

EDDIE Frequently Asked Questions

If your question is not addressed here, contact the NC DPI Service Desk, dpi.incidents@its.nc.gov or 919.807.HELP (4357)

Category	Question / Statement	Answer / Comment
Access	Where is EDDIE?	<p>Find the link to EDDIE from the DPI, FBS website page: www.ncpublicschools.org/fbs/accounting/eddie/ . Please read the training material, help, etc. on this page before clicking on the link to EDDIE.</p> <p>You will know you are in the EDDIE application when the page has "Welcome -- Main Menu" near the top and says READ ONLY MODE in red.</p>
Access	<p>Who has editing authorization for my LEA / school?</p> <p style="color: red;">Added 5/25/10</p>	<p>That is determined by each LEA and charter school. The superintendents/designees and charter school directors/designees subscribe to EDDIE and are approved by DPI. A list of these subscribers is available at www.ncpublicschools.org/fbs/accounting/eddie/.</p> <p>LEAs can choose to have secondary subscribers and their school principals subscribe. These subscriptions are approved by the superintendent/designees.</p>
Access	Do I need to LOGIN?	Not unless you need to edit data. The login is only for users authorized to edit EDDIE data.
Access	I need to login. How do I obtain an NCID (North Carolina Identity) user name and password?	<p>Go to https://ncid.nc.gov/. The NCID user name and password you get there will work in EDDIE.</p> <p>For help with NCID, contact your LEA NCID Administrator listed at www.ncid.its.state.nc.us/LEAListing.asp. If you don't have an LEA NCID Administrator, contact dpi.incidents@its.nc.gov.</p>

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Access	I need to login. I already have an NCID (North Carolina Identity) user name and password.	You are ready to go to EDDIE. Access the link to EDDIE from the DPI, FBS website: www.ncpublicschools.org/fbs/accounting/eddie/ . The first time you login you will be asked to subscribe to EDDIE. .
Access	What is NCID?	NCID has been developed by the state to give people one user name & password that may be used to access multiple systems. At DPI, NCID is used for EDDIE, Graduate Data, Child Nutrition, OTISS, CTE, and more. So, if someone has to access more than one system, they only need to remember one user name & password instead of different IDs for each system.
Access	Having problems logging in to EDDIE? Note: If you try to login unsuccessfully 3 times, you will be locked out of NCID. Contact your NCID administrator to reset your password.	NCID was entered incorrectly or an NCID has not been obtained / authorized. Contact your LEA NCID Administrator listed at www.ncid.its.state.nc.us/LEAListing.asp . If you don't have an LEA NCID Administrator, contact dpi.incidents@its.nc.gov .
Access	Not authorized / subscribed?	You do not have a valid NCID or you have entered the NCID incorrectly. Contact your LEA NCID Administrator listed at www.ncid.its.state.nc.us/LEAListing.asp . If you don't have an LEA NCID Administrator, contact dpi.incidents@its.nc.gov .

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Access	Who will approve my subscription?	<p>That depends on the User Role selected during the subscription process.</p> <table style="width: 100%; border: none;"> <thead> <tr> <th style="text-align: left; border: none;"><u>User Roles</u></th> <th style="text-align: left; border: none;"><u>Who Approves Them</u></th> </tr> </thead> <tbody> <tr> <td style="border: none;">DPI IT Administrator</td> <td style="border: none;">DPI EDDIE Administrator</td> </tr> <tr> <td style="border: none;">DPI EDDIE Administrator</td> <td style="border: none;">DPI EDDIE Administrator</td> </tr> <tr> <td style="border: none;">DPI Data User</td> <td style="border: none;">DPI EDDIE Administrator</td> </tr> <tr> <td style="border: none;">Superintendent / Designee</td> <td style="border: none;">DPI EDDIE Administrator</td> </tr> <tr> <td style="border: none;">Secondary LEA Admin.</td> <td style="border: none;">Superintendent / Designee</td> </tr> <tr> <td style="border: none;">Principal / Designee</td> <td style="border: none;">Superintendent / Designee</td> </tr> <tr> <td style="border: none;">Secondary School Admin.</td> <td style="border: none;">Principal / Designee</td> </tr> <tr> <td style="border: none;">Charter School Director / Designee</td> <td style="border: none;">DPI EDDIE Administrator</td> </tr> </tbody> </table>	<u>User Roles</u>	<u>Who Approves Them</u>	DPI IT Administrator	DPI EDDIE Administrator	DPI EDDIE Administrator	DPI EDDIE Administrator	DPI Data User	DPI EDDIE Administrator	Superintendent / Designee	DPI EDDIE Administrator	Secondary LEA Admin.	Superintendent / Designee	Principal / Designee	Superintendent / Designee	Secondary School Admin.	Principal / Designee	Charter School Director / Designee	DPI EDDIE Administrator
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Access	My password would not work and it locked me out.	<p>Contact your LEA NCID Administrator listed at www.ncid.its.state.nc.us/LEAListing.asp. If you don't have an LEA NCID Administrator, contact dpi.incidents@its.nc.gov.</p>																		
Access	<p>Can you tell me what my user name and password is? How do I get a user name and password?</p> <p style="color: red;">Updated 5/25/10</p>	<p>DPI does not have or know your NCID user name & password.</p> <p>Get your NCID at https://ncid.nc.gov/. The NCID user name and password will work in EDDIE.</p> <p>For help with NCID or to reset your password, contact your LEA NCID Administrator listed at www.ncid.its.state.nc.us/LEAListing.asp. If you don't have an LEA NCID Administrator, contact dpi.incidents@its.nc.gov.</p>																		

