TEAL Help

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Overview of the TEA Login Application

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](#)
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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.
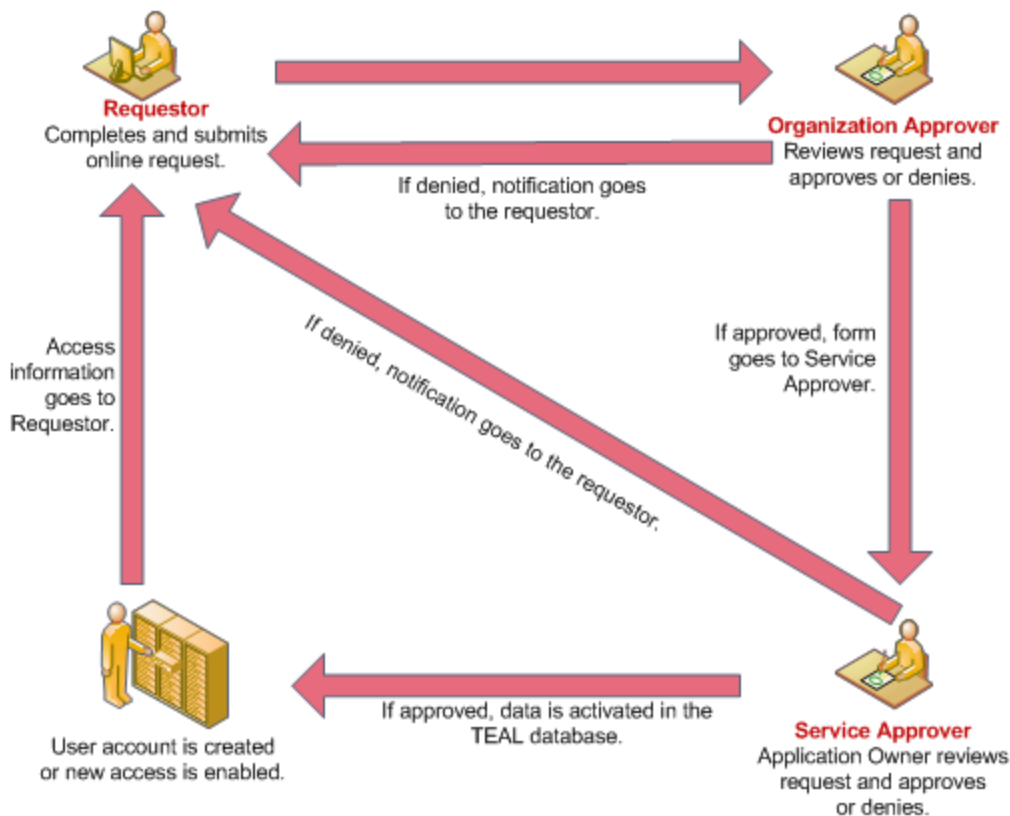
  Users can submit requests to be backup service approvers to help support requests for access.

- **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.

Requestor
Completes and submits online request.

Organization Approver
Reviews request and approves or denies.

If denied, notification goes to the requestor.

Access information goes to Requestor.

If denied, notification goes to the requestor.

If approved, form goes to Service Approver.

User account is created or new access is enabled.

If approved, data is activated in the TEAL database.

Service Approver
Application Owner reviews request and approves or denies.

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

Note: This process workflow does not apply to approvals for Service Account Management Status or 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

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.

2. Click **Request New User Account**. The user registration page appears:

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.

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.

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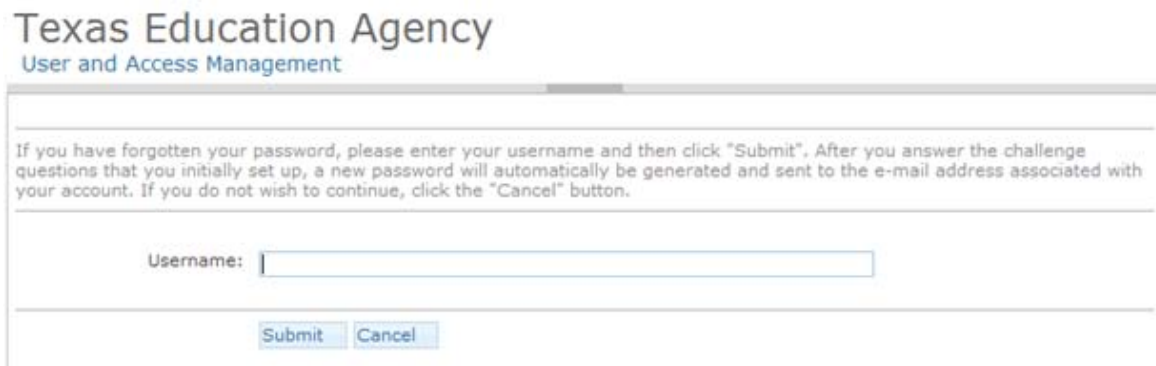
When you are finished working in an application, click **Exit** to exit the application.

