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**eSER Beta-Testing  
and Security  
May 18, 2022**

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[eSER Beta-Testing Registration Link](#) - closed

# Objectives/Agenda

## Objective:

- Review what it means to be an eSER tester
- Review eSER testing timeline
- Review testing results and concerns for the prior week
  
- Other resources in this slide deck
  - Overall Schedule of eSER features to be tested
  - EdLink Security - Roles/Permissions for establishing eSER access
  - eSER testing resources

# What Does It Mean to be an eSER Beta Tester

Expectations for Beta Testers:

- We understand you wear many hats and your time is valuable!
- Interact with the new eSER system and test in the role that you fill in your LEA
- Actively participate in weekly office hours (Mondays, 2-3 p.m.) - beginning **April 25th**
- Document questions, concerns, issues found during testing via JotForm

# eSER Testing Timeline - Updates

The following is eSER Beta-Testing timeline:

- April 1: Welcome letter and JotForm with security instructions sent to Beta-testers
- April 8: Beta-Testers return completed JotForm
- **April 11 - June 13: Beta-Testing Period**
- April 11: Beta-Testing Kickoff Webinar
- April 11 - 12: Security Setup - Whitelisting
- April 13, 26, May 5: Security clinic was held for Beta-Testers & Security Coordinators
- April 25 - June 13: Beta-Testing **Office Hours** (@Monday between 2:00pm - 3:00pm)

# eSER Testing Results and Concerns



# eSER Logins

## Feature / Concerns

- eSER Login
  - eSER Staging login: <https://sers.la.gov/ser>
  - Security Clinics were held over the last 2 weeks and users participating in the clinics are now able to login.
  - Approximately 28 testers have established their login credentials - **Please let us know if you need assistance with login issues**
  - eSER access - Security Coordinators LEAs will be responsible for creating, enabling and disabling eSER users access. Please request Security Coordinator access to *eSER staging*

# eSER Beta-Testers with Logins

- 003 Ascension Parish Lisa Jordan
- 003 Ascension Parish Danielle Louque
- 003 Ascension Parish Emily Mooney
- 003 Ascension Parish Donnielle Penix
- 003 Ascension Parish Jill Robertson
- 010 Calcasieu Parish Cynthia Leger
- 012 Cameron Parish Courtnie King
- 013 Catahoula Parish Virginia Murry
- 023 Iberia Parish Megan Cutrer
- 023 Iberia Parish Steven Poe
- 028 Lafayette Parish Jamie Hare
- 028 Lafayette Parish Natalie Harris
- 028 Lafayette Parish Hope James
- 028 Lafayette Parish Michelle Matt

# eSER Beta-Testers with Logins

- 028 Lafayette Parish Cara Olivier
- 028 Lafayette Parish Katie Valentour
- 028 Lafayette Parish Samantha Webre
- 035 Natchitoches Parish Julie Creasong-Henley
- 038 Plaquemines Parish Angela Barrois
- 043 Sabine Parish Brandy Beasley
- 043 Sabine Parish Annice Greer
- 055 Terrebonne Parish Monica Breaux
- 059 Washington Parish Lisa Ackerman
- 059 Washington Parish Leslie Ezell
- 059 Washington Parish Charlotte Fasola
- 059 Washington Parish Yalonda Jordan
- 059 Washington Parish Stacy Payne
- 382 Collegiate Academies Katherine Duym

# eSER Features - Testing Notes and Concerns (as of 5/18/22)

## Feature / Concerns

- Review eSER Recorded Demo
  - [eSER Menu Navigation](#)
  - [eSER IEP Navigation](#)
- eSER Staging login: <https://sers.idoe.la.gov/ser>
- [eSER Beta-Testing User Guide](#) is available

# eSER Features - Testing Notes and Concerns (as of 5/18/22)

## Feature / Concerns

- Why are there two links on the LRE page for Permission for Medicaid Billing, nothing is linked to it. Thought this was peculiar. Not sure the purpose it would serve. Student Dropdown: Test Student Profile
  - Ann Broussard - Lafayette - SER Data Coordinator Secretary
    - Issue has been provided to eSER Project Management team
- I am trying to access the actual current and previous IEPs for students and says "No IEP Lists records found" and this student has a current and previous IEPs.
  - Charlotte Fasola - Washington - Educational Diagnostician
    - Issue has been provided to eSER Project Management team

