environment] Here's how you know

English español français Tiếng Việt

Pamela Mertens

User Profile

MyLa Profile

Application Menu

Permission Request

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

Location Selection

Please Enter Your Location

Supervisor Selection

ed:link SECURITY

Permission Request

An official Louisiana.gov website. [Development Environment] Here's how you know

English español français Tiếng Việt

Pamela Mertens

User Profile

MyLa Profile

Application Menu

Permission Request

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

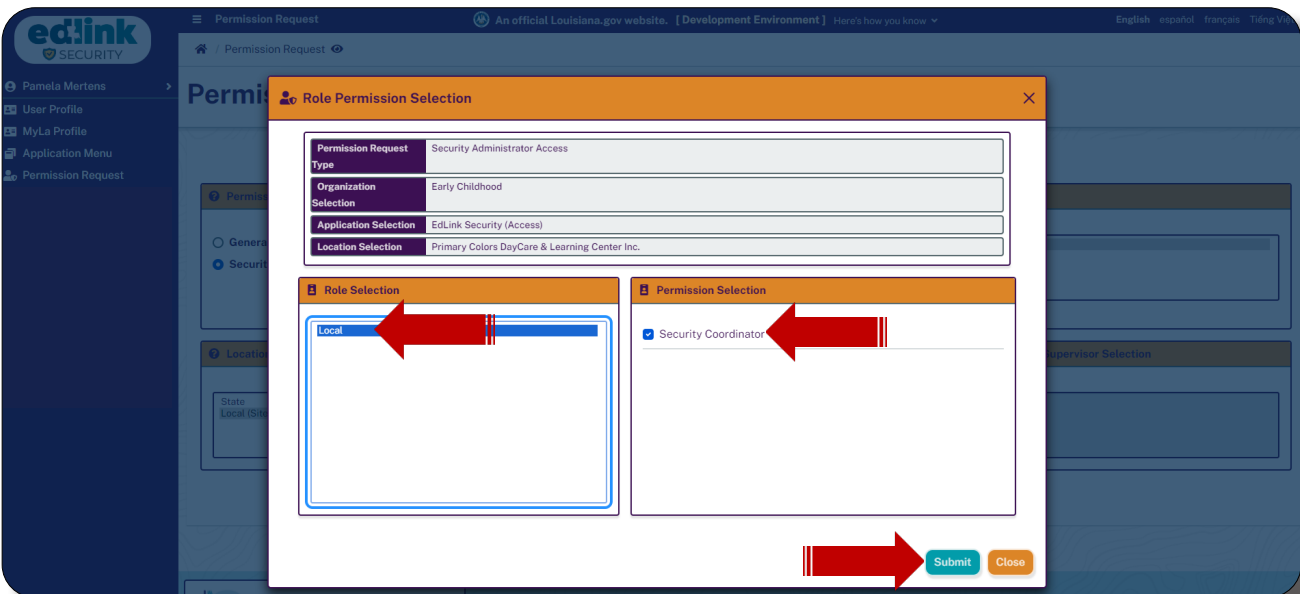
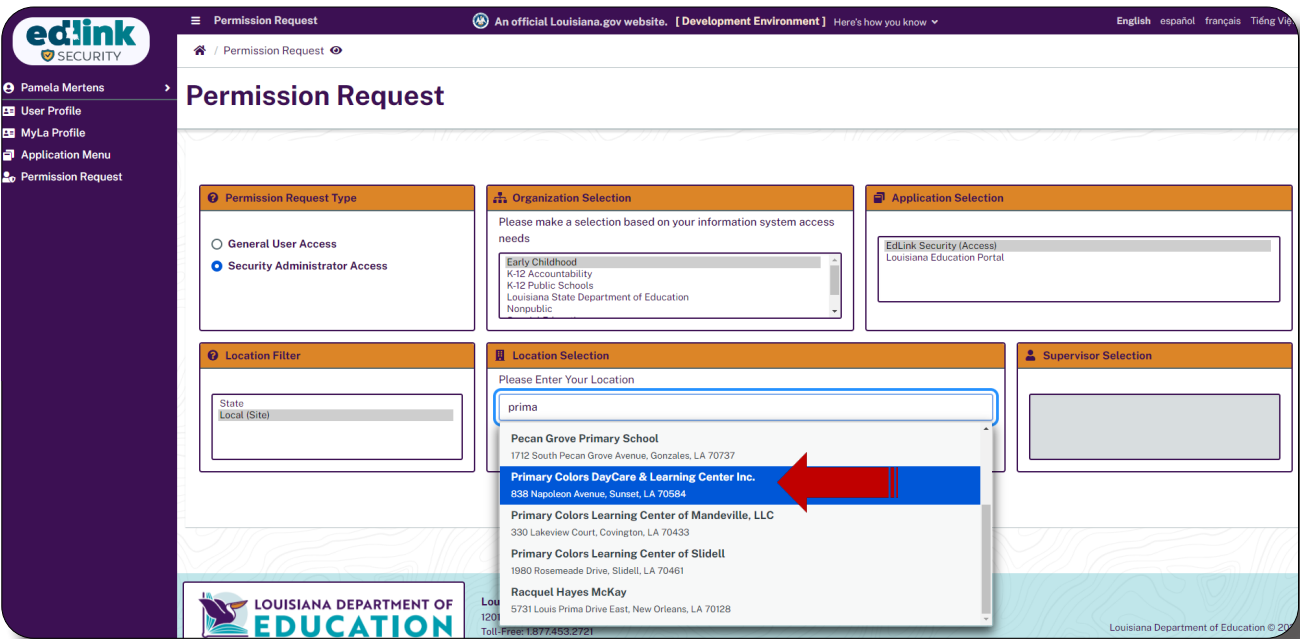
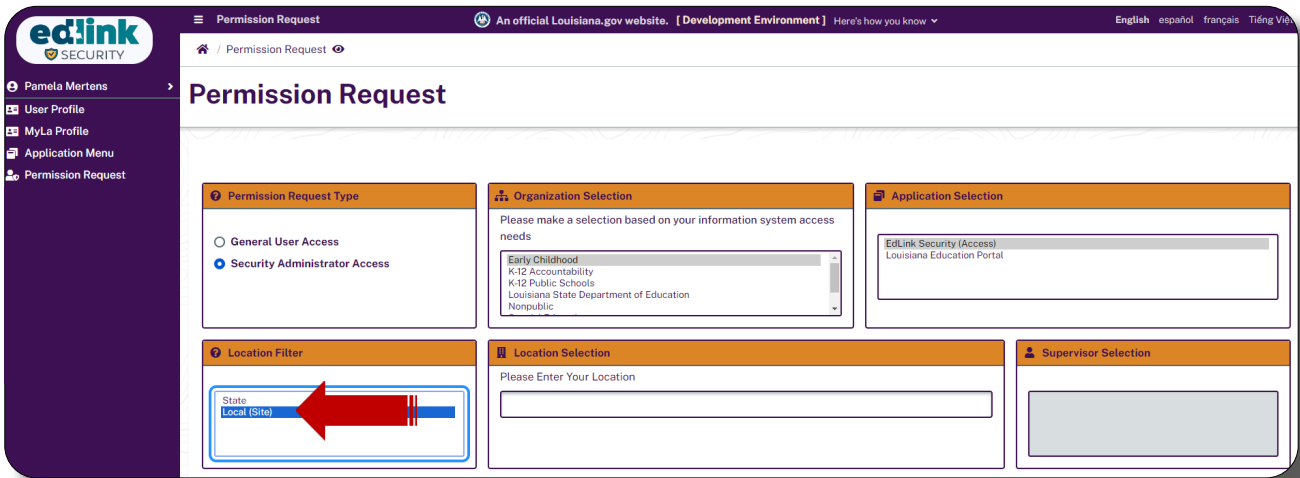
Location Filter

