State Exchange of Education Data

NC SEED Administrator’s User Manual

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# Revision History

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SEED Application Overview

The State Exchange of Education Data (SEED), formerly known as Southeast Education Data Exchange (SEED), enables participants to track and share information for K12 transfer students who cross state lines. Collaboration among participating states enables students’ data to follow them across state lines. The application goals for participating states are two-fold:

- Validate K12 student mobility within the region. Detecting that a student has moved to another state has the potential to reduce a state’s dropout rate.
- Ensure that a K12 student’s longitudinal data is transferred from one state to another when the student transfers within the region. The amount of data shared, in terms of years and content, is determined by individual participating States. (Note: North Carolina is currently sharing LEA Directory, School Directory, Student Identity, Student Demographics and Student Contact, with participating states.)

When these goals are met, participating States realize three primary benefits:

- Improved continuity of services for regional K12 transfer students
- Enhanced accuracy of K12 graduation and drop-out rate calculations
- Contribute to other efforts aimed at ensuring all K12 students graduate from high school ready for a career and/or a postsecondary course of study

The Georgia Department of Education has developed, operates, and maintains a centralized point of exchange (HUB) for routing requests and responses for information related to transfer of students across state lines for states participating in SEED.

The charter states that participated in this project include Alabama, Colorado, Florida, Georgia*, Kentucky*, North Carolina*, Oklahoma, and South Carolina.

* Pilot State
Introduction

Overview

The purpose of this NC SEED Administrator’s User Manual is to identify features of the two components used in managing the NC SEED Users and NC SEED User Roles – the IdP (Identity Profile) and the Profile Manager – and to provide instructions to NC SEED Administrators on how to navigate and use the two components.

The IdP is a component that resides within each state and is managed by each state that is a member of the SEED consortium. It allows participating states to create and manage organizations, user roles and users. It also provides a link to the Profile Manager, where further refinement of user roles is enabled. Some states may choose to provide their own IdP solution (through their own state portal or other application). North Carolina uses the IdP solution provided by the State of Georgia.

The NC IdP allows a NC Super Administrator to perform the following tasks:
- Create organizations for North Carolina in the IdP
- Create the NC State Administrators and assign them to an organization and to a role (NC State Administrators are assigned to role ‘S5U’, which is included in the IdP)

The NC IdP allows a NC State Administrator to perform the following tasks:
- Create State roles for North Carolina in the IdP
- Create NC State Users and NC District Administrators and assign them to an organization and to a role. (NC District Administrators are assigned to the role ‘D5U’, which is included in the IdP.)
- Unlock state and district user accounts
- Link to the Profile Manager to perform the following tasks:
  - Create the North Carolina roles in the Profile Manager (Role)
  - Permit/Restrict role creation in Profile Manager (Role)
  - Configure which sections of the Student Record are visible for each North Carolina role (Role/Matrix)
  - Permit/Restrict district user student search within NC (Role)
  - Define the categories of data that NC is publishing to all states participating in the SEED project (Publish Category)
  - Define the categories that can be viewed by NC state level users when searching NC data (Accessible Category)
The NC IdP allows a NC District Administrator to perform the following tasks:
- Create a role for their NC District Users
- Create NC District users and assign to them their district user role

Note: Only the NC State Administrator role requires performing functions in the Profile Manager. The NC District Administrator role does not require access to the Profile Manager under any condition.

**Intended Audience**

This document is intended for use by NC Administrators (NC Super User, NC State Administrators, and NC District Administrators).
Accessing the Application

The IdP

To access the NC IdP and Profile Manager components, click on the URL link below or copy the URL and paste it into your preferred web browser (Internet Explorer, Mozilla Firefox, and Google Chrome).

- URL: [https://ncidp.seedx.org/Account/login.aspx](https://ncidp.seedx.org/Account/login.aspx)

When the URL link is accessed in a web browser, the NC IdP is launched and the SEED Login page is displayed. Depending on the user’s role, the SEED Login page is a gateway to the IdP User Management and Role Management functions, the Profile Manager, and the SEED Search application.

Note: Upon installation of the SEED IdP in North Carolina, there is one user account, the NC Super Administrator and two roles – the State Administrator Role (S5U) and the District Administrator Role (D5U). Initially, the NC Super Administrator is the only user to have access to the SEED IdP. The NC Super Administrator is responsible for creating NC Organizations and NC State Administrators. The NC Super Administrator assigns the State Administrator role and an organization to the NC State Administrators that he/she creates.