# eSER Features - Testing Notes and Concerns (as of 5/18/22)

## Feature / Concerns

- "Site Determination" on the last page of the IEP - there's a dropdown box, but only some of the schools in our district are listed. In SER Legacy, this was automatically generated. Will this also be the case in eSER?
  - Hope James - Speech Therapy Supervisor
    - The individual sites for LEAs will be added in the site determination section drop down menu.
    - I will verify with eSER Project Management team if the info will automatically generated.
- Also, the "save" button is in a different location for the Accommodations page. I personally think it should be in the same place for every page. (For the sake of consistency.)
  - Hope James - Speech Therapy Supervisor
    - The save button on the accommodation page has been added in the current format, so LEAs have the ability to save each section.

# eSER Features - Testing Notes and Concerns (as of 5/18/22)

## Feature / Concerns

- Hello, why is there no section to add minutes in the IEP. See the attachment. It has the part where you put in the amount of minutes per day and # of days per week.
- Where is the section to add the services the student will receive and the reg, community, sped minutes and the calculated total minutes. I see it is correct in the ESY section.
- Also there is no less than weekly link for those receiving services 2x a month.
  - Ann Broussard - Lafayette - SER Data Coordinator Secretary
    - Issue has been provided to eSER Project Management team
- Another tester opened the eSER. She pulled a student. In the IEP section schools are populating. On my login they are not populating and won't let me add any schools.
- I have LASID Writer access.
  - Ann Broussard - Lafayette - SER Data Coordinator Secretary
    - Issue has been provided to eSER Project Management team

# eSER Features - Testing Notes and Concerns (as of 5/18/22)

## Feature / Concerns

- As explained before we are having our staff create User IDs for myla.gov in anticipation of eSER going live in July. I gave explicit instructions they were not to use their legacy SER user ID as the myla.gov User ID. Some have done it anyway. Is there anyway the following accounts can be deleted? I will get them to create another account.
  - Ann Broussard - Lafayette - SER Data Coordinator Secretary
    - I will work with LDOE Security and OTS to assist with this issue.
    - In addition, please remember to create your My.La.gov accounts with your email address
- I know I am jumping ahead. I am entering an IEP for a student. I am not able to locate the Transition Page in eSER.
  - Ann Broussard - Lafayette - SER Data Coordinator Secretary
    - Issue has been provided to eSER Project Management team

# eSER Features - Testing Notes and Concerns (as of 5/18/22)

## Feature / Concerns

- I probably missed this in one of our meetings but I'm assuming we won't have to list services to providers by SSN anymore or is that just not included in the beta testing? If so, there also won't be a need for "person with IEP authority" section under services? I used the "service provider bulk update" function located under "tools" to move students to different teachers and schools in our parish. Will there still be a way to mass load students from one school to another? Also will there still be a way to change students to different sites in our jurisdiction without closing a jurisdiction and opening a new one?
  - Mandy Edwards - Catahoula - SPED/Pupil Appraisal Secretary
    - The Service Bulk Provider feature will exist in eSER
    - You will still be able to change students site code within the current LEA

# eSER Features - Testing Notes and Concerns (as of 5/18/22)

## Feature / Concerns

- We have 4 pupil appraisal staff who would test the RDR site in SER. From what I understand this feature is not available at the moment; therefore, these staff members may not be access the eSER site to beta test.
- I have added a file of the screenshot to show what part of SER I am speaking of.
  - Ann Broussard - Lafayette - SER Data Coordinator Secretary
    - Issue has been provided to eSER Project Management team
    - The RDR feature has not been developed yet if you are still having trouble access it in eSER.
- I know we just started the beta testing; however, there are issues in the selection of our school sites for our students.
- I have attached a file that explains what we have now that does not seem to be available in eSER.
  - Ann Broussard - Lafayette - SER Data Coordinator Secretary
    - Issue has been provided to eSER Project Management team

# eSER Features - Testing Notes and Concerns (as of 5/18/22)

## Feature / Concerns

- As with the "Relink from Escholar" ; I am guessing "add student" is not available since we are not working with live data.
- Also, I was curious and jumping around in the program...under Evaluation there is no "+" there. Will this be coming soon - or will the eval data populate some other way in SER?
  - Ann Broussard - Lafayette - SER Data Coordinator Secretary
- I wanted to test to see how to access PII from Escholar to test how it would work. I clicked on Relink from Escholar, copied and pasted the state ID in the pop up box. However, I could not click on the relink to make it complete the process.
- The relink is there but it is not working. I get a red circle with a red slash...does it mean it is not ready?
  - Ann Broussard - Lafayette - SER Data Coordinator Secretary
    - If you are still receiving the red circle when selecting the Relink feature, that just means the feature has not been developed yet.

