

TEAL Help

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# Overview of the TEA Login Application

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The Texas Education Agency Login (TEAL) application is your access to TEA applications. This portal allows you to request secure access to TEA applications and to manage your user account information.

TEA applications provide access to student records, educator records, school financial data, and other information that must be kept secure from unauthorized access. Access to TEA applications must be authorized by TEA and protected to secure important data.

[Features](#)

[Roles in Obtaining Application Access](#)

[Approval Process](#)

## Features

TEAL has self-service features that allow you to do the following:

- Self-register for a TEA account
- Request application access
- View the status of requests
- Respond to requests submitted by other users, if you are an approver of requests
- Manage a profile of your identifying information
- Request and automatically receive a forgotten password
- Request and automatically receive a forgotten username
- Change your password
- Maintain and change security questions for use with requests for a forgotten password or username

## Roles in Obtaining Application Access

All access to TEA Web applications must be reviewed by at least two approvers. There are three roles involved in obtaining access to TEA applications protected by TEAL:

- **Requestor:** submits access requests for applications protected by TEAL. A Requestor could be a teacher, school administrator, education service center (ESC) staff member, administrative or technical staff member, TEA staff person, or any other member of the educational community.
- **Organization Approver:** provides the first line of approval for obtaining access to applications. An Organization Approver is a member of the requestor's organization who approves access to protected TEA applications that are used within that organization. An organization can have different types of approvers:

- **Primary Approvers** have the primary responsibility for approving requests for an organization. There can only be one Primary Approver for an organization.
- Users can submit requests to be **Alternate Approvers** to back up Primary Approvers. There can be more than one Alternate Approver for an organization.

**Note:** Alternate Approvers for independent school districts must submit school board meeting minutes that authorize delegation of Primary Approver authority to TEA's Computer Access team.

- Users can submit requests to be **Limited Approvers**, who may approve requests for access to specific applications for an organization.
- **Service Approver:** provides the second line of approval for obtaining access to a specific application. A Service Approver is the TEA owner of an application. At TEA there is usually more than one Service Approver for a particular application.

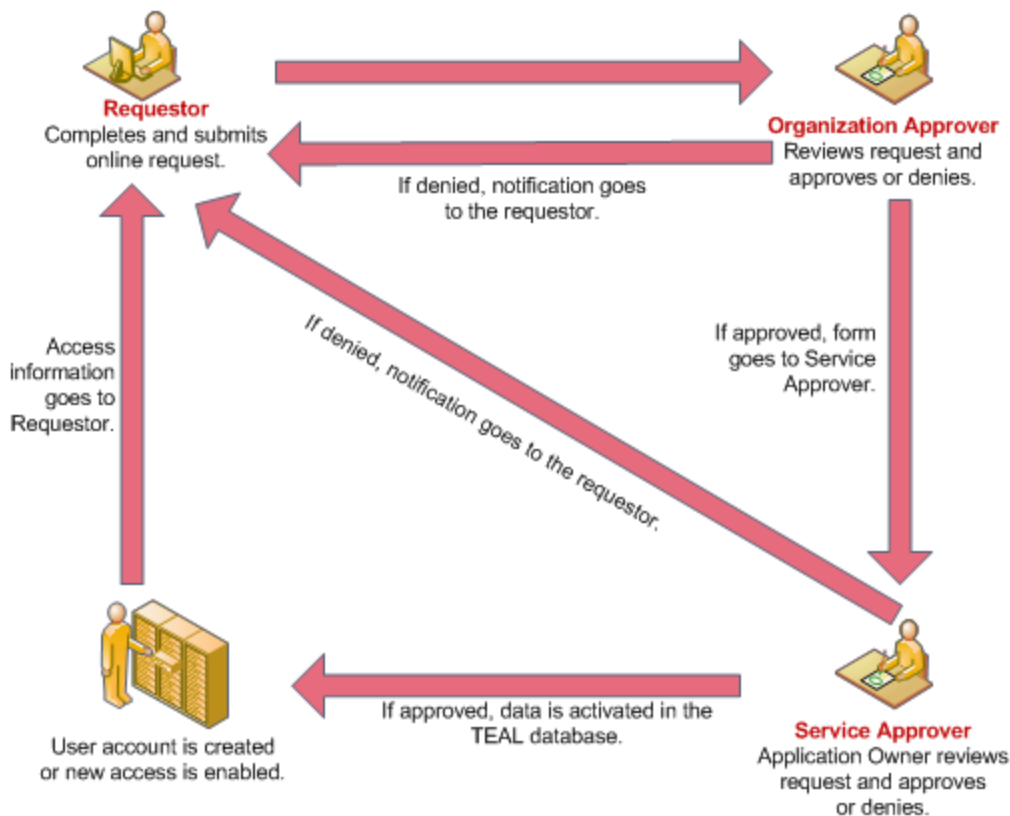
Users can submit requests to be backup service approvers to help support requests for access.

- **Service Account Manager Status:** for Texas Student Data System (TSDS) users only, provides access to create and manage service accounts for a data transfer utility (DTU) and some web services. These accounts are applied for and managed in TEAL *but do not provide access to TEAL applications*, just to the data transfer utility and the web services needed for TSDS. *They also follow [a different approval process than other requests](#).* See the topics in Managing TSDS Service Account Management Access in this Help system for more information.

**Note:** In addition to these roles, each application has its own roles and privileges to permit differing levels of access to information within that application. Consult the Help for your application for a description of those roles.

## Approval Process

When a state, district, or nonprofit employee or other user needs access to a TEA Web application protected by TEAL, the request that user submits is routed for verification and approval to the designated approver at the local organization. After approval, the request is routed to the TEA application owner for final approval.



## Processing an Application Request

Having a user name and password does not permit you to access an application until you have received approval to access that application. If you have not received approval for the application, you will not see the application in your **Applications** list when you log on with your ID. You must [request access to the application](#) and then wait until you receive approval notifications before attempting access. This topic provides an overview of the workflow process for application access request.

### The Process Workflow

This process workflow does not apply to approvals for Service Account Management Status or  
**Note:** for a service account. The service account workflow is explained in [Requesting a New Service Account](#).

After you submit a request for access to an application, a notification that your request has been received appears. The request is forwarded electronically to your organization approver for approval. This person is determined based on the organization type and number specified in the request. The basic steps that occur after a request are the following:

- Approval or denial of the request by your Organization Approver

- Routing of approved requests to the TEA Application Approver
- Final approval
- E-mail notification to affected individuals

The following provides a brief description of those steps.

1. The request is approved by the **Organization Approver** and routed to the Service Approver.

The **Organization Approver** role is usually filled by the head of your organization (such as the superintendent, division director, or executive director) or by their alternate. Some organizations may have designees for specific applications. The Alternate Organization Approver sees your request in his or her User Administration list. This person reviews the request online. If in agreement with a request, the approver approves it and it is forwarded to the TEA application owner. If not in agreement, the approver denies it and the requestor receives an e-mail explaining the reason for the denial.

**Note:** If the Alternate Approver does not respond to a request for access within five days, the software sends the request to the Primary Approver. If there is no response, the request is cancelled and a notification is sent to the person making the request.

The head of the organization may also initiate a request to modify or revoke access for an existing user.

**Note:** After sending an online request, you may want to contact the Alternate Approver to indicate you have entered a request. Your phone call or e-mail will serve as a reminder to check the system for new requests and may speed up request handling if your access requirement is urgent. An e-mail notification is sent to the approver when a request is entered by someone in his or her organization, but this notification is not sent until the early morning of the next day.

2. The request receives final approval.

If the Organization Approver approves the request, it is routed to the appropriate **Service Approver**, who reviews it online. If the request is approved, the electronic request is processed by the system. If the request is denied, the requestor receives an e-mail explaining the denial.

3. E-mail notifications are sent.

The system sends an e-mail notification to the person for whom access was requested in the following instances:

- When the Organization Approver denies a request without sending it on to TEA
- When the Service Approver approves or denies a request for access to a specific application. If you have requested access to several applications, each application is processed separately and a separate e-mail notification is sent for each application approval or denial.

In some cases, a request may be modified by the person who submits it, the TEA application owner, or TEAL Administrator. This may be necessary to correct minor errors such as typos or incomplete address information. If more extensive modifications are needed, the Organization Approver may deny the

request and ask the person who submitted the request to complete a new request to provide more accurate information.

## Processing Time Considerations

When you submit an online request for a user account or access to a TEA application, it will sometimes take several business days to process your request, depending upon the response to the approvals. While the Web-based technology speeds up the actual creation of user IDs and accounts, the normal day-to-day processing still requires a fair amount of involvement and time from the individuals who must review, verify, and approve the request. If you have not received your user account or access notifications within 10 business days of completing your request, contact your organization's Alternate or Primary Approver (usually the head of the organization) and ask that person to check the status of your request. This person will be able to review the tracking information to determine where the delay may be.

## Getting Access

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### Requesting a User ID

If you do not already have access to TEAL, you must request a user ID. If you already have an account, see [Requesting Access to an Application](#).


Follow these instructions to request an ID.

[Opening the Form](#)

[Completing User Information](#)

#### *Opening the Form*

1. Open a Web browser and go to the [TEAL login page](#).



# TEXAS EDUCATION AGENCY

## TEA Login (TEAL)

**NOTICE:** TEA Web Applications will not be available each Sunday morning from 5:00am to 2:00pm due to routine maintenance. Please do not access your applications during this time period. **You could lose data.**

Don't have an account? [Request New User Account](#)

Username:

Password:  [Show Password](#)

[Login](#)

To log in, type your username and password and then click "Login". Please refer to the [help documentation](#) for more information.

[Online User Training](#)

[Forgot your password?](#)  
[Forgot your username?](#)

**WARNING:** Unauthorized use of this system or its data is prohibited; usage may be subject to security testing and monitoring; misuse is subject to criminal prosecution; and users have no expectation of privacy except as otherwise provided by applicable privacy laws.

[TEA Home Page](#) | [Web Policy and Accessibility](#)

If you have any questions, please send email to TEAL Support at [TEAL.Support@tea.state.tx.us](mailto:TEAL.Support@tea.state.tx.us).  
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- Click [Request New User Account](#). The user registration page appears:

### Texas Education Agency

User and Access Management

TEA Login (TEAL) uses one user account for all application access. TEAL User access can handle multiple application accounts, each with its own organizational affiliation.

*Under normal circumstances, you only need to fill out this registration form once. If you have already completed this form but have not received an email with your username and password, please allow up to six hours for the processing to complete or check your junk/spam email folders for an email from [TEALAdmin@tea.state.tx.us](mailto:TEALAdmin@tea.state.tx.us).*

**TEA employees and contractors please note:** Your request must be approved by HR or your manager and this will add to the processing time.

\* First Name:

Middle Name:

\* Last Name:

Suffix:  Generational, Academic, Professional (Jr, PhD, CPA)

\* Email Address:  All notifications will be sent to this address.

