

EDUCATION DIRECTORY FREQUENTLY ASKED QUESTIONS (FAQs)

Q: How do I log in?

To log into the Education Directory, you can navigate to <http://schools.alsde.edu/eddir>. You should click “Account” on the left.

Q: What’s my User Name?

Your user name is your current, complete email address issued by your school/district. (i.e. username@domain.com)

Q: What is my password?

When you registered your account, you should have received an email containing instructions and your temporary password. If you have completed your registration and cannot remember your password, you should click the “Forgot Password” link or the “Recover Password” tab and enter your email address. The system will generate a new password and send it to you via email.

Q: How do I change my password?

Once you have logged in at <http://schools.alsde.edu/eddir>, you would click “Account” on the menu to the left. Click on the “Change Password” tab. You will be prompted to enter your “Current Password”, you may then enter your new password. Your new password must meet the following criteria:

- Your New Password must be a minimum of **8 characters long**,
- have at least one **capital letter**,
- one **lowercase letter**,
- one **number**,
- one of these characters: **!@#%&+=?*><**

Q: How do I update my profile?

Once logged in, click “Account” on the menu to the left, then the “Edit Profile” tab. All personal information can be updated except your email address.

Q: I have a new email address, how do I change it?

Your email address is the key to the system knowing who you are, what site you are assigned to and in what role. Therefore at this time, you must send an email to your Superintendent to have your email address changed. **If you ARE a Superintendent, please contact helpdesk@alsde.edu. PLEASE include your name, your previous email address, and your new address.**

Q: My marital status changed, how do I update my last name?

Once you have logged in at <http://schools.alsde.edu/eddir>, you would click “Account” on the menu to the left. Click the “Edit Profile” tab. You can update your personal information from this screen. If your email address has changed along with your name, don’t forget to follow the previous step!

Q: I am still having problems not found in this FAQ or Instructions, who do I contact?

You can email the helpdesk at helpdesk@alsde.edu or call 334-353-1250.