

Frequently Asked Questions about IO Insights

(formerly Baseline Edge)

1.) **QUESTION:** I'm getting this error:

Login Failed

User example@example.k12.wi.us was not found in IO Insights.

ANSWER: There are several possible reasons.

- a) No scores that you are authorized to view have been entered.
- b) Scores that you are authorized to view HAVE been entered, but only very recently. Usually, scores will sync from PALS to Insights overnight.
- c) Division did not purchase the CESA Premier Package. The only WI districts that will be able to log into the tool are those that purchased the Premier package through the CESA/PALS Partnership which was \$7.25/student.

2.) **QUESTION:** I'm getting a blank screen when I enter IO Insights!

ANSWER: Please begin by logging out of Insights and PALS completely.

Next, please clear your internet browser's cache and cookies, and restart the browser.

Finally, log back into PALS at palsk8.com, and follow the link on your Administrative tab to access IO Insights.

3.) **QUESTION:** No data shows up when I select an assessment at the top!

ANSWER: Selecting an assessment adds a filter that you can use at the very bottom of the left-hand filter bar, and a sort option that you can select from on the top right.

Please see additional IO Insights resources at <https://palsresource.info/> for details.