\* Verify Email:

\* Birth Month:  The month of birth (1-12)

\* Birth Day:  The day of the month of birth (1-31)

\* Organization Type:  Select One... The user's organization type.

Job Title:

Phone Number:  May include area codes and extensions

Street Address:

City:

Country:  United States

State:  Texas

Zip or Postal Code:

[Submit](#) [Cancel](#)

## Completing the User Information

The following fields are required: **First Name, Last Name, Email Address, Verify Email, Birth Month, Birth Day, and Organization Type.**

Use the Tab key to move from one box to the next.

1. Type your first, last, and if you wish, middle name.
2. Type any suffix, such as Jr. or an academic or professional suffix.
3. Type your e-mail address. This address will receive all notification e-mails, including the user access information that you need to log in.

**Note:** Do not use a group e-mail address. The address you enter here will receive confidential information for accessing TEA applications. Using a group e-mail address could compromise security for your organization's confidential data.

4. Retype your e-mail address to verify that the address is correct.
5. Type your birth month and day. This information is used internally to help distinguish you from other users with the same first and last name and is not used for any other purpose.
6. Select the organization type that most closely matches yours from the list. If your organization type does not appear, select **None of the Above**. Depending upon your organization type, you may be asked to select your manager's name.
7. Type your job title.
8. Type your phone number.
9. Type your mailing address.
10. Check the information you provided to make sure it is correct.
11. Click **Submit**.
12. A message appears acknowledging your request. Click **Done**. The page redirects to the TEAL login page.

## Next Steps

Once you have received your account information, you can [log on](#) and request access to an application.

## Logging On and Off

After you receive your user name and password by e-mail, you can log in using a Web browser from any computer with Internet access.

## Logging On

Follow these steps to log on so that you can work in TEA applications:

1. Open a Web browser and go to [TEA Login page](#).

The TEA Login page appears:

2. Type the user name provided to you by e-mail in the Username box.
3. Type the password provided to you in another e-mail in the Password box. (If you would like to see your password so you can check it, hover your cursor over Show Password.)
4. Click Login.

## Signifying Assurances

When you log in for the first time, the following occurs:

- The system prompts you to change your password. Type and retype the new password in the boxes.

- A page of assurances appears. You must acknowledge these assurances to continue. The same assurances will appear at login every 30 days.

**Texas Education Agency**  
User and Access Management [Logout](#)

An assurance is required every 30 days.

In order to enter the TEA Portal, you must first agree to the security provisions detailed below.  
Please click on the "I Agree" button to indicate that you consent and wish to proceed or the "Cancel" button to return to the login page.

- The user understands that any user name and password assigned by TEA is to be considered private and confidential and that sharing usernames and/or passwords is prohibited.
- The user is responsible for any computer transactions performed as a result of access authorized through his username(s) and password(s).
- The user is responsible for changing his password if he suspects that it has been compromised.
- The user will not knowingly or intentionally enter any unauthorized data, or change any data without authorization.
- The user agrees to notify the TEA Computer Access Control when their job responsibilities no longer require access to the requested information, or they terminate employment with their current entity.
- The user understands that confidential information is any information that has the potential to identify a student, including aggregates with fewer than five members; social security numbers for students or staff; and e-mail addresses of members of the public.
- The user agrees that access to confidential data will be limited to the purpose intended by the application, and agrees to limit the data viewed to that necessary for that purpose.

Read the assurances and click **I Agree** to continue. If you do not wish to agree, click **Cancel**. However, you will be unable to access TEA applications that use TEAL.

### Selecting and Answering Security Questions

Next, you are prompted to select and supply the answers to three security questions.

**Applications** **My Accounts** **Change Password** **Edit Challenges**

Please choose three security questions from below and provide answers. These questions are required and will be used to recover your password if you forget or lose it. These answers are confidential and will not be used for any other purpose.

\* Question 1:

\* Question 1 Answer:

\* Question 2:

\* Question 2 Answer:

\* Question 3:

\* Question 3 Answer:

[Save Changes](#)

TEAL software uses three security questions to verify your access if you forget your password or user name. Each person must select three security questions and provide the answers to those questions. The answers to these questions are confidential, and a person will not be reviewing your request when you ask for your password. Be sure to note the exact form you use to answer them, because the computer needs the exact response. For example, suppose you use the question **In what city did you meet your spouse/significant other?** and type the answer Ft. Davis, Texas. If, when you forget your password, you type the answer Fort Davis, Texas, or Ft. Davis, TX, the computer will not recognize that answer as correct.

To complete each security question, do the following:

1. Select a question from the list.
2. Type the answer in the box, exactly as you mean to provide it.

**Note:** You must select and answer all three questions.

Once you are logged in, you can request access to an application, select an application to work in, change your password, and so on.

## Logging Off

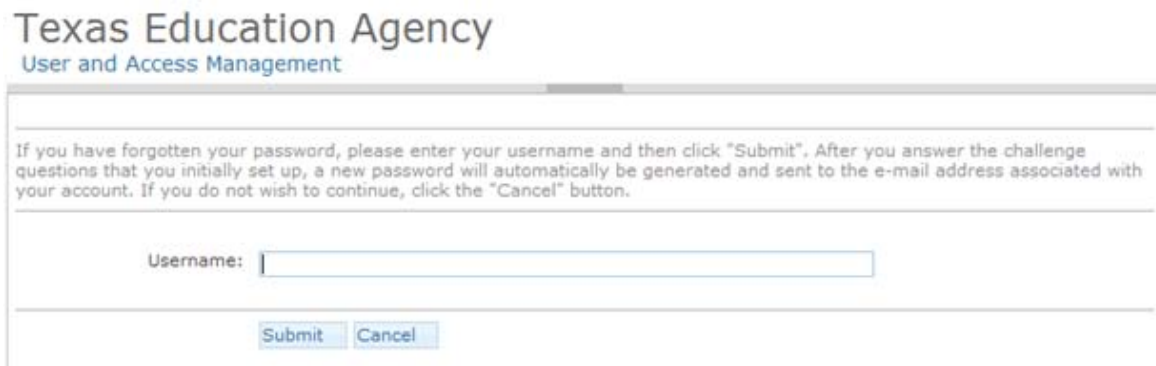
When you are finished working in an application, click **Exit** to exit the application.

Once you have exited the application, if you want to log off from the TEAL, click **Logout**.

## Getting a Password Reset

If you forget or lose your password, you can get it reset from the system. To do so, follow these instructions:

1. Open a Web browser and go to the [TEA Login page](#).
2. Click **Forgot your password?** directly below the boxed-in area. The **Forgot Password** page appears:



The screenshot shows the 'Texas Education Agency User and Access Management' page. It features a text box for 'Username:' and two buttons, 'Submit' and 'Cancel'. Above the text box, there is a paragraph of instructions: 'If you have forgotten your password, please enter your username and then click "Submit". After you answer the challenge questions that you initially set up, a new password will automatically be generated and sent to the e-mail address associated with your account. If you do not wish to continue, click the "Cancel" button.'

3. Type your user name.
4. Click **Submit**.

**Note:** A new password is sent to the e-mail address associated with your user ID. If you no longer receive e-mail at that address, contact TEA Computer Access and click **Cancel** to exit until you have a new address set up.

A new page appears containing the security questions that you selected when you set up your account. The following image shows some sample questions:

Please provide the answers to your security questions and then click "Submit". Once you have correctly answered the questions, a new password will be generated and e-mailed to you. If you do not wish to continue, click the "Cancel" button.

In what city did you meet your spouse/significant other?

Which foreign country would you like to visit?

What street did you live on in first grade?

Submit Cancel

5. Type the answers to all three questions. Remember that you must answer the questions exactly as you did when you set up your account.
6. Click **Submit**. If you answered the questions correctly, the information is submitted to TEA and an automatic e-mail is generated containing a new password, which you must change as soon as you log in again.

## Getting a User Name Reminder

If you forget your user name, you can ask for a reminder.

1. Open a Web browser and go to the [TEA Login page](#).
2. Click **Forgot your username?** directly below the boxed-in area. The **Forgot Username** page appears:

Texas Education Agency  
User and Access Management

If you have forgotten your username, please provide your e-mail address and then click "Submit". If your e-mail address exists in our system, the associated username will be e-mailed to that address. If you do not wish to continue, click the "Cancel" button.

Email Address:

Submit Cancel

3. Type your e-mail address. This address must be the same one associated with your user ID; otherwise, the system will not be able to identify your ID. If you no longer receive e-mail at that address, contact Computer Access and click **Cancel** to exit until you have a new address set up.

4. Click **Submit**. The system will send you your user name.

## Logging In to TEASE

If some of your applications are secured by TEAL and others are secured by the Texas Education Agency Secure Environment (TEASE), you can still use TEAL to access the TEASE applications.

If you have [linked your TEASE login to TEAL](#), you can log on to TEASE from TEAL. In the **Applications** tab, click the link for TEASE.

Once you have linked your TEASE login, you can access your TEASE accounts the same way as you do other applications.

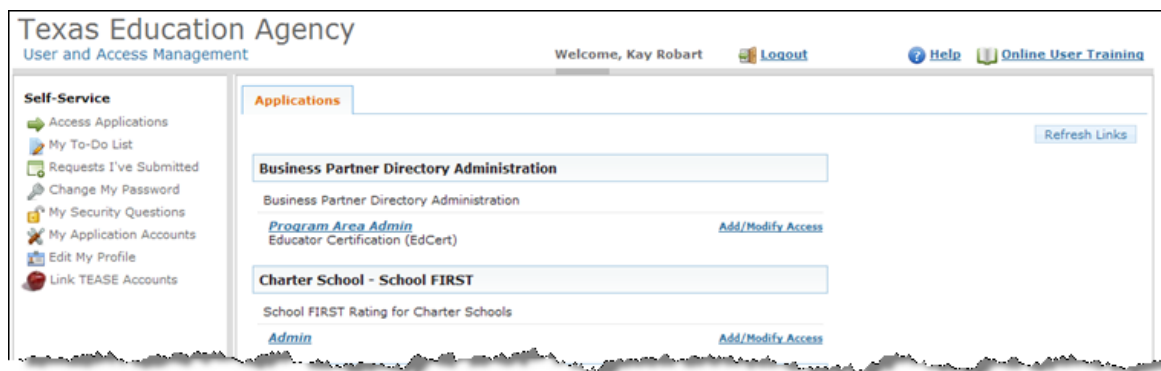
## Requesting Access to an Application

Once you have a user ID for TEAL, you can request access to applications.

**Note:** If an application to which you need access does not appear in the list of applications on the **Request New Account** tab under **My Application Accounts**, click the **Application Reference Page** link on that page and complete and print a request for access to send to TEA. The resulting Web page contains information you will need to request access.