Other than the NC Super Administrator, a user must first request a SEED User Account from their NC Administrator in order to access the SEED application. For State level users and District
Administrators, the SEED Administrator is the NC State Administrator; for District level users, the SEED Administrator is the NC District Administrator (assigned per district).
Logging into the SEED Application

NC District Administrators are provisioned by the NC State Administrator(s). A NC District Administrator can log into the NC SEED IdP after receiving an email from ‘donotreply@doe.k12.ga.us’ with the subject line ‘Your SEED Account has been created’. The body of the email will provide a link to the SEED application and a temporary password.

Click on the link in the body of the email to launch the SEED application or paste the link (URL: https://ncidp.seedx.org/Account/Login.aspx) into your preferred web browser (Internet Explorer, Mozilla Firefox, Google Chrome).

To log into the SEED application, the user enters his/her email address and a password. If this is the first time logging into the SEED application, use the temporary password that was provided in the ‘User Account Created’ email notification. Provided that the email address and temporary password were entered correctly, you will be prompted to change your password.

Proceed to change your password. Upon successful completion of changing your password, you will be directed to continue to the SEED Login Page. Log into the SEED application using your new password.

Please see the “NC SEED User Manual” for more instructions on logging into the SEED application.
Super Administrator Functions

When a NC Super Administrator logs into the SEED application, he/she will be presented with the SEED Dashboard. The NC Super Administrator’s Dashboard provides access to:

- Organization Management functions (IdP)
- User Management functions (IdP)

The NC Super Administrator has the ability to manage Organizations and Users (NC State Administrators with Role = S5Us).

To access the Organization Management module, click on either the link or the Org Management tab on the SEED Dashboard.

To access the User Management module, click on either the link or the User Management tab on the SEED Dashboard.
Organization Management

By default, the SEED application provides ONE state level organization for each state. This organization can be updated, but cannot be deleted. The Organization Management page lists current organization details such as Organization code, Name, Description, Role Count (the number of roles associated with this organization). From this web page the NC Super Administrator may add an organization, edit all organizations and delete only those organizations that the NC Super Administrator created.

To the far right of each organization is the ability to Edit or Delete an organization. An organization can be deleted only when there are no roles associated with the organization (Role Count in Organization = 0).

Note that the “NC” organization cannot be deleted because it does not have the Delete button associated with it.
When adding or editing an organization, all the fields on the Organization form (Organization code, Organization name, and Organization description) are mandatory as denoted by (*). Click the Submit button to save changes. The “Information saved successfully” is displayed.

To navigate back to the organization list use the Back to Organization list button.

The NC Super Administrator can choose to delete an organization that has “Role Count = 0”. The SEED Application will ask for confirmation before the organization is deleted.
To add a new organization, click on the Add New Organization button provided on top left of the dashboard. A blank form for creating an organization is displayed.

![Super Administrator – Add Organization](image)

**User Management**

The NC Super Administrator can create one or more NC State Administrator users. The User Management page lists current NC State Administrator user details, such as: First Name, Last Name, Email, Role (SSU for NC State Administrators), Organization Name, Is Active (Yes or No) and Is Locked? (Yes or No). From this web page the NC Super Administrator may add a State Administrator’s account.

Currently, the NC Super Administrator cannot modify or delete the NC State Administrator data once it has been created. To modify or delete a NC State Administrator’s data, the NC Super Administrator must contact the Georgia Department of Education’s SEED Technical Team. The GA SEED Technical Team will modify the data according to the NC Super Administrator’s request.
To add a new user, click on the **Add New User** button provided on top left of the dashboard. A blank form for creating a user is displayed.

When adding a user, mandatory fields are denoted by (*). Click the **Submit** button to save changes. The “Information saved successfully” is displayed.

To navigate back to the user list use the **Back to User list** button.
Note: The **Organization** dropdown will only list the STATE level organizations as NC State Administrators are being added. Within the SEED application, NC State Administrators are identified as SSU, hence the Role = SSU.

Upon completion of adding a new user, the SEED application will send the new user an email containing a link to the SEED application and a temporary password. Therefore, it is imperative that the email address entered for the new user is a valid email address that the new user can access.