# eSER Features Testing Schedule



# Testing Schedule for eSER Features

Date	Feature
Week of 4/25	<ul style="list-style-type: none"><li>● eSER Login (Security Clinics were held on 4/26)</li><li>● Student Dropdown: Test Student Search</li><li>● Student Dropdown: Test Student Profile</li></ul>
Week of 05/02	<ul style="list-style-type: none"><li>● Review prior week testing results</li><li>● Test any features that weren't tested the prior week</li><li>● Student Dropdown: Test Jurisdiction Add New Screen</li><li>● Student Dropdown: Test Parent/Guardian</li></ul>
Week of 05/09	<ul style="list-style-type: none"><li>● Review prior week testing results</li><li>● Test any features that weren't tested the prior weeks</li><li>● Student Dropdown: Test Service</li><li>● Student Dropdown: Test Special Ed Activity</li></ul>

[See eSER Beta-Testing User Guide Appendix A for a description of the eSER features](#)

# Testing Schedule for eSER Features

Date	Feature
Week of 5/18	<ul style="list-style-type: none"><li>● Review prior week testing results</li><li>● Test any features that weren't tested the prior weeks</li><li>● Referral/Evaluation Process Dropdown: Test Referral and Screening</li><li>● Referral/Evaluation Process Dropdown: Evaluation</li></ul>
Week of 05/23	<ul style="list-style-type: none"><li>● Review prior week testing results</li><li>● Test any features that weren't tested the prior weeks</li><li>● IEP Dropdown: Test IEP List</li></ul>
Week of 05/30	<ul style="list-style-type: none"><li>● Review prior week testing results</li><li>● Test any features that weren't tested the prior weeks</li><li>● TBD</li></ul>

[See eSER Beta-Testing User Guide Appendix A for a description of the eSER features](#)

# Testing Schedule for eSER Features

Date	Feature
Week of 06/06	<ul style="list-style-type: none"><li>● Review prior week testing results</li><li>● Test any features that weren't tested the prior weeks</li><li>● TBD</li></ul>
Week of 06/13	<ul style="list-style-type: none"><li>● Review prior week testing results</li><li>● Test any features that weren't tested the prior weeks</li><li>● TBD</li></ul>

[See eSER Beta-Testing User Guide Appendix A for a description of the eSER features](#)

# Next Steps

- Login to [eSER Staging](#) and continue with the weekly eSER Beta-Testing
- Review eSER Recorded Demo
  - [eSER Menu Navigation](#)
  - [eSER IEP Navigation](#)
- Review eSER Beta-Testing User Guide - [See eSER Beta-Testing User Guide Appendix A for a description of the eSER features](#)
- Document results, questions and concerns - <https://form.jotform.com/220997019402153>
- Attend weekly [eSER Beta Testing Office Hours](#) - Mondays between 2 pm -3 pm **April 25th - June 13th**

# EdLink Security



# Confidentiality Policy Guidance

Annually, a Local security/confidentiality policy should be drafted to include the minimum requirements:

- **Each LEA** should:
  - have a written security policy that includes IEP security.
  - provide security guidelines and policies in local training annually.
- **Special Education Supervisors** or their designated representatives should:
  - govern user access to eSER to ensure confidentiality is maintained
  - work with the local Security Coordinator in performing an annual or semiannual review of users authorized to access eSER including eSER IEP Forms access
- **Each user** should:
  - be required to sign a confidentiality assurance statement annually
  - ensure they are in compliance with their LEA confidentiality policy .
- **Each Local Security Coordinator** should:
  - work with Special Education Supervisors to review all user requests for eSER access
  - maintain a current list of users authorized to access eSER including eSER IEP Forms
  - have a written procedure in place to remove eSER access as user status changes occur (employment ends, change in duties, etc.).