1. Log on with your user name and password.

The home page appears. If you have not been granted access to any applications yet, there will be no links under **Applications**.



2. Click **My Application Accounts** under **Self-Service**.

Applications
My Accounts ✕

To apply for access to a TEA application or service, click the "Request New Account..." button below.  
To edit the details of one of your existing accounts, click on the Application name link in the list below.

Contact information for each application is listed below. APPLICATIONS ARE LISTED IN ALPHABETICAL ORDER. PLEASE SCROLL DOWN TO THE ONE YOU NEED. If the application is not displayed in the list, access the [Application Reference Page](#) to print a request form that can be faxed to TEA.

3 accounts.

Request New Account...
Delete Account
Refresh Accounts

<input type="checkbox"/> Account Owner	Status	Application	Parameters
<input type="checkbox"/>			
<input type="checkbox"/> Kay.Robart	active	<a href="#">Waivers</a>	Role(s) Granted: Waivers Program Specialist, District Superintendent Authorized Org: 227901 - AUSTIN ISD Employing Org: 701611 - TEA - Information Technology Services (ITS)  Role(s) Granted: Waivers Director Employing Org: 701611 - TEA - Information Technology Services (ITS)
<input type="checkbox"/> Kay.Robart	active	<a href="#">Business Partner Directory Administration</a>	Role(s) Granted: Program Area Admin Employing Org: 701611 - TEA - Information Technology Services (ITS)

- Click Request New Account.
- Double-click an application for new access it. In the example below, the application is asking you if you have an existing account and password. The prompts may be different depending upon which program you are trying to access. In this instance, you would select Yes or No, and then click Next.

Applications
My Accounts ✕

Create a new or migrate an existing ECOS Educator account to TEAL.

\* Do you have an existing TEA Educator Certification Online System (ECOS) account and password? Select Next

- When a page like the following appears, click Add Access.

Applications My Accounts ✕

To apply for new access:

1. Click the "Add Access" button.
2. Follow the instructions on the Application access details popup.
3. Click the "Save Changes" button. This will submit your access request to TEAL.

Application Name: Websphere Portal POT

User ID: Kay.Robart

\* Accesses: Add Access Remove Selected Refresh Access

Access Stat	Employing Organization	Access Rights
-------------	------------------------	---------------

Save Changes Done

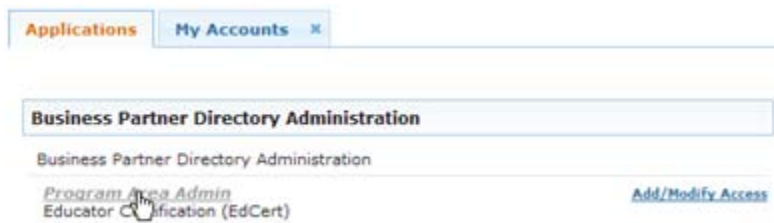
5. Type the name of your organization. Once you begin typing, a list of authorized organization appears. Select the name of your organization from the list.
6. Select the appropriate role.
7. Type in the ID and any other parameters requested.
8. Click Done.
7. Click **Save Changes**. If the request was submitted successfully, a success message appears at the top of the tab.



## Accessing an Application

Once you have [requested and been granted access to an application](#), follow these steps to log in:

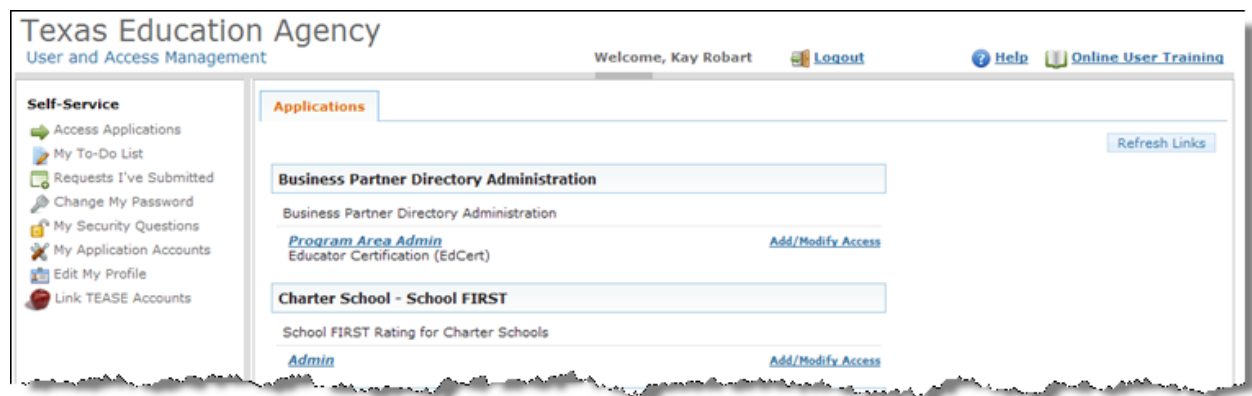
1. Log in to TEAL using your username and password.
2. On the list of applications, click the link for the application.



# Managing Your Information

## Touring the Main Page

The main page is your main access to TEA applications and to managing your account. Access the home page by logging in from the TEA Login application Portal.



This page provides the following:

- In the top header:
  - **Logout:** [logs you out](#) of TEAL
  - **Help:** opens this help system
  - **Online User Training:** opens the video tutorial
- In the Self-Service pane:
  - **Access Applications:** provides links to the **Applications** tab if you are on another tab. (You can also click the **Applications** tab.)
  - **My To-Do List:** shows any tasks that are in your queue.
  - **Requests I've Submitted:** allows you to view your own pending or completed requests.
  - **Change My Password:** allows you to change your password.
  - **My Security Questions:** allows you to edit the three security questions.

- **My Application Accounts:** allows you to manage accounts for applications to which you have already have access or to apply for access to other applications.
- **Edit My Profile:** allows you to edit contact information, job information, and so on.
- **Link TEASE Accounts:** allows you to link your TEA Login ID with your TEASE login ID.
- In the **Administration** pane, for administrators only:
  - **Manage Other Users:** allows you to manage IDs and profiles for other users.
  - **Manage Others' Accounts:** allows you to manage other users' access to applications.
  - **Manage Approvers:** allows you to assign and manage approvers for applications.
  - **Manage Service Accounts:** allows Texas Student Data System administrators with Service Account Manager status to manage service accounts.
  - **View All Requests:** allows you to view requests submitted by any user

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### Related Topics

[Changing Your Password](#)

[Requesting Access to an Application](#)

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## Changing Your Password

You can change your password at any time. Follow these instructions:

1. Under Self-Service, click **Change My Password**.

Applications

Change Password ✕

In order to change your password, you must type your existing password and then type the new password twice. The new password must be typed correctly both times for the change to be successful. When you have finished, click the "Change Password" button. If you do not wish to continue, click the "x" marker on the "Change Password" tab to close.

### Password Guidelines

**Note:** Passwords are case-sensitive, so ensure that your CAPS Lock is not set to On

- Must be 8-30 characters
- Must contain at least one each of the following character types: letters, numbers, and special characters (for example - #, \*, \$, or @)
- Must not include your username
- Must not contain variations of the word "password"
- Must not contain a character repeated more than 2 times
- Must not be the same as your previous ten passwords

Username:

Key.Robart

\* Old Password:

Show Password

\* New Password:

Show Password

\* Confirm Password:

Show Password

Change Password

**Note:** If you wait to change your password until it has expired, a similar page appears automatically when you try to log in but contains a notice at the top that your password has expired.

2. Type your old password.
3. Type a new password.

**Note:** You cannot select a password that you have ever used the past 10 times. Type a password of at least eight characters containing letters, numbers, and special characters that does not repeat a character more than two times.

4. Retype the new password to confirm it.
5. Click **Change Password**. A password change confirmation page appears:



## Editing the Security Questions

You can change the three security questions that you selected when you first requested an account, and you can change the answers to the questions.

1. Click **My Security Questions**.
2. Select the questions.

3. Type answers for the questions. Remember that the questions must be answered exactly the way they are typed.
4. Click **Save Changes**.

3. Click the x to close the tab.

## Managing Your Profile

Your profile contains identifying information about you. You can choose whether to keep your profile up to date. The only required fields are your first and last name and e-mail address.

### Updating Your Profile

Follow these steps to update your profile:

1. Click **Edit My Profile**.

2. Complete or change the information as needed.
3. Click **Submit**.

### Revoking Your Identity

In unusual circumstances, you may wish to revoke your identity. ***Doing so will remove your access to any TEA applications using TEAL.*** However, if you are leaving your organization, for example, you may wish to revoke your identity just before you go. Follow these instructions to revoke your identity:

1. Click **Edit My Profile**.
2. Scroll down to the bottom of the page and click **Revoke Identity**.

## Deleting Your Accounts

***Deleting your account removes all access that has been granted for that account.***

Follow these steps to delete an account:

1. Click **My Application Accounts**.
2. In the list of accounts, check the box for the account you wish to remove.
3. Click **Delete Account**.

4. Confirm that you wish to delete the account by selecting OK.

## Linking to a TEASE Account

You can link your TEAL login account to your TEASE account to make it easier to move between TEAL and TEASE.

[Linking Your Account](#)  
[Editing Your Account Alias](#)

### Linking Your Account

Follow these steps to link to your TEASE account:

1. Click **Link TEASE Accounts**. Existing links appear in a list. The example below shows no links.

2. Click **Link a TEASE account**.

3. Type your TEASE user ID.
4. Type your TEASE password. (Click **Show TEASE PW** to show the password after you type it.)
5. Confirm your TEASE password by typing it again. (Click **Show Confirm PW** to show the password after you type it.)
6. If you wish, type an alias that will help you identify your account on the TEAL applications page.
7. Click **Submit**.

## Editing Your Account Alias

If you have given your TEASE account an alias to help identify it on the TEAL application page, you can edit it.

1. Click **Link TEASE Accounts** in the **Self-Service** pane.

Applications **Link TEASE Account** ✕

TEASE accounts that are currently linked to your TEAL user identity are listed below.

Currently linked TEASE accounts	
TEASE User ID	Account Alias
kayadmin	FSP Test Admin

2. Select the account you wish to edit.
3. Click **Edit account alias**.

**Edit account alias** ✕

TEASE User ID:

Account Alias:

4. Type a new alias in the **Account Alias** box.
5. Click **Submit**. If your request was successful a message appears at the top of the tab.