The email notification includes information on where to log in to SEED and a temporary password. The email format (example) is shown here:

```
Dear [UserName],

Your seed account has been created. Please use the below temporary password to login.

Temporary password: [Temporary Password]

Please login using the link given /Login.aspx.

You may need to copy and paste this link into your browser window in order for it to work correctly.
```

**New User – Email message sample**

Note: The email might take up to 15 minutes to be received by user. If the user has not received the email after 15 minutes, advise them to check their SPAM folder.
State Administrator Functions

NC State Administrators are provisioned by the NC Super Administrator. A NC State Administrator can log into the SEED IdP after receiving the “account created” email notification that contains a temporary password and a link to the SEED application. The first time the NC State Administrator user logs into SEED, he/she will be prompted to change the password. Henceforth, upon logging into SEED he/she will be presented with the SEED Dashboard. The NC State Administrator SEED Dashboard provides access to:

- Role Management functions (IdP)
- User Management functions (IdP)
- Profile Manager functions
- SEED Search

The NC State Administrator is responsible for the following tasks in the IdP:

1. In Role Management, create the state’s State User role. This is done once.
2. In User Management, create the NC State Users and assign to them the statewide organization and the State User role created in Task #1. This task is done for each State level user requiring access to the SEED application.
3. In User Management, create the NC District Administrators and assign to them the appropriate district organization and the District Administrator role (DSU) that is included in the installation of the IdP.

If a NC State User’s user account or a NC District Administrator’s user account requires a change or the account is no longer active, the NC State Administrator may change the account, inactivate the account, or delete the account. The NC State Administrator can unlock locked accounts.
Role Management

To access the Role Management module, click on either the link or the Role Management tab on the SEED Dashboard. If the NC State Administrator had previously created roles in the Role Management module, they will be listed as in the following example. The list includes:

- Role Name (NC State Administrator creates one role only for all of the State Users)
- Role Description
- Org Code (Organization Code created only by the NC Super Administrator)
- Organization Name
- User Count in Role

To the far right of each role is the ability to Edit or Delete a role. A role can be deleted only when there are no users associated with the role (User Count in Role = 0).

To create a new role, click on the Create New Role button. A blank form for creating a role is displayed.
Enter a Role Name and Role Description for the new role and click the Submit button. NC State Administrators are not given a choice for organization. The organization will default to the organization that was set up for the NC State Administrator by the NC Super Administrator. (If more than one organization is listed in the Organization dropdown, please contact the NC Super Administrator as this is an error that needs to be corrected.)

Fields denoted by * are mandatory. Click the Submit button to save the role. You can return to previous screen clicking the Back to Role List button. After submitting the new role, the SEED application displays the message ‘Information saved successfully.’

To view the new role, click on the Back to Role List button. The new role is added to the list of roles created by this NC District Administrator. Note that the User Count in Role is zero, because no users have been assigned this new role.

As a final step to role management, the NC State Administrator must add the new role to the Profile Manager. Failure to add the new role to the Profile Manager will prevent users assigned to the new role from using the SEED Search functions. See Profile Manager – Role Management for steps on how to add a new role to the Profile Manager.
User Management

To access the User Management module, click on either the link or the User Management tab on the SEED Dashboard. If the NC State Administrator had previously created NC State Users or NC District Administrators in the User Management module, they will be listed as in the following example. In addition, the NC State Administrator will see all SEED users in North Carolina. However, the NC State Administrator may edit or delete only those users created by the NC State Administrator.

The NC State Administrator may filter the list of users by Organization, Role, Active status and Locked status.

The user list includes:

- First Name
- Last Name
- Email
- Role
- Organization Name
- Is Active
- Is Locked?
To the far right of each user that was created by a NC State Administrator is the ability to Edit or Delete the user. If a user account is locked, as indicated by the icon, the NC State Administrator can unlock the account by clicking on the lock icon.

To create a new NC State User or NC District Administrator, click on the Create New User button. A blank form for creating a user is displayed.
Enter the required information (First Name, Last Name, Email) and any optional information (Middle Name, Title, Location, Is Active). Fields denoted by * are mandatory.

When creating a NC State Administrator, select the “NC – All Districts” organization. The Role will default to “State User” which is the correct role for a State level user.

When creating a NC District Administrator, select the district associated with the user. The Role will default to “DSU” which is the correct role for a District Administrator.

Click the Submit button to add the new user. After submitting the new user, the SEED application displays the message ‘Information saved successfully.’