# Security Terminology

## Public IP Address

An *IP address* identifies a computer on the internet or local network. The IP Address is used for whitelisting a computer. Each user must identify the public IP Address of the computer they will be using for eSER Beta-testing. This address can be static (1 IP Address) or dynamic (a range of IP Addresses)

## Whitelisting

*Whitelisting* is a cybersecurity strategy under which a user can only take actions on their computer that an IT administrator has explicitly allowed in advance. The IP Address of each Beta-Testers computer must be whitelisted in order to access eSER.

## EdLink Security

A one-stop shop for requesting and approving access to LDOE owned data systems (e.g. eSER). Allows users with various roles in the LEA to have access to data they should see and be protected from data they shouldn't see. Includes a comprehensive audit trail of all access granted; access can easily be revoked when staff members change roles or LEAs.

# Totally Automated Security (TAS) vs EdLink Security

**Gaining SER System Access:** For LEADS Portal and SER access, special education staff and users contacted their local LEA Security Coordinator who determined the level of access needed and ensured system access was established using Totally Automated Security (TAS).

**Gaining eSER System Access:** For eSER Beta-testing, special education staff must request system access by following the EdLink Security guidelines which include the following:

- Identify your Public IP Address(es) for Whitelisting Your Computer (required for Beta-testing only)
- Create an EdLink Username and password at:
  - <https://bat.My.LA.gov> (required for Beta-testing only)
  - <https://My.LA.gov> (credentials must be identical)
- Ensure your StaffID is linked to the Username created in the step above. Each staff person is assigned a StaffID reported in the eScholar StaffID system and in EdLink 360.
- Using the Registration link for eSER Beta Testing <https://stg.registration.edlink.la.gov>, request the *Location, Application, Role* and *Permissions* in EdLink Security.
- Location: District or school location based on user role and permissions
  - Application: **eSER Staging**
  - Role: (see following slides)
  - Permissions: (see following slides)

# Linking Your StaffID to your Username

Work with your eScholar Data manager to have your StaffID linked to the Username you created at <https://bat.My.LA.gov> and <https://My.LA.gov> (credentials must be identical)

- eScholar StaffID link: <https://louisianastaffid.escholar.com/uid/login.do>
- In eScholar StaffID, search for the person by the first/last name or by StaffID
- Select the appropriate record
- Select the EDIT STAFF button at the bottom right of the page
- The Customer Defined Field will appear (see under the address section)
- Enter the **Username** you created at <https://bat.My.LA.gov> and <https://My.LA.gov>
- Select the UPDATE STAFF RECORD button at the bottom right of the page

# EdLink Security Roles and Permissions

EdLink Security Roles and Permissions		Permissions							
		Approver	Writer	Reader	Super	Staff	Admin	Provider	Importer
R o l e s	IEP Form	X	X						
	SER Data		X	X					
	SER LASID		X						
	SMD Medicaid			X			X	X	
	SMI Medicaid								X
	SER Data Services		X						
	Re-Evaluation Data Review		X						

# Total Automated Security/EdLink Security Crosswalk IEP Form Writer

- For LEA staff or specific school staff responsible for creating IEPs in SER/eSER.
  - Special Education Teacher and Related Service Providers
- Ability to perform Inquiry & Update of IEP Forms
  - Ability to create IEP forms and make IEP forms official
  - Ability to read specific SER data (Student Profile, SPED Activity, Jurisdiction, Parent Guardian)

Total Automated Security (TAS)		EdLink Security eSER Staging	
SER - IEP	IEP Form Writer	ROLE: <i>IEP Form</i>	PERMISSIONS: <i>IEP Form Writer</i>

# Total Automated Security/EdLink Security Crosswalk IEP Form Approver

- For LEA staff or specific school staff responsible for submitting IEP form data to SER/eSER.
  - Special Education Directors, Data Managers, and Coordinators
- Ability to perform Inquiry & Update of IEP Forms
  - Ability to create IEP forms and write IEP forms
  - Ability to make IEP forms official
  - Ability to submit IEP form data and generate local IEP Form Reports
  - Ability to read specific data (Student Profile, SPED Activity, Jurisdiction, Parent Guardian)