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:

Texas Education Agency
User and Access Management

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.

Username: [   ]

Submit   Cancel

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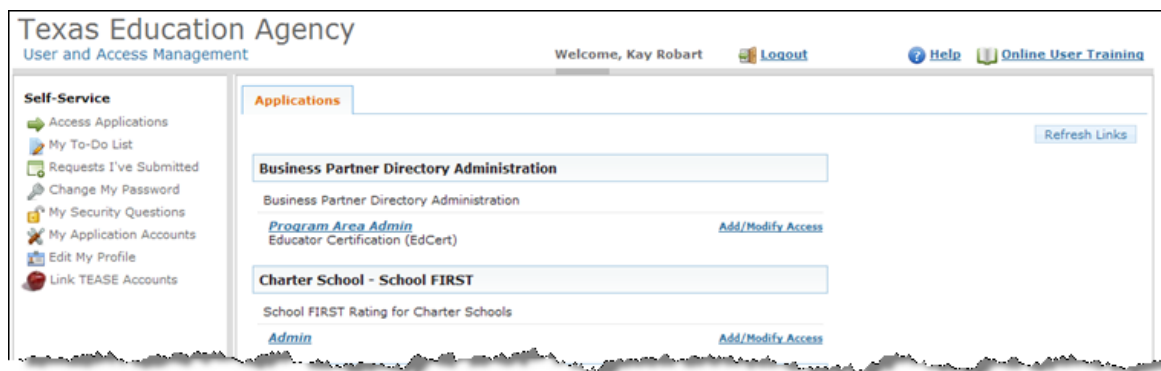
2. Click **My Application Accounts** under **Self-Service**.

3. Click **Request New Account**.

4. 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**.

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

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.
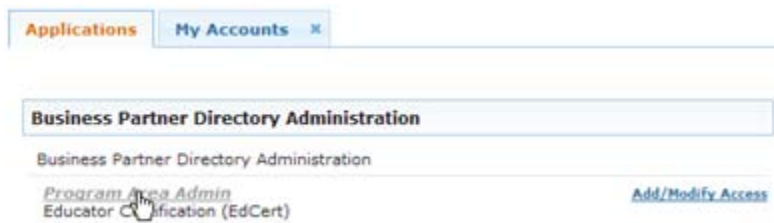
Managing Your Information

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.
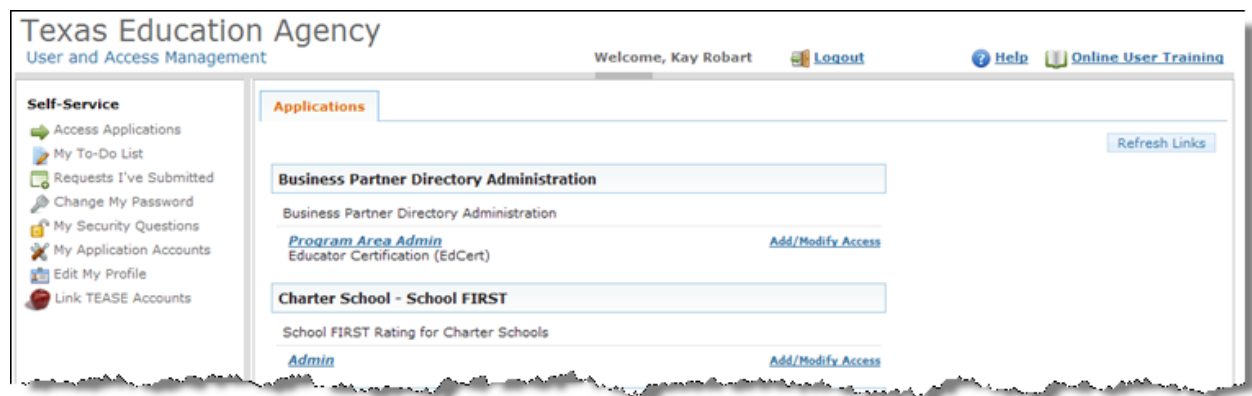
This page provides the following:

- In the top header:

  o **Logout:** logs you out of TEAL

  o **Help:** opens this help system

  o **Online User Training:** opens the video tutorial

- In the **Self-Service** pane:

  o **Access Applications:** provides links to the **Applications** tab if you are on another tab. (You can also click the **Applications** tab.)

  o **My To-Do List:** shows any tasks that are in your queue.

  o **Requests I've Submitted:** allows you to view your own pending or completed requests.

  o **Change My Password:** allows you to change your password.

  o **My Security Questions:** allows you to edit the three security questions.

- o **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.

- o **Edit My Profile**: allows you to edit contact information, job information, and so on.

- o Link TEASE Accounts: allows you to link your TEA Login ID with your TEASE login ID.

- In the **Administration** pane, for administrators only:

- o **Manage Other Users**: allows you to manage IDs and profiles for other users.

- o **Manage Others' Accounts**: allows you to manage other users' access to applications.

- o **Manage Approvers**: allows you to assign and manage approvers for applications.

- o **Manage Service Accounts**: allows Texas Student Data System administrators with Service Account Manager status to manage service accounts.

- o **View All Requests**: allows you to view requests submitted by any user

Related Topics

[Changing Your Password](#)
[Requesting Access to an Application](#)

Changing Your Password

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

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

2. Select the account you wish to edit.

3. Click **Edit 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.

Modify request was successfully submitted with request ID 2913533092914652576.

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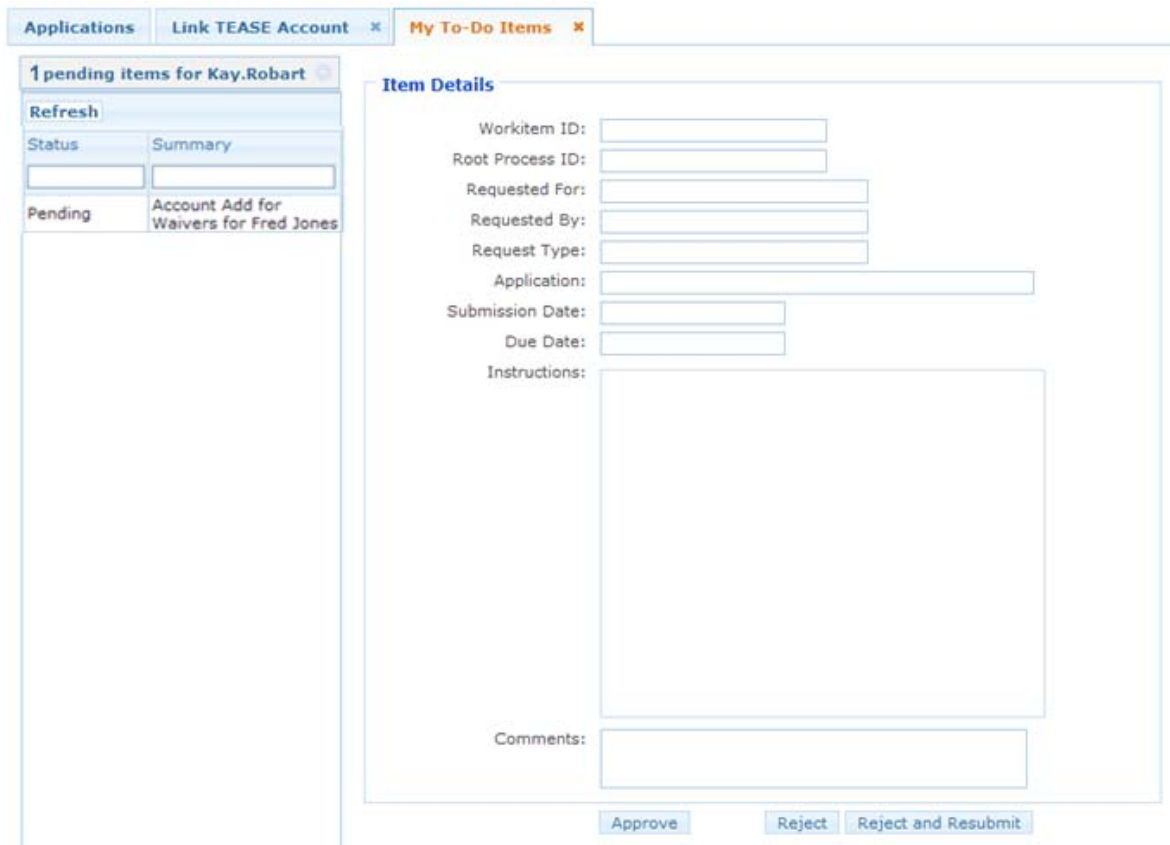
2. Click on an item in the list to see the item details.

