



## Frequently Asked Questions by Administrators

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**1. After I login, I can't find the dossier I need to review. What's wrong?**

If you are looking for a dossier resubmission, you will need to click on the green checkmark that corresponds to the session in which the teacher originally submitted his or her dossier (this will be located under the "Re-submission in Session" heading). New submissions are listed under the "New Submissions" heading.

If your teacher has not resubmitted any part of his/her dossier and/or you still cannot find the dossier you are looking for, there may be a possible mismatch between the school affiliation associated with your account and that of the teacher's. If you believe this could be the case, please contact our HelpDesk at [pddhelp@visionlink.org](mailto:pddhelp@visionlink.org) so that we may help clear up the issue as soon as possible.

**2. I just registered with the TeachNM website and my username and password are not working. What should I do?**

Typically, there is a 24-48 hour verification period after registration for all administrators before their accounts are activated. If you are unable to login after this period, please contact our HelpDesk at [pddhelp@visionlink.org](mailto:pddhelp@visionlink.org) for further assistance.

**3. The submission and reviewing sessions are over. How do I access my teachers' results to see how they fared?**

Currently our system does not provide administrators with access to teachers' scores. Please contact the educator directly to request a copy of his or her score report. If you are in need of a list of your teachers' scores, please contact either the Institute for Professional Development ([ipd@unm.edu](mailto:ipd@unm.edu)) or Bernadette Bach ([bbach@ped.state.nm.us](mailto:bbach@ped.state.nm.us)) for assistance.

**4. What is the general time frame for submitting administrative reviews?**

Currently there is no set deadline for submitting administrative reviews, however, the sooner you are able to complete the review, the better, as teachers' scores are scheduled to be released on specific dates throughout the year.

**5. A teacher recently informed me that I need to submit scores for both Strands D and E of his/her dossier, but the submission period is now over. How do I submit this review?**

Because the submission period has passed, you will not be able to enter scores for Strands D and E online. Please contact the Institute for Professional Development at [ipd@unm.edu](mailto:ipd@unm.edu) so that you may obtain a copy of the original administrative review form along with further information regarding the completion of this process.

**6. I am a superintendent. After I login, I am seeing administrators listed that should not have access to dossiers in my district. What should I do?**

Please contact our HelpDesk at [pddhelp@visionlink.org](mailto:pddhelp@visionlink.org) with a list of names which you believe to be incorrectly associated with your district.

**7. How do I know if my review for a dossier was completed/submitted?**

After logging into your account, access the dossier for which you would like to confirm the completion of Strands D/E. On the newly opened page, locate the "Admin Review" column, and you should see another green checkmark with the current session number listed. If you see a paper icon instead of a checkmark, then the review was not completed. If you would like, you may also contact our HelpDesk at [pddhelp@visionlink.org](mailto:pddhelp@visionlink.org) for verification of your administrative review submission.