Total Automated Security (TAS)		EdLink Security eSER Staging	
SER - IEP	IEP Form Approver	ROLE: <i>IEP Form</i>	PERMISSIONS: <i>IEP Form Approver</i>

# EdLink Security (Example)

## ROLE: *IEP Form*

### PERMISSIONS: *IEP Form Approver* *IEP Form Writer*

Location: East Baton Rouge Parish School System (K-12 Public Schools)

Application: eSER Staging

Role: IEP Form

Permissions:

Select All

IEP Form Approver

IEP Form Writer

# Total Automated Security/EdLink Security Crosswalk SER Data Reader

- For LEA staff or specific school staff responsible for working with data in SER/eSER
  - Pupil Appraisal Staff and Related Service Providers
- Ability to perform Inquiry and run reports
  - Ability to view all data and generate reports accessible by school staff

Total Automated Security (TAS)		EdLink Security eSER Staging	
Special Education (SER)	Data Reader	<i>ROLE: SER Data</i>	<i>PERMISSIONS: SER Data Reader</i>

# Total Automated Security/EdLink Security Crosswalk SER Data Writer

- For LEA staff or specific school staff responsible for submitting SER/eSER data.
  - Special Education Directors and Data Managers
- Ability to perform Inquiry & reports
  - Ability to view all data and generate reports accessible by school staff
  - Ability to add/modify/delete data

Total Automated Security (TAS)		EdLink Security eSER Staging	
Special Education (SER)	Data Writer	ROLE: <i>SER Data Writer</i>	PERMISSIONS: <i>SER Data Writer</i>

# EdLink Security (Example)

**ROLE: *SER Data***

**PERMISSIONS: *SER Data Reader* and/or  
*SER Data Writer***

Location: East Baton Rouge Parish School System (K-12 Public Schools)

Application: eSER Staging

Role: SER Data

Permissions:

Select All

SER Data Reader

SER Data Writer

# Total Automated Security/EdLink Security Crosswalk

## SER LASID Writer

- For LEA staff or specific school staff responsible for submitting SER/eSER data.
  - Special Education Directors and Data Managers
- Ability to perform Inquiry and run reports
  - Ability to view all data and generate reports accessible by school staff
  - Ability to add/modify/delete data
  - Ability to update student Personal Identifiable Information (PII)

Total Automated Security (TAS)		EdLink Security eSER Staging	
Special Education (SER)	SER LASID Writer	ROLE: <i>SER LASID</i>	PERMISSIONS: <i>SER LASID Writer</i>

**Limited Special Education personnel should have access to these rights in eSER Staging**

# EdLink Security (Example)

## ROLE: *SER LASID*

### PERMISSIONS: *SER LASID Writer*

Location: East Baton Rouge Parish School System (K-12 Public Schools)

Application: eSER Staging

Role: SER LASID

Permissions:

SER LASID Writer



# Total Automated Security/EdLink Security Crosswalk SMD Medicaid Admin

- For LEA staff or specific school staff responsible for creating service provider Session Calendar/Dates in SER/eSER
  - LEA Medicaid Coordinator
- Ability to run Medicaid Related Reports for all providers.
  - Ability to read/write ANY provider’s Session Calendar/Dates
  - Ability to run Medicaid-related reports

Total Automated Security (TAS)		EdLink Security eSER Staging	
SMD – SER/Related Services/Medica id Tracking	Medicaid Admin	ROLE: <i>SMD Medicaid</i>	PERMISSIONS: <i>SMD Medicaid Admin</i>

# Total Automated Security/EdLink Security Crosswalk SMD Medicaid Provider

- For LEA staff or specific school staff responsible to view and update Session Calendar/Dates in SER/eSER.
  - Related Service Providers
- Ability to run Medicaid Related Reports for provider’s caseload.
  - Ability to read/write Session Calendar/Dates for which the user is the Provider of Record
  - Ability to Medicaid-related reports for user’s caseload.

Total Automated Security (TAS)		EdLink Security eSER Staging	
SMD – SER/Related Services/Medicaid Tracking	Medicaid Provider	ROLE: <i>SMD Medicaid</i>	PERMISSIONS: <i>SMD Medicaid Provider</i>

# Total Automated Security/EdLink Security Crosswalk SMD Medicaid Reader

- For LEA staff or specific school staff may view only service provider Session Calendar/Dates in SER/eSER.
  - Special Education Directors and Data Managers
- Ability to run Medicaid Related Reports for all providers.
  - Ability to read ANY provider’s Session Calendar/Dates
  - Ability to run Medicaid-related reports.