To view the new user, click on the Back to User List button. The new user is added to the list of users.

Upon completion of adding a new user, the SEED application will send the new user an email containing a link to the SEED application and a temporary password. Therefore, it is imperative that the email address entered for the new user is a valid email address that the new user can access.

If a NC State User or NC District Administrator logs into SEED and attempts to access the SEED Search module and they get an error message telling them that their access to SEED has been denied because their role has not been set up in the Profile Manager, then either the NC District
Administrator did not create the ‘District User’ role correctly or the NC State Administrator did not add the role to the Profile Manager.

Message to User Denying Access to SEED Search
Profile Manager Functions – State Administrator Only

For North Carolina, the functions accessible in the Profile Manager are restricted to the NC State Administrator. The NC State Administrator is responsible for identifying the student data categories that the State of North Carolina publishes for other states to see and the data categories that are accessible to State and District level users. Even though a NC District Administrator can navigate through the Profile Manager screens, settings made by the NC State Administrator cannot be overwritten by a NC District Administrator.

To access the Profile Manager module on the SEED Hub, click on either the link or the tab called ‘Profile Manager’. The Profile Manager opens in a new browser window. The Publish Category tab is the default view; however, a NC State Administrator may access the Accessible Category tab, the Role tab or the Role/Category Matrix tab by clicking on the desired function.

Publish Category

![SEED Profile Manager](image)

**State Administrator – Profile Manager Publish Category**

**IMPORTANT:** Only the NC State Administrator may change the publish settings.

The Publish Category function enables the NC State Administrator to determine which categories of student data will be shared with participating states, including NC state level users. The Publish Category tab lists the student data by Section and Section Description. For each Section that is listed, there is the Publish ? checkbox that indicates whether or not the section is published to participating states. If the checkbox is checked, then the data associated with that Section may be
shared with participating states. If the checkbox is not checked, then the data associated with that Section may not be shared with participating states.

In the above example, Contact, Demographic, Enrollment and Identity Sections are shared with NC State users and user from other states, but Academic Record, Assessment, Discipline, Parent Guardian, and Program Sections are not shared with NC State users and users from other states.

To publish a Section, check the corresponding checkbox; unchecking the checkbox will remove the Section from publication. Click the Save Settings button to save changes.

**Accessible Category**

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
<th>Accessible Within State?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Record</td>
<td>Information about the student's Courses, Grade, Credit earned in a school.</td>
<td>✓</td>
</tr>
<tr>
<td>Assessment</td>
<td>Details about student's various assessments.</td>
<td>✓</td>
</tr>
<tr>
<td>Contact</td>
<td>Student's contact address.</td>
<td>✓</td>
</tr>
<tr>
<td>Demographic</td>
<td>Details about Student, Gender, DOB, 8th Country &amp; State, Ethnicity.</td>
<td>✓</td>
</tr>
<tr>
<td>Discipline</td>
<td>Any discipline information available for the student.</td>
<td>✓</td>
</tr>
<tr>
<td>Enrollment</td>
<td>Enrollment History for the student.</td>
<td>✓</td>
</tr>
<tr>
<td>Identity</td>
<td>Unique student identifier information like SSN, First Name, MI and Last Name.</td>
<td>✓</td>
</tr>
<tr>
<td>Parent Guardian</td>
<td>Parent Information for the student.</td>
<td>✓</td>
</tr>
<tr>
<td>Program</td>
<td>Details about student program information.</td>
<td>✓</td>
</tr>
</tbody>
</table>

**State Administrator – Profile Manager Accessible Category**

**IMPORTANT:** Only the NC State Administrator may change the accessibility settings.

The Accessible Category function enables the NC State Administrator to determine which categories of NC student data will be accessible to users within North Carolina (intra-state searches). Like the Publish Category tab, the Accessible Category tab lists the student categories by Section and Section Description. For each Section that is listed, there is the Accessible Within State? checkbox that indicates whether or not the section is accessible to NC users within North Carolina. If the checkbox is checked, then the NC student data associated with that Section is accessible to NC users within North Carolina. If the checkbox is not checked, then the data associated with that Section may not be accessible to NC users within North Carolina.

In the above example, all sections are accessible to NC users within North Carolina.
To make a Section accessible, check the corresponding checkbox; unchecking the checkbox will remove the Section from accessibility. Click the **Save Settings** button to save changes.