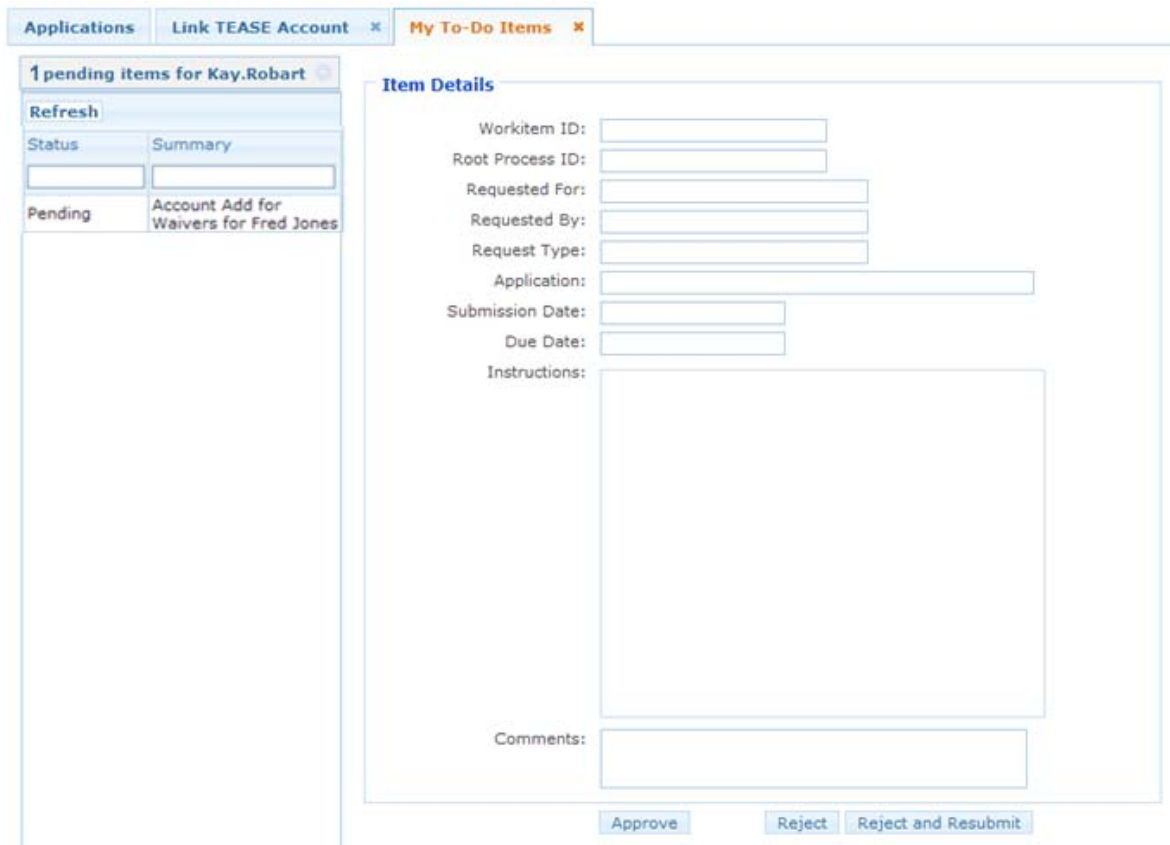


# Managing Requests

## Approving or Rejecting a Request

If you are an approver, you can use your to-do list to track your pending tasks and approve or reject requests:

- 1. Click My To-Do List:



- 2. Click on an item in the list to see the item details.

Applications   Link TEASE Account ×   **My To-Do Items ×**

**1 pending items for Kay.Robart**

Refresh

Status	Summary
Pending	Account Add for Waivers for Fred Jones

**Item Details**

Workitem ID: 2936057761192664788

Root Process ID: 2936053733037657827

Requested For: Fred Jones

Requested By: Fred Jones

Request Type: Account Add

Application: Waivers

Submission Date: May 15, 2013 10:11

Due Date: May 20, 2013 10:11

Instructions: The following request has been submitted for your approval:

Requested for Fred Jones by Fred Jones

Application Requested: Waivers  
Organization Employed By: (227901)  
Organization Requested: (None supplied)

Access Requested:

Role programspecialist

Notes from the requester:

Previous Approver's Comments:  
No Previous Approver

Comments:

Approve   Reject   Reject and Resubmit

- Type any comments needed to explain your decision.
- Click **Approve** to approve the request or **Reject** to reject it. If a request needs to be modified before it can be approved, click **Reject and Resubmit**. The status changes in the **Pending Items** list:

**1 pending items for Kay.Robart**

Refresh

Status	Summary
Approved	Account Add for Waivers for Fred Jones

Once you refresh the list, items that you have already handled disappear from it.

## Managing Your Requests

You can easily view your pending or completed requests to see what progress they have made through approvals.

[Viewing Requests](#)  
[Cancelling Requests](#)

## Viewing Requests

Follow these steps to view requests:

1. Click **Requests I've Submitted**. The **My Requests** tab appears:

The screenshot shows the 'My Requests' tab selected. Below the tabs is a 'Filter Options' section with a 'Request Status' dropdown set to 'Pending' and a 'Refresh' button. Below this is a 'Requests' table with a 'View Details' link above it. The table has columns: Submitted On, Type, Requested For, Requested By, Service, and Result. One row is visible with the following data:

Submitted On	Type	Requested For	Requested By	Service	Result
May 15, 2013 09:24:26	Create Account	Fred Jones	Fred Jones	Waivers	

The view shows the following information:

- **Submitted On:** the date and time submitted
- **Type:** the type of request
- **Requested For:** the user name of the person for whom the request is made
- **Requested By:** the user name of the requestor
- **Service:** the application being requested
- **Result:** the status of the request

You can sort this list by any column by clicking on the column header.

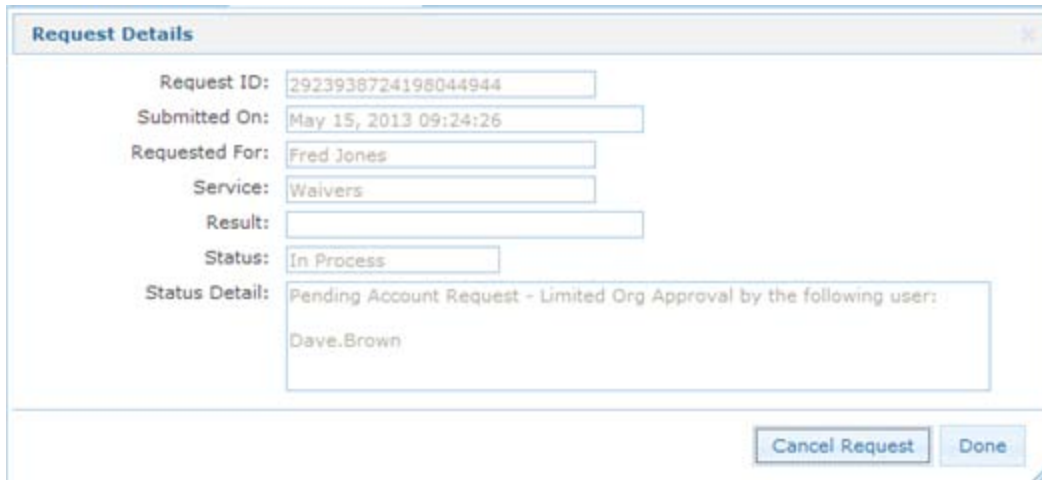
If many requests appear, you can use the page controls at the bottom to page through the list.

2. Decide if you want to change the view, as follows:
  - To view completed requests, select **Completed** from the **Request Status** list and click **Refresh**.
  - For completed requests, you can view requests submitted by yourself or those submitted on your behalf.
  - For completed requests, you can change the time period.
3. To view details of a request, select the row for the request and click **View Details**:

The screenshot shows the 'View Details' box for the request. It contains the same table as the previous screenshot, but with an additional 'ID' column on the left. The data row is highlighted in yellow:

ID	Submitted On	Type	Requested For	Requested By	Service	Result
	May 15, 2013 09:24:26	Create Account	Fred Jones	Fred Jones	Waivers	

The **Details** box shows the same information as well as the ID of the request and the result:



The image shows a 'Request Details' dialog box with the following fields and values:

Request ID:	2923938724198044944
Submitted On:	May 15, 2013 09:24:26
Requested For:	Fred Jones
Service:	Waivers
Result:	
Status:	In Process
Status Detail:	Pending Account Request - Limited Org Approval by the following user: Dave.Brown

At the bottom right, there are two buttons: 'Cancel Request' and 'Done'. An 'X' icon is in the top right corner of the dialog box.

Click the x in the top corner of the box to close it.

## Canceling Requests

Follow these steps to cancel a pending request:

1. Click **Requests I've Submitted**. The **My Requests** tab appears:
2. In the list of requests, click the row for the request to be cancelled.
3. Click **View Details**.
4. Click **Cancel Request**.
5. Confirm your request to cancel by clicking **OK**.

## Requesting Approver Access


If your job requires you to approve requests for access, you must request approver privileges.

Follow these steps to request approver privileges:

1. Click **Edit My Profile**.
2. Scroll down to the bottom of the page and click **Manage Approver Status**. If you are not an approver for any applications, you will see a message to that effect.

**Applications** **Edit My Profile** ✕

Approver status allows one to approve accounts and other requests submitted by users. When requesting approver status, please note that your request will go through an approval process and any additions to the approver list below will not take place immediately. If an expected status does not show in the list below, please check that your request is not still pending.

 [Online Approver Training](#)

User ID: Kay.Robart

**Current approver status**

[Request Approver Status](#) [Revoke Selected Status](#) [Refresh Status List](#)

Approver Type

3. Click Request Approver Status.

**Approver Status Details** ✕

Approver Type

Organizations whose users' requests you will approve  [Add >>](#)

Selected Organizations

[Remove](#)

By clicking Submit, you accept the following terms:

1. As an approver, I accept responsibility for revoking a user's access to applications when access is no longer needed, such as when a user leaves the organization or changes roles.
2. I understand that failure to do so may result in unauthorized access to network resources and sensitive information. The consequences of any breach in confidential information because of my failure to revoke access when needed may include but are not limited to possible revocation of my access approval authority and/or sanctions against my employing organization.
3. Note: Alternate Approvers for Independent School Districts(ISD) must send school board meeting minutes that authorize delegation of Primary Approver authority to TEA's Computer Access team.

[Submit](#) [Cancel](#)

4. Select the appropriate type of approver:

- **Primary Approver:** You are the person at your organization who is responsible for approving requests for access.
- **Alternate Approver:** You are the Primary Approver's designated alternate.

**Note:** Alternate Approvers for independent school districts must submit school board meeting minutes that authorize delegation of Primary Approver authority to TEA's Computer Access team.

- **Limited Approver:** You are a person at your organization who is responsible for approving requests to a specific application, for example, you approve access to Educator Certification at the University of Texas.

- **Service Approver:** You are the person at TEA who is responsible for granting access to a specific application for any organization.

Depending upon the type of approver and application, the rest of the parameters may be different. Complete the ones that appear for your request.

5. For **Organization whose users' requests you will approve**, type the number or name of the organization for which you will be an approver. As you type, organizations appear in the list. Select the organization. If you are selecting access to be a Primary Approver, click **Add** to add it to the **Selected Organizations** list. To select another organization, repeat this process. (Remove organizations from the list by clicking on them and selecting **Remove**.)
6. Click **Submit**. The request begins processing.
7. Click **Done** when you are finished working on the **Edit My Profile** page.