Total Automated Security (TAS)		EdLink Security eSER Staging	
SMD – SER/Related Services/Medic aid Tracking	Medicaid Reader	ROLE: <i>SMD Medicaid</i>	PERMISSIONS: <i>SMD Medicaid Reader</i>

# EdLink Security (Example)

**ROLE: *SMD Medicaid***

**PERMISSIONS: *SMD Medicaid Admin* and/or  
*SMD Medicaid Provider* and/or  
*SMD Medicaid Reader***

**Location:** East Baton Rouge Parish School System (K-12 Public Schools)

**Application:** eSER Staging

**Role:** SMD Medicaid

**Permissions:**

- Select All
- SMD Medicaid Admin
- SMD Medicaid Provider
- SMD Medicaid Reader

# Total Automated Security/EdLink Security Crosswalk

## SMI Medicaid Importer

- LEA staff to load their file of students to SER/eSER to check for Medicaid eligibility.
  - LEA Medicaid Importer and LEA Medicaid Coordinator
- Ability to load their file of students to check for Medicaid eligibility

Total Automated Security (TAS)		EdLink Security eSER Staging	
SMI – Medicaid Importer	Medicaid Importer	ROLE: <i>SMI Medicaid</i>	PERMISSIONS: <i>SMI Medicaid Importer</i>

# EdLink Security (Example)

## **ROLE: *SMI Medicaid***

## **PERMISSIONS: *SMI Medicaid Importer***

Location: East Baton Rouge Parish School System (K-12 Public Schools)

Application: eSER Staging

Role: SMI Medicaid

Permissions:

SMI Medicaid Importer



# Total Automated Security/EdLink Security Crosswalk

## SER Data Services <sup>New</sup>

- New Role for eSER, does not currently exist in TAS
- For LEA staff or specific school staff responsible for adding related services in eSER.
  - Assign this role to related service providers.
  - Ability to enter related services for the students Services link in eSER.

Total Automated Security (TAS)		EdLink Security eSER Staging	
N/A	N/A	ROLE: <i>SER Data Services</i>	PERMISSIONS: <i>SER Data Services</i>

# EdLink Security (Example)

**ROLE: *SER Data Services* <sup>New</sup>**

**PERMISSIONS: *SER Data Services Writer***

Location: East Baton Rouge Parish School System (K-12 Public Schools)

Application: eSER Staging

Role: SER Data Services

Permissions:

SER Data Services Writer



# Total Automated Security/EdLink Security Crosswalk Re-Evaluation Data Review Writer

- New stand-alone role and feature for eSER.
- Previously needed data writer access in TAS
- For LEA staff and school staff responsible for creating the re-evaluation data.
  - Pupil Appraisal Staff

Total Automated Security (TAS)		EdLink Security eSER Staging	
Special Education (SER)	Data Writer	ROLE: <i>Re-Evaluation Data Review (RDR)</i>	PERMISSIONS: <i>Re-Evaluation Data Review Writer</i>

# EdLink Security (Example)

**ROLE:** *Reevaluation Data Review*

**PERMISSIONS:** *Reevaluation Data Review Writer*

Location: East Baton Rouge Parish School System (K-12 Public Schools)

Application: eSER Staging

Role: Reevaluation Data Review

Permissions:

Reevaluation Data Review Writer

# Next Steps for EdLink Security

- Ensure your Username and password has been created at <https://bat.My.LA.gov> and <https://My.LA.gov> (credentials must be identical)
- Work with your eScholar Data Manager and LDOE to ensure your StaffID has been linked to your Username created at <https://bat.My.LA.gov> and <https://My.LA.gov> (credentials must be identical)
- Verify successful login to eSER <https://sers.l DOE.la.gov/ser>
- Reach out to [Systemsupport@la.gov](mailto:Systemsupport@la.gov) with any EdLink Security concerns

# eSER Beta-Testing Contact

For questions or concerns please contact [Systemsupport@la.gov](mailto:Systemsupport@la.gov)