**Role Management**

![State Administrator – Profile Manager Role Management](image)

**IMPORTANT:** Only the NC State Administrator may change the role settings.

The Role function enables the NC State Administrator to manage SEED roles by providing a list of current roles within the Profile Manager. The list includes:

- Role
- Description
- Can Search Own State

To the far right of each role is the ability to Edit or Delete a role in the Profile Manager (not in the IdP).

The Role function also enables the NC State Administrator to set district level permissions on role creation and NC search access within the SEED. In the upper left corner of the **Role Management** page there are two checkboxes that allow the NC State Administrator to set role creation permission and NC search access for district level users. An executive decision was made at the state level, that district level users, including NC District Administrators, would not be allowed to create roles within the Profile Manager and they would not be able to search for students within the State of NC. Both checkboxes are unchecked, supporting the decision. In addition, the **Can Search Own State** checkbox in the Role list is unchecked for district level users (see Roles DU and D5U).
When the NC State Administrator adds a role to SEED in the IdP (see NC State Administrator Functions, Role Management), it is imperative that the new role be added to the Profile Manager; otherwise, any user assigned to the new role will not be able to search for students within SEED. Once the role is added to the Profile Manager, the users assigned the new role will be able to search for students within SEED.

To add a role to the Profile Manager, click on the Create New Role button. A blank form for creating a new role in the Profile Manager is displayed.

Enter Role Name and Role Description. For state level roles, check the Can Search Within State checkbox. Do not check the Can Search Within State checkbox if the role is for a district level user, including district administrators. Only state level users may search for students within NC.

Click the Save Role button to add the new role. After submitting the new user, the SEED application displays the message ‘Data has been saved successfully.’
Here is an example of a state level role in the Profile Manager. Note that the Can Search Within State checkbox is checked.

State Administrator – Profile Manager – State Level Role

Here is an example of a district level role in the Profile Manager. Note that the Can Search Within State checkbox is unchecked.

State Administrator – Profile Manager – District Level Role
Role/Category Matrix

**IMPORTANT:** Only the NC State Administrator may make changes to the Role/Category matrix.

The Role/Category matrix enables the NC State Administrator to manage what NC users may search within the State of North Carolina. This is determined at the “role” level. Each NC role in the Profile Manager is listed down the left side of the matrix under the heading Role Name. The “accessible” student sections are the headings across the top of the matrix. At each intersection of a role and a student section is a checkbox. To allow a NC user role to have access to a NC student section, check the checkbox. To disallow a NC user role to have access to a NC student section, uncheck the checkbox. Since district level users are not permitted to see NC student data within the SEED application, only the state level user roles need to be provisioned in this matrix. (District level users will use the PowerSchool application to view NC student level data.) Complete the provisioning for state level user roles (S5U and SU) and click the **Submit** button to save settings.
District Administrator Functions

When a NC District Administrator logs into the SEED application, he/she will be presented with the SEED Dashboard. The SEED Dashboard provides access to:

- User Management functions
- Role Management functions
- Profile Manager functions (NC District Administrators do not access the Profile Manager to complete their tasks)
- SEED Search

The NC District Administrator is responsible for two tasks.
1. Create the district’s District User role (this is done once)
2. Create the NC District Users in their district and assign to them the role created in Task #1. This task is done for each district user requiring access to the SEED application.

If a NC District User’s user account requires a change or the account is no longer active, the NC District Administrator may change the account, inactivate the account, or delete the account. The NC District Administrator can unlock locked District User accounts within their district.
Role Management

To access the **Role Management** module, click on either the link or the **Role Management** tab on the SEED Dashboard. If the NC District Administrator had previously created roles in the Role Management module, they will be listed as in the following example. The list includes:

- Role Name (NC District Administrator creates one role **only** for all of their District Users)
- Role Description
- Org Code (Organization Code created only by the NC Super Administrator)
- Organization Name
- User Count in Role

To the far right of each role is the ability to Edit or Delete a role. A role can be deleted only when there are no users associated with the role (**User Count in Role** = 0).

To create a new role, click on the **Create New Role** button. A blank form for creating a role is displayed.
Enter a **Role Name** and **Role Description** for the new role and click the **Submit** button. NC District Administrators are **not** given a choice for organization. The organization will default to the organization that was set up for the NC District Administrator by the NC State Administrator. (If more than one organization is listed in the **Organization** dropdown, please contact the NC State Administrator as this is an error that needs to be corrected.)

