



# Indiana Department of Education

Dr. Katie Jenner, Secretary of Education

## LINK Portal Login Guide (EdPlan)

The LINK Portal is configured to recognize either your local school corporation's, charter's, or cooperatives' Google G-Suite or Microsoft 365 accounts. EdPlan is a separate system that uses this system in order to access Individual Education Plans (ILP) and Learning Plans for Language Learners (ILP).

### How to Log In

- Go to <https://link.doe.in.gov>
- Click either "Sign in with Google" or "Sign in with Microsoft"
- Enter your local credentials to log in

### Things to Know

- You must use either the Sign in with Google or the Sign in with Microsoft options.
- The forgot password feature here will NOT work. If you do not remember your Google or Microsoft password, please contact local technical support.
- To bookmark the page, please make sure this is only <https://link.doe.in.gov> or login first (Site is tricky to bookmark)

### EdPlan App

- When your Security Coordinator has provided you the *Student Support Plans* role, you will see the EdPlan tile/application.
- Click on the EdPlan tile to be connected to IIEP/IILP.

### Things to Know

- If this is the VERY first time you have logged into LINK, log out/log back in 15 minutes later. This allows time for the LINK account to be set up and all the appropriate tiles to be assigned.
- The EdPlan account will be created after you click on the EdPlan tile and "land" successfully with no errors.
- After you have logged into EdPlan, the local EdPlan Administrator (EL Admin or District Administrator) will login after you in order to assign schools, permissions, and access to students.
- **Don't have the EdPlan tile?** Click on the "My Account" area to check the email address that you are logged into and any roles assigned (It might just be that you are logged into the wrong

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IDOE | Identity

Login with Google Login with Microsoft

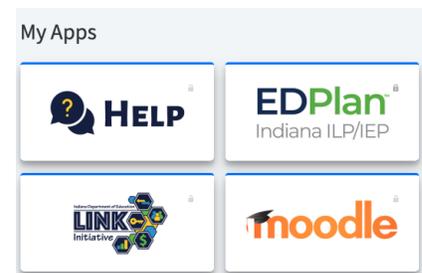
OR

Username

Password

Remember me on this device

Login with IDOE Account





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Google or Microsoft account). Then, contact your local Security Coordinator to assign the correct role to the email address you are logged in as.

- **No students within EdPlan?** Please contact your local EdPlan Administrator (EL Admin or IIEP Admin), who can assign students or enter a support ticket with the EdPlan vendor for assistance, as needed.

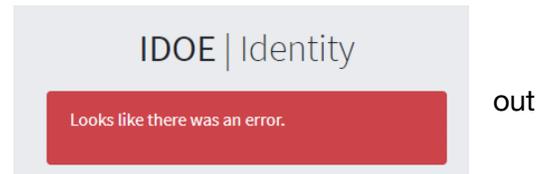
## Support

- EdPlan questions should begin with your local EdPlan Administrator (EL Admin or IIEP Admin).

## Common LINK Error Messages

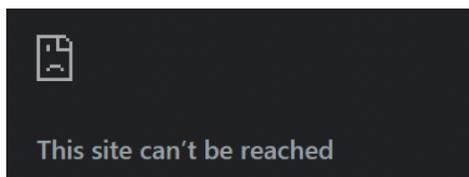
### “Looks like there was an error”

- **Google:** Your browser might be signed into a different account, perhaps even a personal @Gmail.com account. Go to [www.google.com](http://www.google.com); log there and try the option again.
- **Microsoft:** Your browser might be signed into a different account, perhaps even a personal @hotmail.com account. Go to [www.microsoft.com](http://www.microsoft.com); log out there and try again.



To eliminate this error, and have already tried the above, you may need to clear your browser's history/cache. Then, if further assistance is required, please contact your LINK Security Coordinator.

### “This site can't be reached”

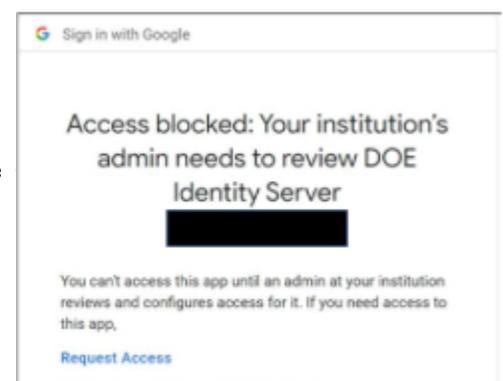


If you receive this error or a blank screen with an error that reads, “https://link.doe.in.gov/signin-oidc” isn't found, you most likely have bookmarked the site incorrectly. Please make sure the url bookmark is only <https://link.doe.in.gov> or bookmark the site after you login and see the tiles.

### “Access blocked: Your institution's admin needs to review DOE Identity Server”

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This is a Google G-Suite error. Click on the “Request access” link. Clicking on the error details link will provide the specific application id. Then, enter a support ticket for your local technical support.

The local Google G-Suite administrator will need to trust the application in the Google Admin console under Security > API Controls. Here is the Google support article:

<https://support.google.com/a/answer/7281227?hl=en>

## Common LINK EdPlan Errors

Errors not mentioned below within EdPlan should be directed to your local EdPlan administrator, who can review your account and enter a ticket on your behalf.

**Error:**

Authentication Error: 'Unable to locate your site. Please try again.'

Check the My Account within LINK to make sure that the Student Support Plans role is assigned to the StateOrganizationId of the corporation (not the school). If your corporation is new and you are the local IEP/ILP Administrator, please contact IDOE.

**Error:**

Authentication Error: 'Multiple sites found in your login information. Please contact an administrator.'

If you receive this error, more than one organization has assigned Student Support Plans. Persons in a co-op or charter network should be granted access at the co-op or charter network. Click on the LINK account area to view who has provided you the role and contact the appropriate LINK Security Coordinator(s).

## Directions for Cooperatives

All special education cooperatives are set up within LINK with their own Security Coordinators, named by the organization’s leader. If your cooperative is utilizing a Google or Microsoft domain hosted by one of the schools, then the Organization’s leader is the Superintendent for that domain.

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**ONLY a single organization can provide the Student Support Plans role. It is the responsibility of the cooperative to communicate with the schools how roles will be assigned.**

- Cooperatives should provide the “Student Support Plans” role to anyone who is employed by that cooperative OR for any person who requires access to more than one LEA within the cooperative.
- LEAs should provide the “Student Support Plans” role to their staff at the corporation level– if they have a student information system that can send these data, this is where the role should be set.

Access to EdPlan for new users via the cooperative is a three-step process.

- Step 1: Student Support Plans is assigned by the Security Coordinator in the LINK Security Portal
- Step 2: The local EdPlan administrator logs into EdPlan and sets up the account according to the EdPlan instructions, making sure there is only a single account in the aggregate with that email address and assigning the appropriate LEA(s).
- Step 3: The educator logs into the LINK Portal and clicks on the EdPlan tile