**Diagnostics and Workspace**

**ALSDE Technical Tips and Common Questions**

1. **Q:** How do I get a login to myJourney and the diagnostics/workspace modules?

**A:** For access to diagnostics, contact your Head of Institution (HOI) or Primary Contact (PC), who can add you as a user in the diagnostics module. Once added, you will receive an automated email notification with a Get Started button to log in to myJourney. If you do not already have a myJourney account, you will be prompted to set your password after clicking the Get Started button. Someone on the review team will add you to the workspace. Once added, you will receive an automated email invitation with an Accept Invitation button, which you must accept before accessing the workspace. If you do not already have a myJourney account, you will be prompted to set your password after you accept the invitation.

1. **Q:** I am the HOI or PC at my institution. How do I add a new user to the diagnostics module?

**A:** Log in to myJourney and open the diagnostics module for the institution. Click the Manage Users option in the menu on the left side of the screen. Select Add User, enter the user’s first and last name and email address, and choose whether they should have the User or Administrator role. Select “Send account access email to user” to send the user an automated email notification to log in to/set their password for myJourney.

1. **Q:** I am the HOI or PC at my institution. How do I add a new user in the workspace module?

**A:** Log in to myJourney, open the workspace module, and then open the workspace for the institution. Click the Manage Users option in the menu on the left side of the screen. Select Add User, then enter the user’s email address and choose the role they should have. Select “Send Invite” to send the user an automated email invitation to the workspace, which they must accept before they can access it and log in to/set their password for myJourney. If the user does not already have a myJourney account, when you try to add them to the workspace, you will be prompted to complete their profile by entering their first and last name.

1. **Q:** How do I access the diagnostic I am looking for?

**A:** Log in to myJourney and open the diagnostics module. Locate the diagnostic on the main diagnostics dashboard. To help locate the diagnostic you are searching for, try typing part of the diagnostic name into the search box at the top of the list. If you still cannot locate the diagnostic, you must create it. Click the Content Library option in the menu on the left of the screen, and then select the Alabama Department of Education (ALSDE) tab. Locate the diagnostic you want to use, and then click the three dots to the far right of it, select “start a diagnostic with custom content,” and proceed to create the administration. Once created, the diagnostic will appear on the main diagnostics dashboard.

1. **Q:** How do I add attachments or comments to my diagnostic?

**A:** Some items in the diagnostic can add attachments or comments in a box within the item. If there are no comments or attachment boxes under the item, you can add attachments at the bottom of the diagnostic in the Attachments section.

1. **Q:** How do I know if my diagnostic is saved and/or complete?

**A:** Your responses to the items will be saved automatically. If your diagnostic is partially complete, the circle to the far right of the diagnostic name on your main dashboard will show as partially filled in. Once all items have been responded to, the circle should show as filled in, indicating it is complete.

1. **Q:** How do I get a status report for all my institution’s diagnostics?

**A:** If you are a user of a parent institution, you can download the status of all diagnostics for all institutions under your hierarchy by selecting the “Include Associated Institutions” button on your main dashboard in diagnostics and then clicking the download button above the list. You will receive an automated email with a link to download the status report. If you are not a user of a parent institution, the download will only include the status report for that institution.

1. **Q:** How do I get a report of a completed diagnostic?

**A:** From your main dashboard in diagnostics, select the three dots to the far right of the diagnostic name, then select Download Report. You can choose either a pdf or csv file of your responses. You will then receive an email with a link to download the report for that diagnostic.

1. **Q:** How do I get reports from diagnostics one of my institutions has completed?

**A:** If you are a user of a parent institution, select the “Include Associated Institutions” button above the list. You can then access the diagnostics for all institutions under your hierarchy. Locate the diagnostic, select the three dots to the far right of the diagnostic name, then select Download Report. You can choose either a pdf or csv file of your responses. You will then receive an email with a link to download the report for that diagnostic.

1. **Q:** If there is a workspace for the diagnostic, how do I send my diagnostic work there?

**A:** Once you have completed all items in the diagnostic, click the “Send to Workspace” button in the menu on the left side of the screen. You will then need to select the workspace that matches the EXACT name of the diagnostic you are working in. If the diagnostic/workspace name includes a year, be sure you are selecting the workspace name with the same year that is in the diagnostic name.

1. **Q:** When I send my diagnostic to a workspace, does anyone receive an email notification?

**A:** Yes. The team lead(s) for the workspace will receive an email informing them your diagnostic work has been sent.

1. **Q:** How do I access a workspace?

**A:** Log in to myJourney and open the workspace module. Locate the workspace in the list. To help locate the workspace you are searching for, try typing part of the workspace name into the search box at the top of the list. Select the three dots to the far right of the workspace, and then click Open. This will bring you to the list of activities for that workspace.

1. **Q:** Why are the Findings and Comments buttons grayed out in the workspace activity?

**A:** Once an activity is marked as complete, additional findings and comments cannot be added. The activity would need to be reopened to allow changes to the findings/comments.

1. **Q:** Does anyone receive an email when findings are added to a workspace?

**A**: Yes.When an activity that contains at least 1 finding is marked as complete, an email notification is sent to the contributor(s) of the workspace to inform them the finding(s) have been assigned.

1. **Q:** Does anyone receive an email when comments are added to a workspace?

**A:** No email is sent when a comment is added to a workspace activity.

1. **Q:** Does anyone receive an email when attachments are added to a workspace?

**A:** No email is sent when an attachment is added to a workspace activity or when an attachment is added to a folder on the resources page. However, when an attachment is added to a finding, an email notification is sent to the team lead(s) of the workspace to inform them the finding has been updated.

1. **Q:** When should a workspace activity be marked as complete?

**A:** A workspace activity should be marked as complete once all responses have been entered/selected and any required findings, comments, or attachments have been added. Once marked as complete, any associated findings will be added to the Findings tab on the Resources page for the institution (contributor) to complete.

1. **Q:** What do I do once I have responded to all assigned findings in the workspace?

**A:** When you add a note to a finding, an automated email notification is sent to the team lead(s). The review team will review all your notes and attachments, and if no additional information is required, they will mark the findings as complete.

1. **Q:** What happens if I reopen a workspace activity marked as complete?

**A:** The findings on the resources page and any responses or attachments entered in the findings will be removed. So, you must ensure the activity is final before you mark it complete.

1. **Q:** Where can I get help?

**A:** Several resources and step-by-step instructions are available on Cognia’s ALSDE partnership page: <https://alsde.onlinehelp.cognia.org/>.

1. **Q:** What if the partnership page resources don’t have what I need? Who should I contact?

**A:** You can contact Cognia Client Care at [clientcare@cognia.org](mailto:clientcare@cognia.org) or 888-413-3669.