After you submit your request, it follows a different path depending upon the type of approver request.

- If you are asking to be a Primary Approver, your request goes to TEA's Computer Access department, which routes it to the Information Security Officer (ISO) for approval.
- If you are asking to be an Alternate Approver, your request goes to the Primary Approver for approval first, and then to the Computer Access department and the ISO.
- If you are asking to be a Limited Approver or a Service Approver, your request goes to Primary Approver and then directly to the ISO.

You will receive email notification once your request has been approved or denied.

## Revoking Your Own Approver Status

Follow these steps to revoke your own approver status for an account. This does not remove your access or your account but simply removes you as an approver.

1. Click **Edit My Profile**.
2. Select the status you wish to revoke from the list.
3. Click **Revoke Selected Status**.
4. Confirm that you wish to revoke the status by clicking **OK**.
5. Click **Done** when you are finished working on the page.

# Administering the Portal

## Managing Other Users

If you have administrator access, you can create new user IDs, edit profiles for other users, delete users, suspend user logins, and restore suspended users.

[Creating a New User](#)

[Editing a User Profile](#)

[Resetting a Password](#)

[Suspending a User's Login ID](#)

[Suspending and Deleting a User](#)

[Deleting a User](#)

[Restoring an ID](#)

### *Creating a New User*

Follow these steps to create a user ID for someone else:

1. Under **Administration**, click **Manage Other Users** (or if it is open, click the **Manage Users** tab):

The screenshot shows the 'Manage Users' interface. At the top, there are tabs: 'Applications', 'Change Password', 'Edit My Profile', and 'Manage Users' (which is active). Below the tabs is a 'Filter Options' section with input fields for 'User ID', 'First Name' (containing 'fred'), 'Last Name', and 'Email Address'. There are also dropdown menus for 'Organization Type' (set to 'All'), 'Status' (set to 'All'), and 'Application' (set to 'All'). A 'Search Users' button is located below these filters. Below the search filters is a section titled 'Users matching search criteria (2 total)'. This section contains a table with columns: 'User ID', 'First Name', 'Last Name', 'Birth Mon', 'Birth Day', 'Email Address', and 'Status'. Above the table are several action links: 'Create New User', 'Edit User Profile', 'Reset Password', 'Suspend & Delete User', 'Suspend User', and 'Restore User'. Below the table are two links: 'Export Search Results' and 'Delete User'. The table lists two users: 'Fred.Nancy' and 'Fred.Jones', both with status 'active'.

<input type="checkbox"/>	User ID	First Name	Last Name	Birth Mon	Birth Day	Email Address	Status
<input type="checkbox"/>	Fred.Nancy	Fred	Nancy	01	07	casey.sullivan@tea.state.tx.	active
<input type="checkbox"/>	Fred.Jones	Fred	Jones	11	08	kay.robart@tea.state.tx.us	active

2. Click **Create New**. A standard page for requesting a user account appears.
3. Complete the page for the user.
4. Click **Submit**.

## Editing a User Profile

Follow these steps to edit or correct a profile for another user:

1. Under **Administration**, click **Manage Other Users**.
2. Use the **Filter Options** to find the user as follows:
  - Type all or the first few letters of the **User ID**, **First Name**, **Last Name**, or **Email Address** to find users whose information matches.
  - Select an **Organization Type** to find all of the users for a type of organization.
  - Select a **Status** to find all users with that status (inactive or active).
3. Click **Search Users**.

The screenshot shows the 'Manage Users' interface. At the top, there are tabs: 'Applications', 'Change Password', 'Edit My Profile', 'Manage Users' (selected), and 'Manage Approvers'. Below the tabs is the 'Filter Options' section with input fields for 'User ID', 'First Name', 'Last Name' (containing 'smith'), and 'Email Address'. There are also dropdown menus for 'Organization Type' (set to 'All'), 'Status' (set to 'All'), and 'Application' (set to 'All'). A 'Search Users' button is at the bottom of the filter section.

Below the filter section is a table titled 'Users matching search criteria (30 total)'. The table has columns: 'User ID', 'First Name', 'Last Name', 'Birth Mon', 'Birth Day', 'Email Address', and 'Status'. The table lists 10 users, each with a checkbox in the 'User ID' column.

<input type="checkbox"/>	User ID	First Name	Last Name	Birth Mon	Birth Day	Email Address	Status
<input type="checkbox"/>	Jumbolaya.Smit	Jumbolaya	Smith	09	01	bhushan.naniwadekar@tea.	active
<input type="checkbox"/>	Jerome.Smith	Jerome	Smith	1	1	bhushan.naniwadekar@tea.	inactive
<input type="checkbox"/>	Lolly.SmithOCor	Lolly	Smith-O'Conner	02	12	laura.tapp@tea.state.tx.us	active
<input type="checkbox"/>	Mary.Smith	Mary	Smith	01	01	claudia.nobile@tea.state.tx.	active
<input type="checkbox"/>	Allison.Smithert	Allison	Smitherty	11	22	claudia.nobile@tea.state.tx.	active
<input type="checkbox"/>	Ady.Smith	Ady	Smith	08	25	TEAWorkStuff@gmail.com	active
<input type="checkbox"/>	Ada.Smith	Ada	Smith	11	13	claudia.nobile@tea.state.tx.	active
<input type="checkbox"/>	Amber.Smith	Amber	Smith	01	22	claudia.nobile@tea.state.tx.	active
<input type="checkbox"/>	Darryl.Smith	Darryl	Smith	09	02	claudia.nobile@tea.state.tx.	active
<input type="checkbox"/>	Alicia.Smith	Alicia	Smith	05	04	claudia.nobile@tea.state.tx.	active
<input type="checkbox"/>	David.Smithery	David	Smithery	07	01	claudia.nobile@tea.state.tx.	active

4. Check the box next to the user's ID.

**Note:** Once you have used this method to select a user, you can change pages to **Manage Others' Accounts** or **Manage Approvers** to make changes for the user's accounts or approver privileges.

5. Click **Edit User Profile**.
6. Make changes as needed.
7. Click **Submit**.

## Resetting a Password

If a user has been locked out of TEAL, you can reset the user's password:

1. Under **Administration**, click **Manage Other Users**.
2. Use the **Filter Options** to find the user in question.
3. Check the box next to the user's ID.
4. Click **Reset Password**.
5. Confirm that you want to reset the user's password by clicking **OK**.

## Suspending a User's Login

There may be several reasons why you might want to suspend a user's login ID instead of deleting the user. For example, a temporary worker's contract may have expired, but you expect that worker to return to work. You can suspend the ID so that it is temporarily inactive.

1. Under **Administration**, click **Manage Other Users**.
2. Use the **Filter Options** to find the user in question.
3. Check the box next to the user's ID.
4. Click **Suspend User**.
5. Click **OK** to confirm you want to suspend the user's ID. After the action is processed, the user's status changes to **inactive**.

## Suspending and Deleting a User

Suspending and deleting a user removes the user's access to TEAL after five days. If you suspend and delete a user and the five days passes, the user will have to reapply for a user ID in order to access applications with TEAL.

Follow these steps to delete a user:

1. Under **Administration**, click **Manage Other Users**.
2. Use the **Filter Options** to find the user in question.
3. Check the box next to the user's ID.
4. Click **Suspend & Delete User**.
5. Click **OK** to confirm you want to delete the user. After the request is processed, the ID has a line drawn through it and the user's status changes to **deleted**. The user's login is actually made inactive and is deleted in five days.

<input type="checkbox"/> User ID	First Name	Last Name ↕	Email Address	Status
<input type="checkbox"/>				
<input checked="" type="checkbox"/> George.Smith	George	Smith	kay.robart@tea.state.tx.us	deleted

## Deleting a User

You can delete a user without the five-day suspension period.

Follow these steps to delete a user:

1. Under **Administration**, click **Manage Other Users**.
2. Use the **Filter Options** to find the user in question.
3. Check the box next to the user's ID.
4. Click **Delete User**.
5. Click **OK** to delete the user. After the request is processed, the ID has a line drawn through it and the user's status changes to **deleted**.

## Restoring an ID

Follow these steps to restore a suspended or deleted user's login. The deleted user must be restored within five days of the deletion.

1. Under **Administration**, click **Manage Other Users**.
2. Select a **Status** of **inactive**. You can use other **Filter Options** to filter your request further.
3. Click **Search Accounts**.
4. Check the box next to the user's ID.
5. Click **Restore User**. After the action is processed, the user's status changes to **active**.

## Managing Other User's Accounts

If you are an administrator, you can request a new account for an existing user, suspend an account, restore a suspended account, and delete an account.

[Requesting a New Account](#)

[Suspending an Account](#)

[Restoring an Account](#)

[Deleting an Account](#)

### Requesting a New Account

**Note:** If you already used the **Manage Other Users** page to select the user whose accounts you want to manage, the user is still selected for work on this page. You do not need to select the user again.

Follow these steps to request a new account for an existing user:

1. Click **Manage Others' Accounts**.

**Applications** **Manage Accounts** ✕

**Filter Options**

Accountholder (enter as comma-separated list of userids)  
all

Accountholder's employing organization: all      Accountholder's authorized organization: all

Account status: all      Application: all

**0 accounts.**

<input type="checkbox"/> Account Owner	Status	Application	Parameters

2. Click **Request New Account**.

**Request New Account** ✕

\* User ID of the user for whom you're requesting the account:

To request new access

1. Click the Application ID link OR
2. Double click the Application Name OR
3. Single click the Application Name and then click the "Go To Account Details Form" button

Application ID	Application Name	Contact	Details
<a href="#">BAT</a>	Budget Analysis Tool	Email: <a href="#">Ice Bat</a> (512-555-1234)	
<a href="#">BPD</a>	Business Partner Directory Administration	Email: <a href="#">Divya Chawla</a> (512-463-3249)	
<a href="#">CDRMS</a>	Special Ed Correspondence and Dispute Resolution Management System	Email: <a href="#">Gene Lenz</a> (512-463-9414)	
<a href="#">CREDITS</a>	CREDITS	Email: <a href="#">Sridevi Rangineni</a> (936-2176)	
<a href="#">CSSF</a>	Charter School - School FIRST	Email: <a href="#">Rita Chase</a> (555-1414)	
<a href="#">CSTS</a>	Charter Schools Tracking System		
<a href="#">ECOSAdmin</a>	ECOS for TEA Admins	Email: <a href="#">Xiaoying Hu</a> (555-5555)	
<a href="#">ECOSEducator</a>	Educator Certification Online System for Educators	Email: <a href="#">Xiaoying Hu</a> (555-1212)	
<a href="#">ECOSEntities</a>	Educator Certification Online System for Entities	Email: <a href="#">Xiaoying Hu</a> (555-5555)	
<a href="#">ECOSNCFP</a>	ECOS NCFP	Email: <a href="#">Xiaoying Hu</a>	
<a href="#">IE</a>	Time and Effort Reporting	Email: <a href="#">Rachid Ighiouer</a> (512-936-7198)	
<a href="#">TREx</a>	Texas Records Exchange	Email: <a href="#">Texas Records Exchange</a> (512-463-7246)	
<a href="#">TSDSPortal</a>	Texas Student Data System Portal	Email: <a href="#">Raghu Kokku</a>	

3. Type the user ID for the user. As you type, a list of IDs appear that match what you've typed. Select the name from the list.
4. Click the application.
5. Click **Add Access**.