Fields denoted by * are mandatory. Click the **Submit** button to save the role. You can return to previous screen clicking the **Back to Role List** button. After submitting the new role, the SEED application displays the message ‘**Information saved successfully.**’
An NC District Administrator will create one role **only** for all of their District Users. The Role Name must be the District Number + the text string ‘DU’. For example, if you are the NC District Administrator for Charlotte-Mecklenburg County, the Role Name is ‘600DU’ (without the apostrophes). If you are the NC District Administrator for East Wake Academy, the Role Name is ‘92GDU’ (without the apostrophes).

The appropriate description for the role examples above would be Charlotte-Mecklenburg and East Wake Academy.

If a District User logs into SEED and attempts to access the SEED Search module and they get an error message telling them that their access to SEED has been denied because their role has not been set up in the Profile Manager, then either the NC District Administrator did not create the ‘District User’ role correctly or the NC State Administrator did not add the role to the Profile Manager.

![Message to User Denying Access to SEED Search](image)

After submitting the new role, the SEED application displays the message **‘Information saved successfully.’**
To view the new role, click on the Back to Role List button. The new role is added to the list of roles created by this NC District Administrator. Note that the User Count in Role is zero, because no users have been assigned this new role.
User Management

To access the User Management module, click on either the link or the User Management tab on the SEED Dashboard. If the NC District Administrator had previously created NC District Users in the User Management module, they will be listed as in the following example. The list includes:

- First Name
- Last Name
- Email
- Role
- Org Name
- Is Active
- Is Locked?

To the far right of each user is the ability to Edit or Delete a user. NC District Administrators can create district users only for the districts/organization to which they are assigned. If a user account is locked, as indicated by the icon, the NC State Administrator can unlock the account by clicking on the lock icon.
To create a new NC District User, click on the **Create New User** button. A blank form for creating a user is displayed.

**District Administrator – User Management**

**District Administrator – Add User**
Enter the required information (First Name, Last Name, Email) and any optional information (Middle Name, Title, Location, Is Active). Fields denoted by * are mandatory.

For NC District Administrators, only one Organization and one Role will be available for selection. This is because the organization is restricted to the NC District Administrator’s district and there should be only one role that the NC District Administrator created for their NC District Users.

Click the Submit button to add the new user. After submitting the new user, the SEED application displays the message ‘Information saved successfully.’

To view the new NC District User, click on the Back to User List button. The new user is added to the list of users created by the NC District Administrator.

Upon completion of adding a new user, the SEED application will send the new user an email containing a link to the SEED application and a temporary password. Therefore, it is imperative that the email address entered for the new user is a valid email address that the new user can access.

If a NC District User attempts to access the SEED Search module and they get an error message telling them that their access to SEED has been denied because their role has not been set up in the Profile Manager, then either the NC District Administrator did not create the ‘District User’ role correctly or the NC State Administrator did not add the role to the Profile Manager.
SEED Application Support Contact

Please report any issues with the SEED application to the appropriate support person.

**District Users**
- Contact your LEA/Charter SEED District Administrator for assistance with the following:
  - Request for access to SEED
  - Update your account information
  - Unlock your account
  - Training request / information

**District Administrators**
- Contact the NC DPI Help Desk at 919-807-4357 (HELP) or by sending an email to dpi.incidents@its.nc.gov for assistance with the following:
  - Update your account information
  - Unlock your account
- Email the completed SEED Account Maintenance form to the contact found on the top of the form next to ‘RETURN TO:’ to add/delete/revoke/resume a SEED District Administrator account. The contact information is also listed on the SEED registration page (http://www.ncpublicschools.org/data/seed/account/).
- Email the NC SEED State Administrator at SEED-Info@dpi.nc.gov for questions regarding training.

**State Users**
- Contact the SEED State Administrator by sending an email to SEED-Info@dpi.nc.gov for the following:
  - Update your account information
  - Unlock your account
  - Request for access to SEED
  - Training request / information

**SEED General Questions or Comments**
If you have any questions or comments about State Exchange of Education Data (SEED), email the NC SEED State Administrator at SEED-Info@dpi.nc.gov.
If the issue still cannot be resolved, the NC SEED State Administrator will contact the Georgia Department of Education’s SEED Technical Team.