How to Create and Manage TSDS Web Service Accounts in TEAL

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Create and Manage TSDS Web Services Accounts

Document History

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1 Introduction to the Service Account Manager (SAM)

The Texas Student Data System (TSDS) uses web services for Unique ID and for the Data Transmission Utility (DTU). For security purposes, it is necessary to authenticate each web service with a user name and password. Each district, charter school, or other user organization must set up at least one service account for each web service used. There are two steps to this process:

1. The first step is to set up at least one user within the organization as a Service Account Manager. To be set up, the user must submit a request in TEAL and it must be approved by the primary (or alternate) approver for the organization. (Once this approval occurs, the user can manage all service accounts within the organization.)

2. After the request for the Service Account Manager is set up, that user must log on to TEAL and request a new service account. In this step, the Service Account Manager indicates which web service will use the account. Once this request is approved, a web service user name and password is generated. These credentials must be entered in an application in order for it to be able to use the web service. Service account passwords expire after one year. Service Account Managers receive notification thirty days in advance of the expiration of a password.
2 Request Service Account Manager Status

After logging into TEAL, follow these steps to request Service Account Manager status:

1. Click Edit My Profile.

2. At the bottom of the page, click the Service Account Manager Status link.
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3. Click **Request Service Account Manager Status**.

4. When the Service Account Manager Details popup is displayed, enter the Organization for which you are requesting Service Account Manager status and click **Submit**.
A confirmation message is displayed:
3 Approve or Reject Service Account Manager Requests (Organization's Primary /Alternate Approver)

**IMPORTANT:** Service Account Manager status and Service Accounts are approved at the Primary Organization (district or charter school) level only. TEA does not provide a secondary level of review or approval for these accounts. Since the status is attached to a user's TEAL identity, it can be revoked only by the user himself/herself, or by Computer Access at TEA (computer.access@tea.state.tx.us).

Once a user enters a request for the Service Account Manager, the Organization Approver (district superintendent, for example) receives an email indicating Service Account Manager status and must act upon the request:

![Email example](image)

To approve or reject the request, perform the following steps:

1. Log in to TEAL and click on pending activities.
When the list of pending activities is displayed, click on the request and review the Item Details section.

2. To approve the request, click Approve. To reject the request, click Reject.

   a. If the request is approved, the user receives an automated email as illustrated below:
b. If the request is rejected, the user receives an automated, as illustrated below:

```
From: TEAdmlAdmin@tea.state.tx.us
To: EJodge,Michele
CC:
Subject: TEA - Service Account Manager Access Request Denied

Your request for Service Account Manager Access for pearland three has been denied by the following approver with the explanation:

Pearland Primary: not needed

IMPORTANT: If you did not request to have your login profile changed, please contact TEA Computer Access at computer.access@tea.state.tx.us.
```
4 Managing Service Accounts

A user with Service Account Manager status can manage TSDS web service accounts for the organization. This functionality includes the ability to request new service accounts, reset passwords associated with a service account (required yearly), and the ability to delete a service account.

To perform these functions, the user must:

1. Log in to TEAL and click **Manage Service Accounts**.

The **Manage Service Accounts** tab is displayed, as illustrated below. (In the sample screenshot below, no service accounts have been set up.) From this tab, users can request new service accounts (see next section), reset passwords, or delete service accounts.
5 Request New Service Accounts (Service Account Manager)

In order for an organization to use a specific web service, a service account must be set up by the Service Account Manager. The service account provides user name and password credentials that can be entered into a web application via an administrative interface to enable the application to use the web service. For example, if a school district wants its Student Information System to use the Unique ID web service, then the Service Account Manager must set up a separate service account for the Unique ID web service. The request for a service account must be approved by the organization's Primary Approver (district Superintendent, for example) or Alternate Approver.

To request a service account, perform the following steps:

1. Log on to TEAL and click Request New Service Account.
2. Select the web service from the **Application** dropdown enter an Administration email address (optional) and click **Submit**:

![Image of web service selection](image)

3. A confirmation message indicates the request was successfully submitted, as illustrated below:

![Image of confirmation message](image)
6 Approve /Reject Service Account Requests (Primary Approver)

**IMPORTANT:** Service Account Manager status and Service Accounts are approved at the Primary organization (district or charter school) level only. TEA does not provide a secondary level of review or approval for these accounts.

Once the service account is requested, the Organization Approver receives an email and must act on the request:

To approve or reject the request, perform the following steps:

1. Log in to TEAL and click on pending activities.
2. In the list of pending activities, click on the service account request and review the **Item Details** associated with the request.

3. To approve the request, click **Approve**. To reject the request, click **Reject**.

   a. If the request is approved, the user who submitted the request receives two separate email notifications. One email includes the web service user ID, and the other includes the web service password, as illustrated below. These credentials are entered into web applications, such as the Student Information System, that use the web service.
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User name email:

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Password email:

---
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b. If the request is rejected, an email is sent to the requestor, as illustrated below:

![Email Example](image_url)
7 Reset a Service Account Password (Service Account Manager)

Any Service Account Manager can reset a password for any of the organization's TSDS web service accounts. To do this, perform the following steps:

1. Log in to TEAL and click Manage Service Accounts.
2. Check the checkbox next to the service account for which you want to reset the password and click Reset Password.
3. Click OK when the confirmation is displayed.

Note: When this action is performed, all service account managers for the organization receive an email with the new password for the web service. At the time that the password is changed, all
software applications that were using the previous password will not function until the new password is provided within the application.
8 Delete a Service Account

A Service Account Manager can delete any of the LEA’s service accounts. To do this, perform the following steps:

1. Log in to TEAL and click Manage Service Accounts.

2. Check the checkbox next to the service account you want to delete, and click Delete Service Account.

Click OK on the confirmation message.

Note: The requestor and all service account managers are notified by email when a service account is deleted. When a service account is deleted, any software application that is using the web service credentials associated with that service account will no longer be able to use the web service in its processing.
Revoke Service Account Manager Status

**IMPORTANT:** Only Computer Access at TEA, or the user with Service Account Manager status, can revoke that status. **If it is necessary for an LEA to terminate Service Account Manager status for a former employee or other user, the LEA Approver must contact Computer Access at computer.access@tea.state.tx.us.**

For a Service Account Manager to revoke his or her own status, perform the following steps:

1. Log in to TEAL and click **Edit My Profile.**

2. Click **Service Account Manager Status.**
3. **Click Revoke Selected Status.**

4. **Click OK** on the confirmation message.