6. A dialog box pops up requesting the user's employing organization and listing the other parameters.

**Application access details**

Steps for adding access

1. Enter your Employing Organization (name or organization number).
2. Click the checkbox/radio button for the role(s) that you are applying for.
3. If there are parameters for the role(s) selected, enter that information.
4. Click the "Done" button to **queue** your request. This does not submit your request to TEAL.
5. Click the "Save Changes" button. This will then submit your access request to TEAL.

**Employing Organization**

\* Organization:  
Who do you work for? In other words, what organization employs you (e.g. district, ESC, charter school)?

**Roles & Parameters**

<input type="checkbox"/>	Computer Access Admin
<input type="checkbox"/>	Program Area Admin
<input type="checkbox"/>	TEA Viewer

Begin typing the organization ID or name. When you type a number or name, the list goes to the organizations matching what you have typed. Click on the organization name. The organization appears in **Your Parameter Selections** on the right.

7. Select the appropriate role for that user.
8. Complete any other parameters requested for that application.
9. Type any comments needed.
10. Click **Done**.

**Applications** **Manage Accounts** ✕

---

To apply for new access:

1. Click the "Add Access" button.
2. Follow the instructions on the Application access details popup.
3. Click the "Save Changes" button. This will submit your access request to TEAL.

---

Application Name: **Business Partner Directory Administration**  
 User ID: Fred.Jones

\* Accesses:

Add Access Remove Selected Refresh Access		
Access Status	Employing Organization	Access Rights
New	AUSTIN ISD (227901)	Role: <b>TEA Viewer</b>

Save Changes Done

11. Click **Save Changes** to save the information. The system reports if your request was successfully submitted.

**Applications** **Manage Accounts** ✕

---

✓ Add request was successfully submitted with request ID 3004810060112169638.

## Suspending an Account

There may be several reasons why you would want to suspend a user's account rather than delete it. For example, perhaps the application provides confidential information, and the organization temporarily wants to lock down that information except for a few users. Follow these steps to suspend an account for an existing user:

1. Click **Manage Others' Accounts**.
2. Use the **Filter Options** to find the account or accounts as follows:
  - To search for specific accounts, type one or more user IDs under **Accountholder**.
  - To find all the IDs for people employed by a specific organization, begin typing the name or county-district number in **Accountholder's employing organization**. As you type, organizations matching the criteria appear in the list, select the organization.

- To find all the IDs for people authorized by a specific organization, begin typing the name or county-district number in **Accountholder's employing organization**. As you type, organizations matching the criteria appear in the list, select the organization.
  - To find all the IDs in a specific status, select the status under **Account status**.
  - To find all the ID's for a specific application, select the application from the list.
3. Once you have selected the appropriate combination of options, click **Search Accounts**.
  4. Check the box to select one or more IDs.
  5. Click **Remove Account**.
  6. Click **OK** to confirm that you want to suspend the account. The user's status changes to **inactive**.

### *Restoring an Account*

Follow these steps to restore a suspended account:

1. Under **Administration**, click **Manage Others' Accounts**.
2. Select an **Account status** of **suspended**. You can use other **Filter Options** to filter your request further.
3. Click **Search Accounts**.
4. Check the box next to the ID of the account owner.
5. Click **Restore Account**. After the action is processed, the user's status changes to **active**.

### *Deleting an Account*

Follow these steps to remove access to an account for a user:

1. Under **Administration**, click **Manage Others' Accounts**.
2. Use the **Filter Options** to find the account or accounts.
3. Select one or more accounts.
4. Click **Delete Account**. After the action is processed, the user's status changes to **inactive**.

## Managing Approvers

If you are an administrator, you can assign new approvers for an application, edit the information for a specific approver, or revoke approver privileges.

[Assigning a New Approver](#)

[Editing an Approver](#)

[Revoking Approver Privileges](#)

## Assigning a New Approver

**Note:** If you have already used the **Manage Other Users** page to select the user whose approver privileges you want to manage, the user is still selected for work on this page. You do not need to select the user again.


1. In the **Administration** pane, select **Manage Approvers**.

The screenshot shows the 'Manage Approvers' interface. At the top, there are four tabs: 'Applications', 'Manage Accounts', 'My Requests', and 'Manage Approvers'. Below the tabs, there's a 'Filter Options' section with 'Approver Type' set to 'All' and 'Organization' set to 'all'. There are three buttons: 'Search Approvers', 'Find Orgs Without Approvers', and 'Find Apps Without Approvers'. Below this is a section titled 'Approver search results (0 total)' with three buttons: 'Assign New Approver...', 'Edit Selected Approver', and 'Revoke All for Selected'. At the bottom, there are three input fields labeled 'Approver Name', 'UserID', and 'Responsible For'.

2. Use the Filter Options to find an approver as follows:
  - To find approvers of a specific type, for example, all primary approvers, select an **Approver Type**.
  - To select the approvers for a specific organization, start typing the organization name or number. The system finds all of the entries that match what you have typed. Select an organization.
  - To find organizations without approvers, click **Find Orgs Without Approvers**.
  - To find applications without approvers, click **Find Apps Without Approvers**.
3. Click **Search**.
4. Click **Assign New Approver**.

**Applications** **Manage Approvers** ✕

Approver status allows one to approve accounts and other requests submitted by users. When requesting approver status, please note that your request will go through an approval process and any additions to the approver list below will not take place immediately. If an expected status does not show in the list below, please check that your request is not still pending.

 [Online Approver Training](#)

User ID:

**Current approver status** ✕

[Request Approver Status](#) [Revoke Selected Status](#) [Refresh Status List](#)

Approver Type

5. Type the user ID of the person you want to make an approver. As you begin typing the ID, the ID may complete itself. The person's ID appears at the top of the page with a list of organizations the person is an approver for, if any.
6. Click **Request Approver Status**. If you forgot to select a user ID, a box pops up asking you to provide it. Otherwise, the following box appears:

**Approver Status Details** ✕

Approver Type

Organizations whose users' requests you will approve  [Add >>](#)

Selected Organizations [Remove](#)

By clicking Submit, you accept the following terms:

1. As an approver, I accept responsibility for revoking a user's access to applications when access is no longer needed, such as when a user leaves the organization or changes roles.
2. I understand that failure to do so may result in unauthorized access to network resources and sensitive information. The consequences of any breach in confidential information because of my failure to revoke access when needed may include but are not limited to possible revocation of my access approval authority and/or sanctions against my employing organization.
3. Note: Alternate Approvers for Independent School Districts(ISD) must send school board meeting minutes that authorize delegation of Primary Approver authority to TEA's Computer Access team.

[Submit](#) [Cancel](#)

7. Select the appropriate type of approver:
  - **Primary Approver:** You are the person at your organization who is responsible for approving requests for access.
  - **Alternate Approver:** You are the Primary Approver's designated alternate.

**Note:** Alternate Approvers for independent school districts must submit school board meeting minutes that authorize delegation of Primary Approver authority to TEA's Computer Access team.

- **Limited Approver:** You are a person at your organization who is responsible for approving requests to a specific application, for example, you approve access to Educator Certification at the University of Texas.
- **Service Approver:** You are the person at TEA who is responsible for granting access to a specific application for any organization.

The parameters you must complete depend upon the application and the type of approver.


8. Begin typing the name or county-district number of the organization whose requests the user will approve. A list appears with matching entries. Select the organization from the list. If you are selecting access for a Primary Approver, click **Add** to add it to the **Selected Organizations** list. To select another organization, repeat this process. (Remove organizations from the list by clicking on them and selecting **Remove**.)
9. If requested, select the application for which the person will approve requests.
10. Click **Submit**. TEAL submits it for processing. If it is approved, the person receives notification of approver status.
11. Click **Done** when you are finished working on this page.

### *Editing an Approver*

1. In the **Administration** pane, select **Manage Approvers**.
2. Use the **Filter Options** to find a specific approver by type of approver or organization name or both.
  - Select a specific type of approver to search by approver type.
  - Begin typing the name or county-district number for the organization. When the list of matching organizations appears, select the organization from the list.
3. Click **Search**.
4. Select the approver you wish to edit.
5. Click **Edit Selected Approver**.

Applications Application Maintenance **Manage Approvers** My Requests

Approver status allows one to approve accounts and other requests submitted by users. When requesting approver status, please note that your request will go through an approval process and any additions to the approver list below will not take place immediately. If an expected status does not show in the list below, please check that your request is not still pending.

 [Online Approver Training](#)

User ID: Dave.Brown

Current approver status

Request Approver Status Revoke Selected Status Refresh Status List

Approver Type

Limited Approver for Waivers at TEA - Information Technology Services (ITS) (organization ID 701611)

- From this page, you can [request approver status](#) for a different application or you can [revoke a selected status](#).

## Revoking Approver Privileges

You can revoke all approver privileges from a selected approver or group of approvers, or you can revoke specific approver privileges for one person.

### Revoking Specific Approver Privileges

Follow these instructions to revoke a user's approver privileges for a specific application or organization. Doing so does not remove any accounts, IDs, or any privileges the user has to approve requests for other applications or organizations.

- Follow the steps above to [edit a specific approver](#).
- Select the specific privilege you want to revoke.
- Click **Revoke Selected Status**.
- Click **OK** to confirm you want to revoke the privilege. A message informs you that your request is submitted for processing.
- Click **Done** when you are finished working on the page.

### Revoking All Approver Privileges

Follow these instructions to revoke all of a user's approval privileges. Doing so does not remove any accounts or IDs.

- In the **Administration** pane, select **Manage Approvers**.
- Use the **Filter Options** to find a specific approver by type of approver or organization name or both.
- Click **Search**.
- Select the ID of the person or people whose approver privileges you wish to revoke.
- Click **Revoke All for Selected**.

6. Click **OK** to confirm you want to revoke all approver privileges. A message informs you that your request is submitted for processing.

## Exporting Search Results

From the **Manage Users**, **Manage Approvers**, **Manage Accounts**, or **View Requests** pages, administrators can export the results of a search to a Microsoft Excel file, resulting in a list of users, approvers, or accounts.