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Access	I am subscribed as a superintendent / designee. How do I authorize a secondary LEA user or a principal?	From the main menu, under Administrator Functions, select Manage Permissions, and then Pending Accounts. Click on the pencil icon next to the name of the person you want to authorize.
Data	How are the schedule types (semester, block & quarter) defined? <i>Added 5/25/10</i>	The schedule types are locally defined. There is not a statewide definition for them. The schedule type field in EDDIE has Semester as a default setting. Please change it to whatever type is most appropriate for a school.
Data	Why are other LEAs or schools showing up on my school list? <i>Added 5/25/10</i>	A list is generated based on the number being searched for. EDDIE finds all LEAs and/or schools with that number and displays them on the list.
Data	Does EDDIE pull data from NC WISE?	No, but NC WISE does use data from EDDIE.
Data	I know I will have changes next school year. Can I make them in EDDIE now?	No. Wait until after to July 1 to make future changes. Exception: You can enter new schools for next year and enter closing dates for schools that will close next year. At the end of the school year, we take a "snapshot" of all of the data and save it as the official record for that school year.
Data	Why do a lot of schools have opening dates of 6/30/1990?	Prior to June 1990, the school records were on paper. The School Name & Address (SNA) file went online in June 1990. So, that was the default date pulled into the opened date field. If you know the date a school opened, please contact Nicola Lefler at nlefler@dpi.state.nc.us to arrange updating that field in EDDIE.

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Data	Do charter schools need to list their staff?	No. For charter schools, the director is the only staff person listed in EDDIE.
Data	Where do I enter or update LEA staff?	<p>Go to your LEA page. Scroll over to the far right to the LEA Reports box and click on Staff Information Report/Maint. Click on the word Edit next to the entry.</p> <p>Key areas have been identified; the contact person for the area or the person responsible for each area should be named here. A person's name could be on the staff list several times. Multiple associate and assistant superintendents may also be listed.</p> <p>Note: For charter schools, the director is the only staff person listed in EDDIE.</p>
Data	<p>Can I add titles to the staff list? My LEA has Deputy Superintendents / Area Superintendents / Chiefs / etc.</p> <p style="color: red;">Updated 5/25/10</p>	<p>No. DPI has identified key areas for which we are frequently asked to supply contact information.</p> <p>EDDIE is not intended to be a complete staff directory. Please use your own LEA website to list staff and their titles.</p>
Data	Where do I enter or update a principal or charter school director?	Go to your school page. Scroll over to the far right to the Reports for this School box and click on Staff Information Report/Maint. Click on the word Edit next to the entry.
Data	Include <u>private</u> preschool (PK) programs with the grade levels?	No.

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Data	Why should schools have two names entered?	<p>Official Name: Complete name as determined by the local school board. Example: John and Jane Doe Magnet Elementary School of Technology and Global Awareness. Used for federal reporting.</p> <p>School Name: Short version of official name. Example: Doe Elementary.</p>
Reports	How to use the reports?	<p>There are standard and custom reports in EDDIE.</p> <p>The standard reports are the ones that are the most requested. You can download a standard report, save it, and then delete the columns and rows you don't need.</p> <p>The custom reports are more difficult to use, but are more flexible. Read the online help section (click on the green gear/wheel on a custom report page, then on Help from the drop-down box) before attempting to generate a custom report. If you need help with a report that you are unable to generate, send your exact requirements to the DPI Service desk at dpi.incidents@its.nc.gov. Someone will be assigned to help you</p>
Reports	How to download reports?	<p>Standard report – scroll all the way down to the bottom of the report and look to the left. Click on either the link labeled CSV_Output or the Print/Save link. (CSV = comma separated value.)</p> <p>Custom report - Select the down arrow next to the green gear/wheel, select the Download option, and then choose the format you need. For large reports, the CSV option works best, after it downloads it can be saved in other formats.</p>

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System Function	How long does it take for updates to appear in EDDIE?	<p>They will appear immediately in the "Logged In" version of EDDIE.</p> <p>In the "Read Only" version, updates entered by 4pm Monday – Friday should appear the next business day by 7 am. Data entered by 4PM on Friday should appear the following Monday.</p> <p>The two versions are currently being manually synched and the DPI IT staff may not get to this task every night. They are working on a process to have it automated.</p>