

Renaissance® Data Integration (RDI) Service - FAQ

Your district has purchased Renaissance's Data Integration Services. This means you'll no longer have to duplicate efforts by managing the same information in your Student Information System (SIS) and the Renaissance software. This also means you may have some questions about how RDI works and how it affects you. The following questions and answers should help.

Questions applicable to general staff (teachers, librarians, principals, etc.)

- **What is RDI and how does it impact my school?**

RDI is an automated process that will populate your student, staff, and class data into your Renaissance site by syncing directly with your SIS. This data integration occurs each evening. The RDI process greatly reduces your school's initial start-up time for Renaissance each year and, because there is a single source of data entry, it ensures data between your SIS and Renaissance is consistent.

- **What do I need to do for a successful RDI implementation?**

If you are a classroom teacher, librarian, principal, etc., you won't need to do anything. You can let RDI do the work for you.

- **What should I do if I can't find a student in the Renaissance software?**

If you are a user and cannot find a student in the software, it is important that you contact your Renaissance District Administrator for assistance. Generally, your Renaissance District Administrator is the lead technical contact at the district and will be the main contact with Renaissance for the data integration process. Your district will be able to direct you to your Renaissance District Administrator.

- **What about new students who come to my school during the school year? How are they added into the Renaissance software, and when can they start using Renaissance products?**

Because your SIS and Renaissance sync nightly through the RDI process, you do not have to enter students manually into the Renaissance software. The RDI process does the work for you. A newly added student in your SIS will become available in Renaissance Home® once the data integration has been processed, which occurs nightly. **In order to allow for student activation in your Renaissance site, it is important to wait at least one day before testing or assigning work to new students.**

- **Why am I no longer able to enter students or classes into the Renaissance software?**

If you find that you can no longer enter students or classes in the Renaissance software, your school or district may have enabled the Data Editing Restrictions in order to maintain a single source of student data entry via your SIS. This limits the kind of manual changes that can be made in your Renaissance site. Please contact your Renaissance District Administrator if you have further questions regarding these restrictions.

Questions applicable to Renaissance District Administrators only

- **What do I need to do for a successful RDI implementation?**

If you have been identified as the Renaissance District Administrator, you'll develop a one-on-one relationship with the Renaissance Systems Consultant dedicated to your school or district. Your consultant will assist you through every step of your RDI implementation. For information about your Renaissance Systems Consultant, email at rdisupport@renaissance.com or call 800-338-4204.

Additionally, it's important that you communicate with district staff who use Renaissance software. Make sure they know you are their main contact for questions about student rostering in Renaissance Home®.

- **Do I need to enter student state ID numbers in Renaissance Home?**

Renaissance highly encourages the use of student state IDs but they are not required, unless by your state. If your state requires student state ID numbers, they should be entered via your SIS and will transfer to your Renaissance site during the RDI process. Contact your state's Department of Education with additional questions regarding student state ID numbers.

- **What additional Renaissance resources are available for troubleshooting?**

Issue	Renaissance Department	Contact	Number
Capacity, new products, subscriptions	Sales or your Implementation Coordinator	support@renaissance.com	800.338.4204
Student, staff, class, or roster issues (missing/incorrect information)	RDI Support or your Systems Consultant	rdisupport@renaissance.com	800.461.3174
Username/Password issues			
Error on report or in application	Tech Support	LiveChat in Renaissance Home support@renaissance.com	800.338.4204
Product assignment	Tech Support	LiveChat in Renaissance Home answers@renaissance.com	800.338.4204
Finding information in Renaissance Home			
Hosted site issues (including speed or site down)	Tech Support Hosted Services		800.338.4204