1. Under **Administration**, click **Manage Other Users**, **Manage Others' Accounts**, **Manage Approvers**, or **View All Requests**.
2. Use the [Filter Options](#) to find the users or accounts.
3. Click **Export Search Results**.
4. The **File Download** dialog box appears, asking you if you want to save the Excel file. Click **Open** to open the file or **Save** to save it.

Once the information is in an Excel spreadsheet, you will probably have to format the fields to suit your presentation needs and to present some of the data correctly. Consult the Excel Help system for information on formatting fields.

## Viewing Requests

If you have administrator privileges, you can view requests made by any person in the system, and you can use this page to cancel them.

[Viewing Requests](#)  
[Cancelling a Request](#)

### *Viewing Requests*

1. Click **View All Requests** from the **Self-Service** pane.

Applications Manage Approvers x Manage Users x My To-Do Items x My Requests x View All Requests x

**Filter Options**

Request Status Request Type Requested For Requested By Time Period

All All Today

Search Requests

**Request search results (0 total)**

View Details Auto-refresh every 30 seconds(s)

Submitted On	Type	Requested For	Requested By	Service	Status	Result
--------------	------	---------------	--------------	---------	--------	--------

- Set one or more of the **Filter Options** to find the requests you wish to view as follows:
  - To view requests in a specific status, select the status from the **Request Status** list.
  - To view requests of a specific type, select the type from the **Request Type** list.
  - To view the requests for a particular ID, type the ID into the **Requested For** box. As you type, the names matching the letters you've typed appear. Select the correct ID.
  - To view the requests made by a particular person, type the person's name into the **Requested By** box. As you type, the names matching the letter's you enter appear. Select the correct name.
  - To view the requests made in a different time period than today, select the time period or select **All**.
- Click **Search Requests**. If no results appear, try changing your filter options or selecting only one.

Applications Manage Approvers x Manage Users x My To-Do Items x My Requests x View All Requests x

**Filter Options**

Request Status Request Type Requested For Requested By Time Period

All All Today

Search Requests

**Request search results (48 total)**

View Details Export Search Results Auto-refresh every 30 seconds(s)

Submitted On	Type	Requested For	Requested By	Service	Status	Result
2013-05-16 13:33:38	User Data Change	Fred Jones	Kay Robart		In Process	--
2013-05-16 13:29:37	User Data Change	Fred Jones	Kay Robart		Completed	Could not resolve
2013-05-16 11:13:11	Account Add	ODSCampusLoa	ODSCampusLoa	Texas Student Data	In Process	--
2013-05-16 10:57:16	Multi Account Change	Simply Smart	TAM RPS Adapte		Completed	Completed success
2013-05-16 10:56:08	Self-Registration	Simply Smart	TEA		Completed	Completed success
2013-05-16 10:51:30	Multi Account Change	Shiek Moydheer	TAM RPS Adapte		Completed	Completed success
2013-05-16 10:10:03	Self-Registration	June Fifteen	TEA		Completed	Completed success
2013-05-16 10:06:56	Multi Account Change	Pamela Conover	TAM RPS Adapte		Completed	Completed success
2013-05-16 10:05:28	Self-Registration	June ThirtyThree	TEA		Completed	Completed success

If you have a lot of results, you can use the paging tool at the bottom of the screen to type in a specific page or show more results on one page.

4. Click on the request you wish to view.
5. Click **View Details**.

The image shows a 'Request Details' dialog box with the following fields:

- Request ID:** 3359245066838846688
- Submitted On:** 2013-05-16 13:33:38:967 CDT
- Requested For:** Fred Jones
- Service:** (empty field)
- Result:** --
- Status:** In Process
- Status Detail:** Pending ISO Approval for Organization Approver Request by the following user:  
James.Farrell

At the bottom right of the dialog box are two buttons: **Cancel Request** and **Done**.

6. Click **Done** when you are finished.

### *Canceling a Request*

To cancel a request, follow the steps above to view the request, then click **Cancel Request** on the Request Details page.

## Managing TSDS Service Account Management Access

### *Requesting TSDS Service Account Manager Status*

If your organization is working with the Texas Student Data System (TSDS) and is using the Data Transmission Utility (DTU) or a web service, you must have a Service Account. For security purposes, it is necessary to authenticate each web service and data transfer utility through the use of a TEAL service account with a password. In order to request a service account, your organization must have at least one employee with a Service Account Manager status. An employee with this status can create and manage service accounts in TEAL; however, these accounts do not provide access to TEAL, only to the DTU and the web services. Once the person with the service account management status requests a service account, a machine-generated login is produced for the TSDS system to use.

Follow these steps to request a Service Account Manager status, so that you can create and administer service accounts:

1. Click **Edit My Profile**.
2. At the bottom of the page, click the **Service Account Manager Status** link.

**Applications** **Edit My Profile** ✕

First Name:   
 Middle Name:   
 Last Name:   
 Suffix:  Generational, Academic, Professional (Jr, PhD, CPA)

---

Email Address:  All notifications will be sent to this address.  
 Verify Email:   
 Birth Month:  The month of birth (1-12)  
 Birth Day:  The day of the month of birth (1-31)

---

Organization Type:  The user's organization type.  
 Job Title:

---

Phone Number:  May include area codes and extensions  
 Street Address:   
 City:   
 Country:   
 State:   
 Zip or Postal Code:

[Manage Approver Status](#) [Service Account Manager Status](#) [Revoke My Identity](#)

- Under Current Service Account Manager Status, click Request Service Account Manager Status.

**Applications** **Manage Service Accounts** ✕ **Edit My Profile** ✕

Service Account Manager status allows one to request service accounts. When requesting service account manager status, please note that your request will go through an approval process and any additions to the service account manager list below will not take place immediately. If an expected status does not show in the list below, please check that your request is not still pending.

User ID: Kay.Robart

**Current Service Account Manager Status** ⚙

[Request Service Account Manager Status](#) [Revoke Selected Status](#) [Refresh Status List](#)

Organization Number

Service Account Manager for AUSTIN ISD (organization ID 227901)

4. Begin typing the name of your organization and click in the box to select the organization from the pull-down menu.

**Service Account Manager Status Details**

Organization  
al

- ALBERTA EDUCATION. GED ADMIN. (ABXXXX)
- ALDINE ISD (101902)
- ALEDO ISD (184907)
- ALICE ISD (125901)
- ALICE ISD GED TESTING CENTER (ALICSD)
- ALIEF ISD (101903)**
- ALIEF MONTESSORI COMMUNITY SCHOOL (101817)
- ALLEN ISD (043901)
- ALLRED UNIT (WIN065)
- ALPHA CHARTER SCHOOL (057832)
- ALPHONSO CRUTCH'S-LIFE SUPPORT CENTER (101817)
- ALPINE ISD (022901)
- ALTO ISD (037901)

responsibility for revoking a service account when access is no longer my organization or changes roles.

result in unauthorized access to network resources and confidential each in confidential information because of my failure to revoke not limited to possible revocation of my service account manager employing organization.

Submit Cancel

3. Click **Submit**. If your request is successfully submitted, a message appears in green at the top of the page. This request is routed for approval to the organization approver for the organization for which you requested access. The [approval process](#) used is the same as for a service account request.

## Revoking Service Account Manager Status

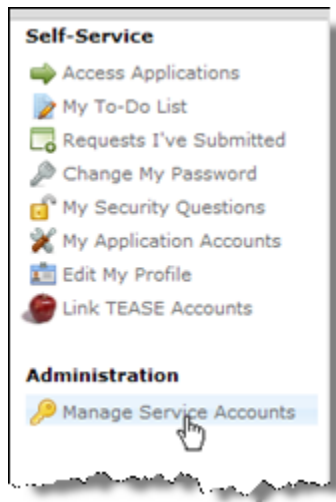
If you have Service Account Manager status, you can revoke the Service Account Manager status for yourself or others. This does not remove access or application accounts but simply removes the employee as a service account manager.

1. Click **Edit My Profile**.
2. Scroll down to the bottom of the page and click **Service Account Manager Status**.
3. Select the status you wish to revoke from the list.
4. Click **Revoke Selected Status**.
5. Confirm that you wish to revoke the status by clicking **OK**.
6. Click **Done** when you are finished working on the page.

## Managing Service Accounts

### Managing Service Accounts

Once you have requested access and been approved for Service Account Manager status, you can manage service accounts for your organization. Your approval is indicated by a Profile Change message from TEAL and the appearance of the **Manage Service Accounts** link under **Administration** in the **Self-Service** pane. You must log out of TEAL and log back in to see this link.



Click the link to access the Manage Service Accounts tab.

 A screenshot of the 'Manage Service Accounts' page. At the top, there are three tabs: 'Applications', 'Manage Service Accounts' (which is active), and 'Edit My Profile'. Below the tabs, a message states: 'Please note that any request for a new Service Account will go through an approval process. Any new service account requests will be listed in the table below with a status of "pending" until the approval is finalized.' Below this message is a 'Filter Options' section with two dropdown menus: 'Organization' (set to 'AUSTIN ISD') and 'Application' (set to 'All'). There is a 'Search Service Accounts' button. Below the filters, it says '0 accounts.' and there are three buttons: 'Request New Service Account', 'Reset Password', and 'Delete Account'. At the bottom, there is a table with the following columns: 'Account User ID', 'Organization', 'Service', 'Technical E-Mail', 'Administrative E-mail', and 'Expire Date'. Each column has an input field below it.

From this page you can do the following:

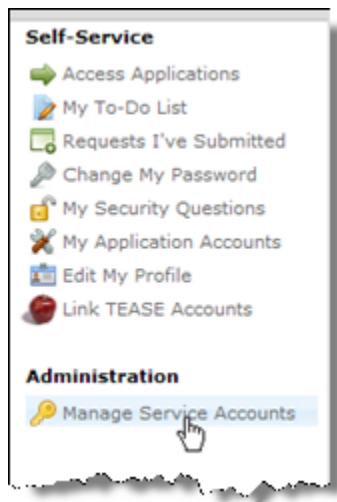
- [Search for a service account](#)
- [Request a new service account](#)
- [Reset a service account password](#)
- [Delete the account](#)

**Note:** *Service accounts are only valid for one year.* If you have Service Account Manager status, you will receive messages during the last month before accounts expire reminding you to reset your service account passwords in order to maintain access to the DTU and web services.

### Searching for Service Accounts

As a Service Account Manager, you can work with service accounts created by any other service account manager. To view service accounts, do the following:

1. Click Manage Service Accounts under Administration in your Self-Service pane.



The Manage Service Accounts tab opens:

Applications Manage Service Accounts x Edit My Profile x

Service Account Manager status allows one to request service accounts. When requesting service account manager status, please note that your request will go through an approval process and any additions to the service account manager list below will not take place immediately. If an expected status does not show in the list below, please check that your request is not still pending.

