How to Log-in to the IPI Portal

STEP 1. Click the link to the portal or type into the window: https://ipi.tnk12.gov. Enter your log-in and temporary password. Temporary passwords last for 90 days.

STEP 2. Update with a strong new password. After this, be sure to add information to your account to help with future password recovery. Set up at least one of the authentication methods.
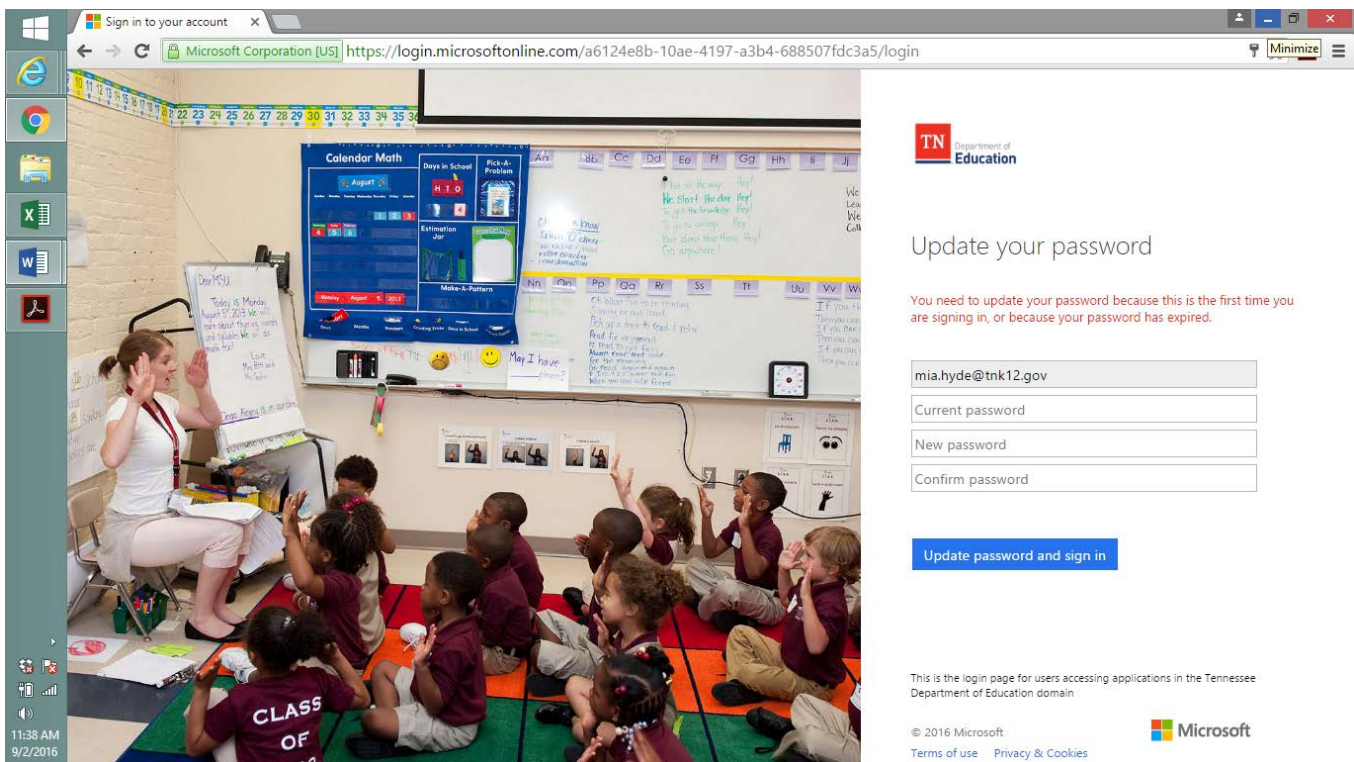
IPI Portal Issues FAQ

- Issue: **The link is not working.**
  - What to try: Try copying and pasting this link into the window: https://ipi.tnk12.gov. If that does not work, try using a different internet browser. For example, if you have used Internet Explorer, try using Firefox or Chrome instead.

- Issue: **My log-in or password is not working.**
  - Try a different internet browser. If you are using Internet Explorer, try Firefox or Chrome.
  - Check the capitalization of your password.
  - Try typing your username in if you copied and pasted, or try copying and pasting directly from email.
  - Check if you are logged in using a different account – your browser may be storing credentials. This may happen if you are using a shared computer. Try opening a private browser (see screenshots on right).
    - Once you login for the first time, you will be prompted to change your password and set up an authentication password.

- Issue: **I forgot my password**.
  - Because you have set up your account, changed your password, and set up at least one authentication method, simply click "Can't access your account?"

- Issue: **Some of the teachers listed are not teaching in my school in 2016-17.**
  - Suggested partnerships are based on rosters available in TNCompass. If you would like a teacher added so that you can manually pair them, email Laura.Booker@tn.gov.

- Issue: **I do not see matches for the correct school.**
  - Email Laura.Booker@tn.gov with the name of the school whose matches you should be seeing instead.

- Issue: **The matches are not showing up.**
  - A message may appear that says, "The script on this page may be busy, or it may have stopped responding. You can open the script in the debugger or let the script continue." Note that some schools have large amounts of data. Hit "Continue." It is normal for schools with large numbers of pairs to take time to load. Thanks for your patience.