- State
- Local (Site)

Location Selection

Please Enter Your Location

Supervisor Selection



edlink SECURITY

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

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

edlink SECURITY

Permission Request

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English español français Tiếng Việt

Permission Request

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Permission Request Type

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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

- District (School System)
- Local (Site)
- District and Local

Location Selection

Please Enter Your Location

Supervisor Selection

edlink SECURITY

Permission Request

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Permission Request

Permission Request

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- Security Administrator Access

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- Early Childhood
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- K-12 Public Schools
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- Nonpublic

Application Selection

- EdLink Ops Portal
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- LDOE TCOS

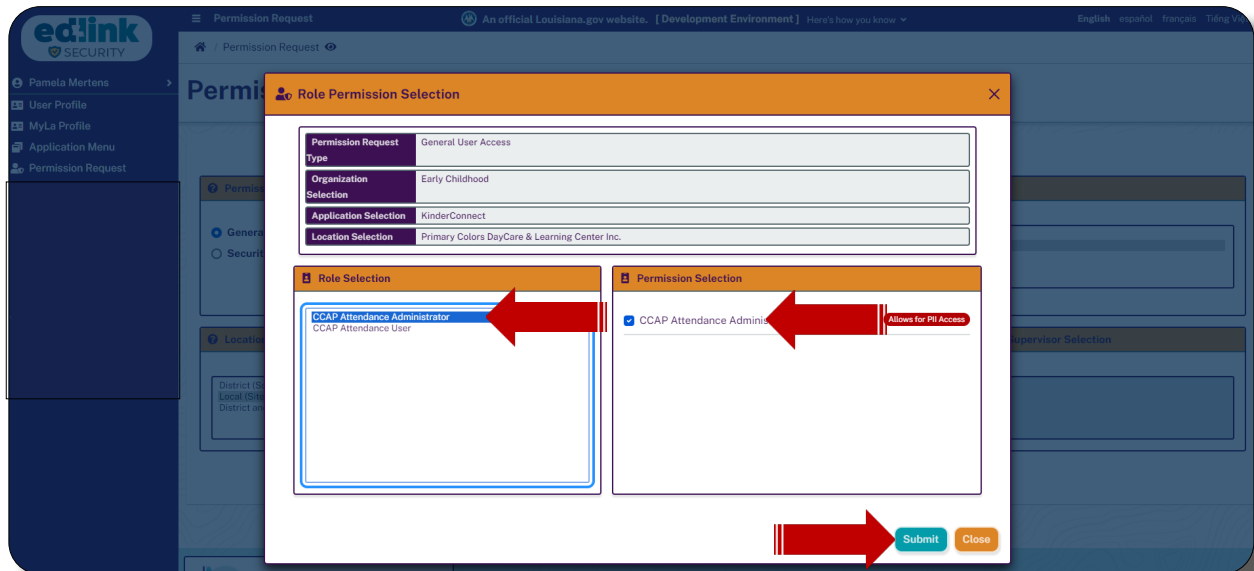
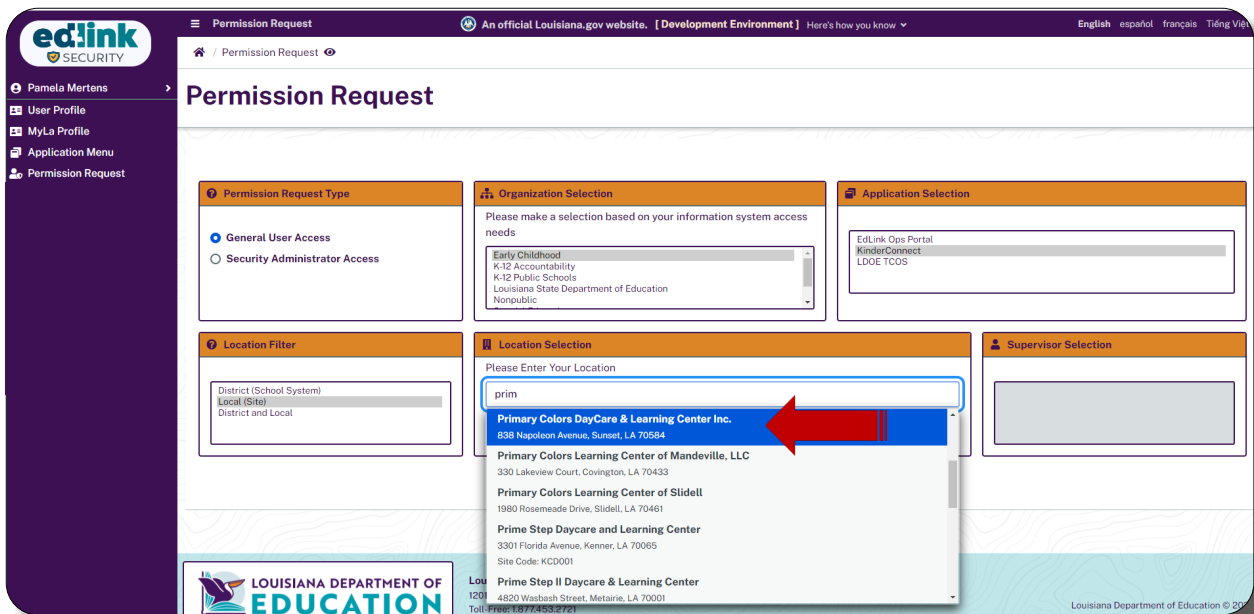
Location Filter