User ID: Kay.Robart

**Current Service Account Manager Status**

Request Service Account Manager Status Revoke Selected Status Refresh Status List

Organization Number

Service Account Manager for AUSTIN ISD (organization ID 227901)

Done

- If you have access to more than one organization, select the appropriate organization from the menu.
- Under Application, leave the menu set at **All** to find all accounts, or select **TSDS Data Transmission Utility** to find the DTU service accounts or **Uniq-ID Web Service** to find the web service accounts.
- Click **Search Service Accounts**. The results appear in the bottom pane.

Applications Manage Service Accounts x

Please note that any request for a new Service Account will go through an approval process. Any new service account requests will be listed in the table below with a status of "pending" until the approval is finalized.

**Filter Options**

Organization: AUSTIN ISD Application: All

Search Service Accounts

5 accounts.

Request New Service Account Change Password Delete Account

<input type="checkbox"/> Account User ID	Organization	Service	Technical E-Mail	Administrative E-mail	Expire Date
<input type="checkbox"/> SA.TSDSDTU.227901.0: AUSTIN ISD	AUSTIN ISD	TSDS Data Transmissio	brian.thompson@tea.state.tx.us		04/11/2014
<input type="checkbox"/> SA.TSDSDTU.227901.8: AUSTIN ISD	AUSTIN ISD	TSDS Data Transmissio	brian.thompson@tea.state.tx.us		04/11/2014
<input type="checkbox"/> SA.UIDWS.227901.096: AUSTIN ISD	AUSTIN ISD	Uniq-ID Web Service	brian.thompson@tea.state.tx.us	other.email@foo.com	04/11/2014
<input type="checkbox"/> SA.TSDSDTU.227901.8: AUSTIN ISD	AUSTIN ISD	TSDS Data Transmissio	brian.thompson@tea.state.tx.us		04/11/2014
<input type="checkbox"/> SA.TSDSDTU.227901.5: AUSTIN ISD	AUSTIN ISD	TSDS Data Transmissio	brian.thompson@tea.state.tx.us		Pending

From this view, you can select an account to change its password or delete it, or you can request a new account.

## Requesting a New Service Account

A Service Account Manager can request a new service account, either for the DTU or a web service for TSDS.

### [Procedure](#) [Approval Workflow](#)

## Procedure

Follow these steps to request a new service account:

1. Click **Manage Service Accounts** under **Administration** in the **Self-Service** pane.

Applications **Manage Service Accounts** \* Edit My Profile \*

Please note that any request for a new Service Account will go through an approval process. Any new service account requests will be listed in the table below with a status of "pending" until the approval is finalized.

**Filter Options**

Organization: AUSTIN ISD Application: All

Search Service Accounts

0 accounts.

Request New Service Account Reset Password Delete Account

<input type="checkbox"/> Account User ID	Organization	Service	Technical E-Mail	Administrative E-mail	Expire Date

2. Click **Request New Service Account**.
3. The account details and information about the rules appear:

**Request Service Account Details**

Application: TSDS Data Transmission Utility

Organization: AUSTIN ISD

Administrative E-Mail Contact (Optional):

Please be aware of the following Service Account Management rules:

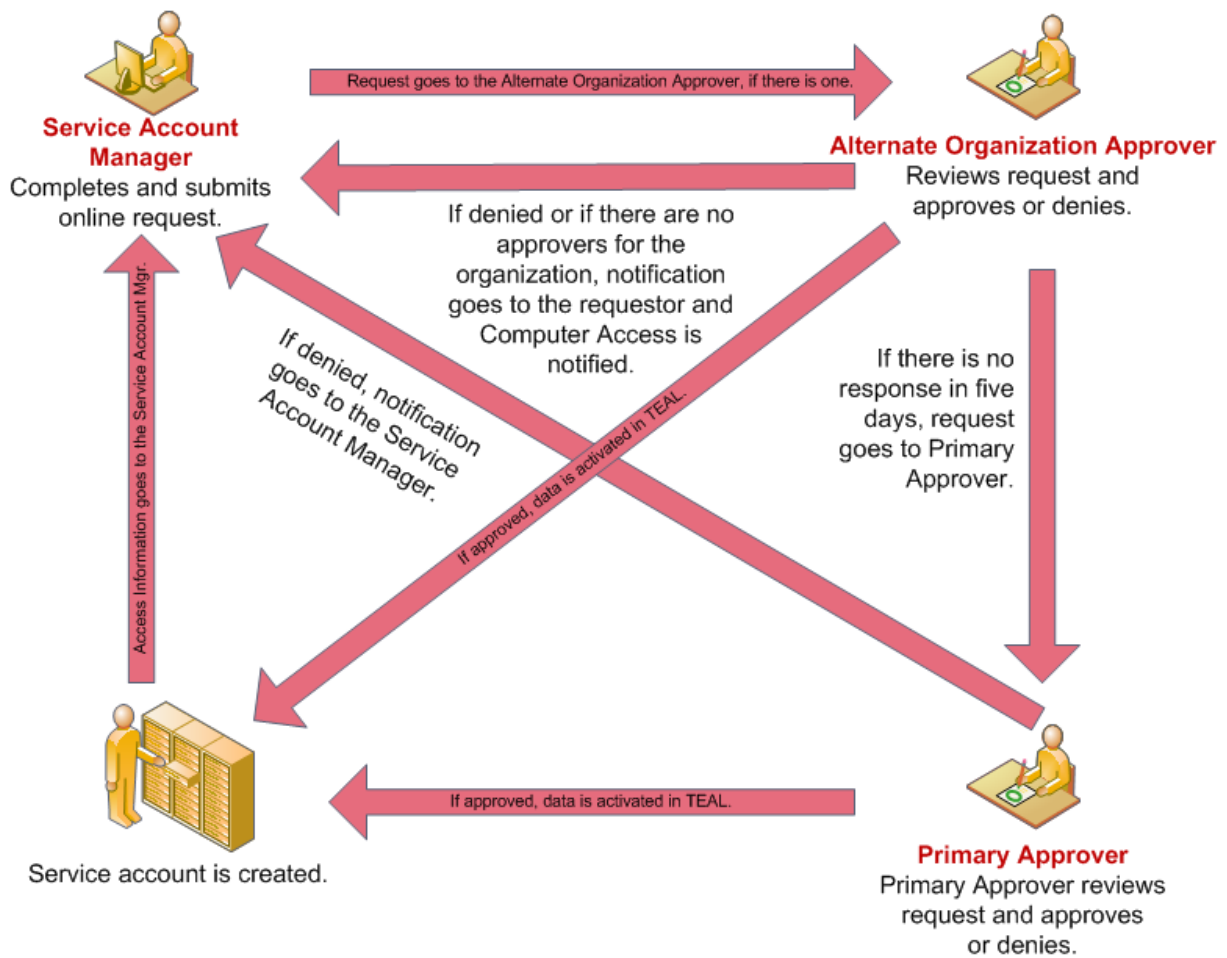
1. This account will not be able to access the TEAL application web interface or request access to any other applications.
2. The password for this account may be changed via the TEAL Service Account Management utility by any Service Account Managers for the requested organization, however it may not be entered manually and must remain system generated.
3. The password for this account will expire one year from the date of this request and at such time a new password must be requested. All service account managers for the requested organization will be notified each day for 30 days before expiration to take appropriate action.
4. You will be notified in two separate email communications of the username and password for this service account once the request is approved.

Submit Cancel

4. Select from the following applications:
  - **TSDS Data Transmission Utility:** the DTU
  - **Uniq-ID Web Service:** the web service for the TSDS Uniq-ID system
5. If you have access to more than one organization, select the appropriate organization from the menu.
6. Type an administrative e-mail contact, if you wish to send an e-mail notification to an additional person besides yourself.
7. Click **Submit**. If the request was successful, a message appears in green at the top of the page. The request goes through the approval process for service accounts. New service account requests are listed as **Pending** until they are approved.

## Approval Workflow

The following workflow diagram depicts the approval process for the service account request. The Service Account Manager submits the request to the Alternate Organization Approver, if one exists. If there is no Alternate Organization Approver, the request goes to the Organization Approver. If there is an Alternate Organization Approver but no approver responds within five days, the request is forwarded to the Primary Approver for the organization. If there are no approvers for the organization or the request is denied, the response is sent to the Service Account Manager. If the request is approved, the account is created and information is forwarded to the Service Account Manager.



## Changing a Service Account Password

As long as an account is not in Pending Approval status, you can change its password. Follow these instructions to change a password for the account.

1. Click Manage Service Accounts under Administration in your Self-Service pane.
2. Use the Filter Options to view the service account, as instructed in [Searching for Service Accounts](#).
3. Select the account:

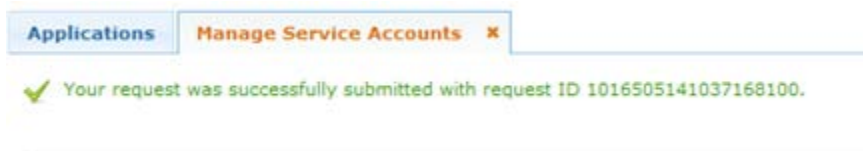
5 accounts.

Request New Service Account	Change Password	Delete Account	Account User ID	Organization	Service	Technical E-Mail	Administrative E-mail	Expire Date
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SA.TSDSDTU.227901.02	AUSTIN ISD	TSDS Data Transmission	brian.thompson@tea.state.tx.us		04/11/2014
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SA.TSDSDTU.227901.84	AUSTIN ISD	TSDS Data Transmission	brian.thompson@tea.state.tx.us		04/11/2014
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SA.UIDWS.227901.0969	AUSTIN ISD	Uniq-ID Web Service	brian.thompson@tea.state.tx.us	other.email@foo.com	04/11/2014
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SA.TSDSDTU.227901.83	AUSTIN ISD	TSDS Data Transmission	brian.thompson@tea.state.tx.us		04/11/2014
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SA.TSDSDTU.227901.53	AUSTIN ISD	TSDS Data Transmission	brian.thompson@tea.state.tx.us		Pending

4. Click Change Password.

5. Verify that you want to reset the password by clicking **OK**, or cancel the request by clicking **Cancel**.

If the request was successfully submitted, a message appears in green at the top of the page:



TEAL generates a new password. By e-mail you will receive a message including the new password.

### Deleting a Service Account

If you are a service account manager, you can delete any service account, as long as it is not in **Pending** status. Follow these steps to delete an account:

1. Click **Manage Service Accounts** under **Administration** in your Self-Service pane.
2. Use the **Filter Options** to view the service account, as instructed in [Searching for Service Accounts](#).
3. Select the account.
4. Click **Delete Account**.
5. Confirm that you wish to delete the account by clicking **OK**, or cancel the request by clicking **Cancel**.

If your request was successful, a message appears in green at the top of the page. The system verifies that the account is a service account and sends you an e-mail indicating that the account has been deleted. To verify that the account is gone from the list, click **Search Service Accounts** again.