3. Type any comments needed to explain your decision.

4. 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:

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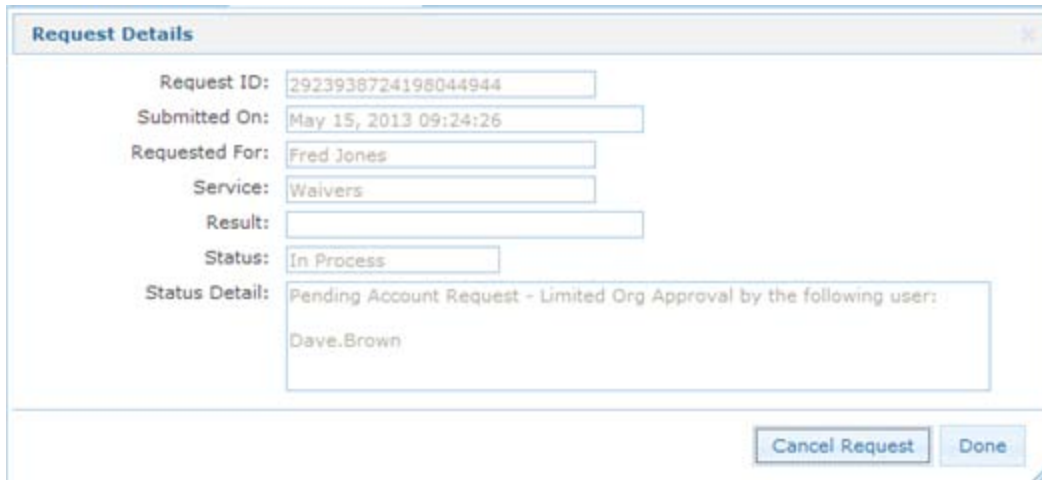
    If many requests appear, you can use the page controls at the bottom to page through the list.

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

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

Cancelling 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.

3.   Click **Request Approver Status**.

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 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):

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**.

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.

User ID	First Name	Last Name ⇕	Email Address	Status
☑ ~~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.**

2. Click **Request New Account.**

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.

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**.

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

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**.

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**.

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:

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**.

6. 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.

1. Follow the steps above to edit a specific approver.

2. Select the specific privilege you want to revoke.

3. Click **Revoke Selected Status**.

4. Click **OK** to confirm you want to revoke the privilege. A message informs you that your request is submitted for processing.

5. 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.

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.

3. Click **Search**.

4. Select the ID of the person or people whose approver privileges you wish to revoke.

5. 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.

2. 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**.

3. Click **Search Requests.** If no results appear, try changing your filter options or selecting only one.

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**.

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

Cancelling 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.

3. Under **Current Service Account Manager Status**, click **Request Service Account Manager Status**.

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

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.
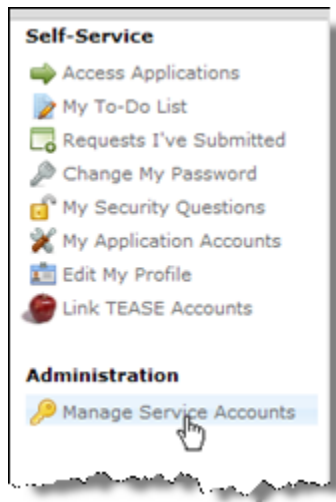
Click the link to access the **Manage Service Accounts** tab.

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:

2. If you have access to more than one organization, select the appropriate organization from the menu.
3. 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** the find the web service accounts.
4. Click **Search Service Accounts**. The results appear in the bottom pane.

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.