- District (School System)**
- Local (Site)
- District and Local

Location Selection

Please Enter Your Location

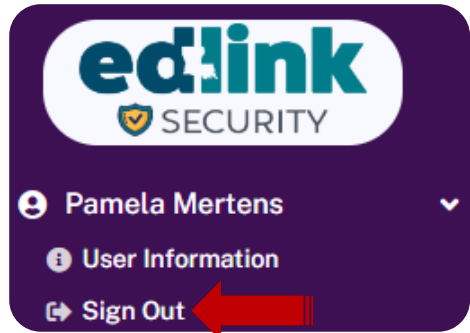
Supervisor Selection



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.



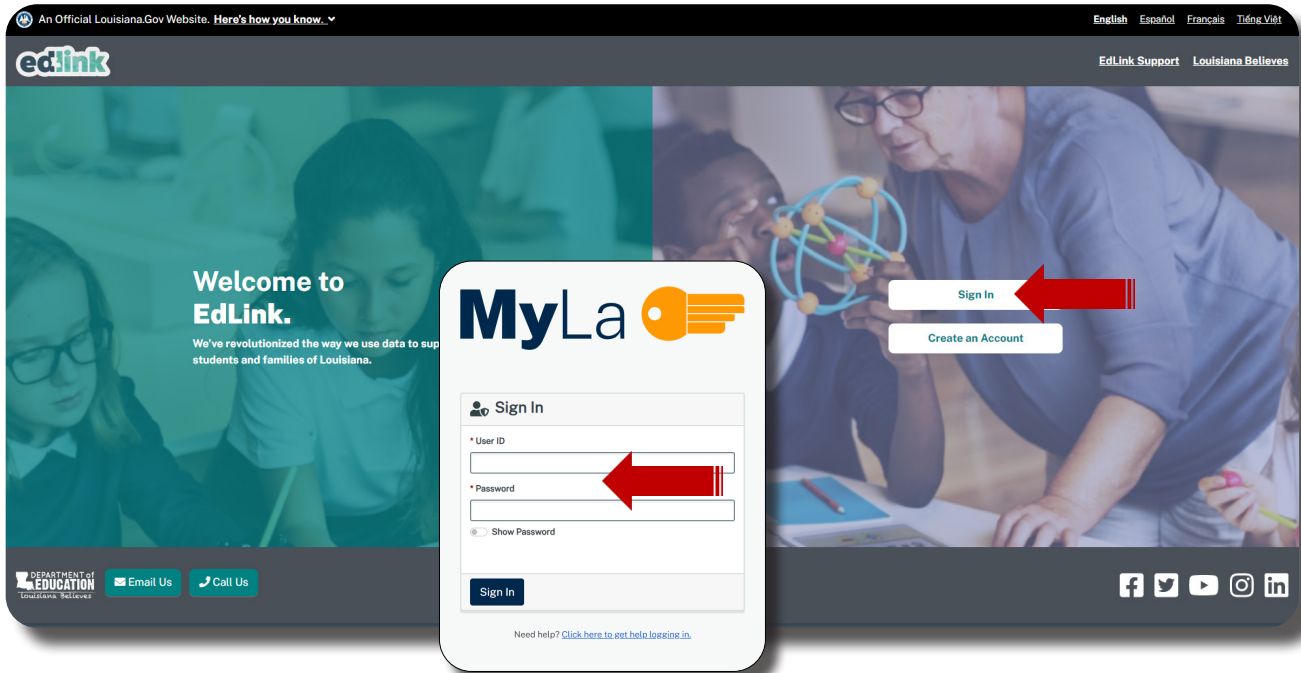
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