EDDIE
Frequently Asked Questions

If your question is not addressed here, contact eddie@dpi.nc.gov.

Category	Question / Statement	Answer / Comment
Access	Where is EDDIE?	Find the link to EDDIE from the DPI, FBS website page: www.ncpublicschools.org/fbs/accounting/eddie/. Please read the help material, etc. on this page before clicking on the link to EDDIE. 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.
Access	Who has editing authorization for my LEA / school?	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. LEAs can choose to have secondary subscribers and their school principals subscribe. These subscriptions are approved by the LEA's superintendent/designees. A list of subscribers is available at www.ncpublicschools.org/fbs/accounting/eddie/.
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 subscribe to EDDIE. How do I obtain an NCID (North Carolina Identity) user name and password?	Contact your LEA's NCID Administrator listed at www.ncid.its.state.nc.us/LEAListing.asp. If you don't have an LEA NCID Administrator, or you work for a charter school, contact dpi.incidents@its.nc.gov and state that you need an NCID. The individual and unique user name and password you get from NCID will work in EDDIE.

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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, 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?	NCID was entered incorrectly or an NCID has not been obtained / authorized. Or your NCID password has expired. Note: If you try to login unsuccessfully 3 times, you will be locked out of NCID. Contact your NCID administrator 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. Tell them you need NCID assistance; do not tell them you need EDDIE assistance.
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? The approver will automatically receive an email from EDDIE when you subscribe. Who can delete or disable my subscription? Send an email to the approver. If the approver is no longer available, send an email to eddie@dpi.nc.gov.	That depends on the User Role selected during the subscription process. **User Roles** — **Who Approves/Disables** 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 Charter School Director / Designee — DPI EDDIE Administrator
Access	My password would not work and it locked me out.	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. . Tell them you need NCID assistance; do not tell them you need EDDIE assistance.
Access	Can you tell me what my user name and password is? How do I get a user name and password?	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. DPI does not assign, have, or know your NCID password.

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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 paper and pencil icon next to the name of the person you want to authorize or deny.
Data	How are the schedule types (semester, block & quarter) defined?	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?	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 PowerSchool?	No, but PowerSchool does use data from EDDIE. Allow two business days for PowerSchool to update. If your data is correct in EDDIE but not PowerSchool, ask PowerSchool to refresh your data with an EDDIE pull.
Data	I know I will have changes next school year. Can I make them in EDDIE now?	No. Wait until after 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 email the school number and date to eddie@dpi.nc.gov to arrange updating that field in EDDIE.

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Data	Do charter schools need to list their staff?	No. For charter schools, only the director/principal and the accountability/testing contacts for ACT are listed in EDDIE.
Data	Where do I enter or update LEA staff? LEA Positions/Contacts Listed: • Academics • Accountability • Asst. Superintendent • Assoc. Superintendent • Career Technology • Child Nutrition • Exceptional Children • Facilities • Finance Officer • NC WISE • Personnel Administrator • Public Information • Superintendent • Technology • Title I • Transportation	Go to your LEA page. Look down the page for LEA Contact Information and click on "Click Here to Display a List of LEA Staff" or click on "Edit LEA Staff". Key areas have been identified (listed to the left); 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. The first time you fill in a name for a position, click on "Create a New Staff Record". Choose a position from the Staff Title drop-down box, complete the fields, then click on "Save/Create this Staff Record". If you already have a name in EDDIE for a position, but you want to update it, click on the word "Edit" on the row by the person's name. Make your changes and click on "Save Changes". You cannot enter your own staff titles or positions, and you cannot modify the positions listed. The staff titles/positions in EDDIE are meant to be points of contact for DPI and the public to use to get in touch with the LEAs. It is not meant to be a place to list the official titles for LEA staff.

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Data	Can I add titles to the staff list? My LEA has Deputy Superintendents / Area Superintendents / Chiefs / etc.	No. DPI has identified key areas for which we are frequently asked to supply contact information. EDDIE is not intended to be a complete staff directory. Please use your own LEA website to list staff and their titles.
Data	Where do I enter or update a principal or charter school director? Or accountability/testing contacts for ACT?	Go to your school page. Scroll down the page to School Contact Information. Click on "Edit School Staff". Click on the word "Edit" next to the entry. Or choose to "Create a New Staff Record." Complete the fields, then click on "Save Changes".
Data	Do I include private preschool (PK) programs with the grade levels?	No.
Data	Why should schools have two names entered?	**Official Name:** Complete name as determined by the local school board or charter school board. Example: John and Jane Doe Magnet Elementary School of Technology and Global Awareness. Used for federal reporting. **School Name:** Short version of official name. Example: Doe Elementary.
Reports	How to use the reports?	There are standard and custom reports in EDDIE. 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. The custom reports can be difficult to use, but provide more data and cleaner spreadsheets. Read "Creating a Report" - www.ncpublicschools.org/fbs/accounting/eddie/. You can also read the help section in the EDDIE report (click on the Actions button on a

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		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 requirements to eddie@dpi.nc.gov. Someone will be assigned to help you.
Reports	How to download reports?	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.) Custom report – click on the Action button, select the Download option, and then click on the CSV icon. After the report has downloaded it can be saved in other formats, such as Excel.
Mailing Labels	How to generate mailing labels?	Please read the Mailing Labels document posted at www.ncpublicschools.org/fbs/accounting/eddie/. DPI does not provide mailing labels addressed to individual teachers. Teacher's names are not listed in EDDIE. Please see the mailing label document for alternative ways to address the mailing labels.
System Function	How long does it take for updates to appear in EDDIE?	They will appear immediately in the "Logged In" version of EDDIE. In the "Read Only" version, updates entered by 4pm Monday through Thursday should appear the next business day by 7 am. Data entered by 4PM on Friday should appear by the following Monday.

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