2. Click **Request New Service Account**.

3. The account details and information about the rules appear:

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 it sent to the Service Account Manager. If the request is approved, the account is created and information is forwarded to the Service Account Manager.
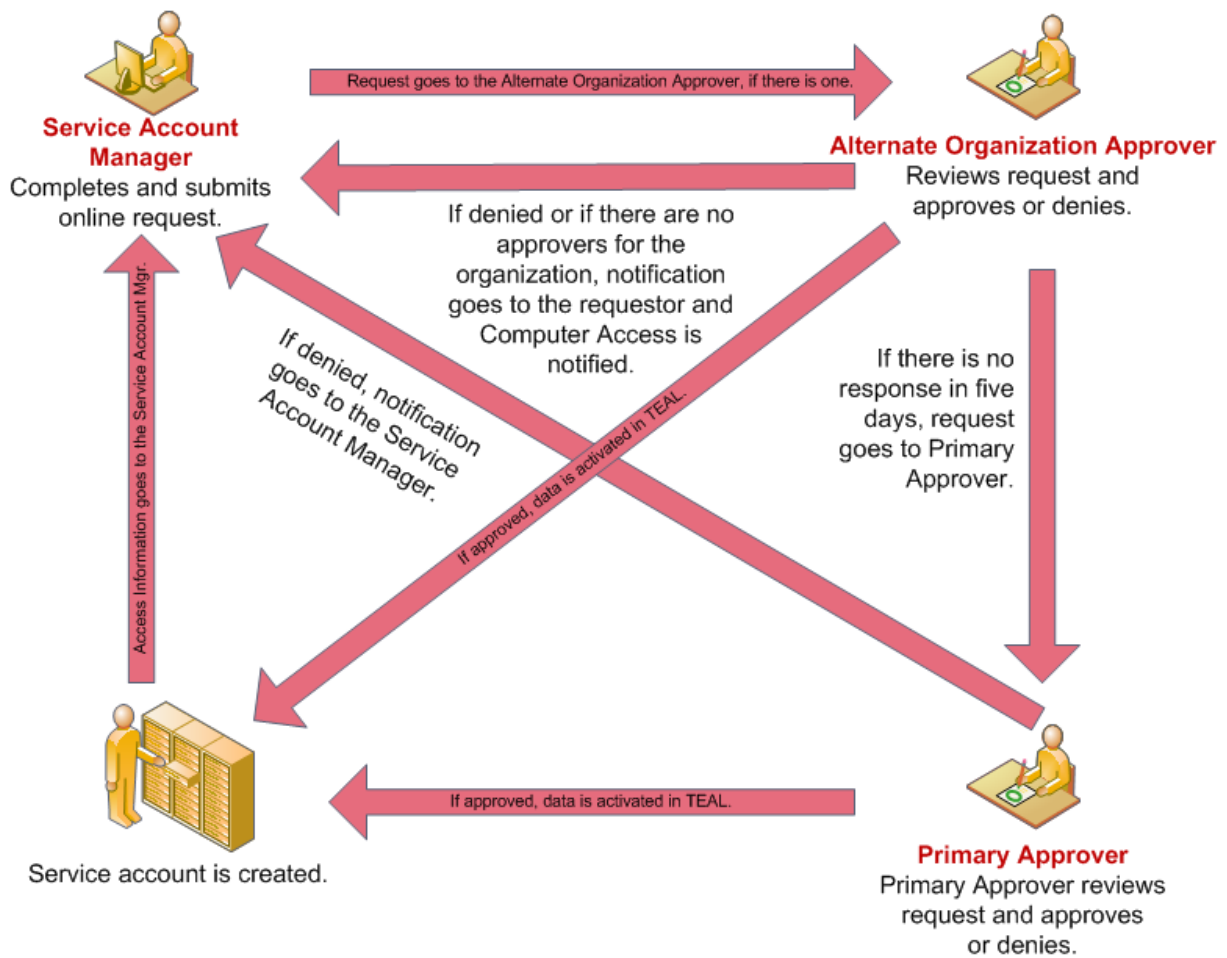
Changing a Service Account Password

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.
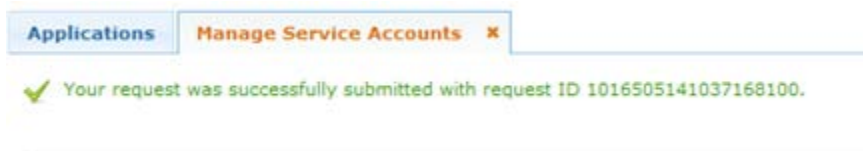3. Select the account:

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.