TEA Help Desk Quick Reference

The TEA Help Desk is TEA's online system for requesting support. Use the TEA Help Desk currently to get help with TEAL and TEASE account access and for help with grant-related issues, including eGrants.

Open the TEA Help Desk

You do not need a login to use TEA Help Desk.

Open the TEA Help desk by clicking the Help Desk icon or link on TEA website pages, or by going directly to https://helpdesk.tea.texas.gov. (The old URL will still work.)

Search for Help

You may be able to find a quick answer to your question by using the Knowledge Base search at the top of the page.

1. Type your question into **Find an Answer.**

2. Click **Search.** If the search finds an article on this topic, it lists the search results:

3. Click the title of one of the articles to open it.

If you have more questions, you can submit a request by scrolling to the bottom of the article or from the TEA Help Desk home page.

Submitting a Request

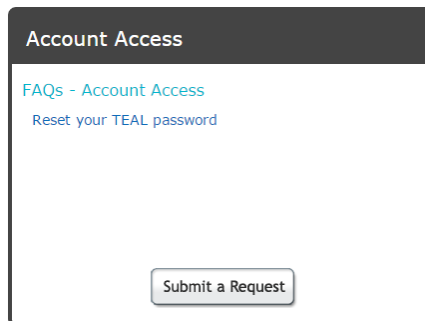1. Depending upon the type of problem, click either **Account Access** (for access problems or for applications using TEAL and TEASE) or **Grants** (for help with grants or the eGrants application).
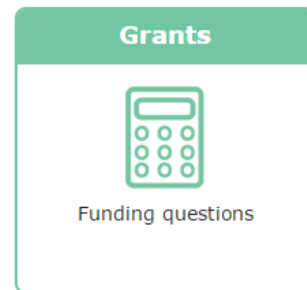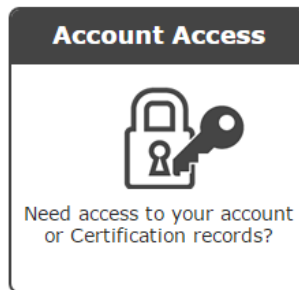
2. The first page shows the available FAQs for this area. Check the FAQs to see if your question is already answered. Here is an example of the Account Access FAQs:

Open a FAQ topic by clicking it.

3. If you don't find the topic you need in the FAQs, click **Submit a Request:**

4. Complete the information requested.
5. If you have documents to attach, click **Add file** and browse and attach them.
6. Click **Submit.**

Please take note of the hours listed at the bottom of the page. TEA Help Desk hours are generally 8 AM to 5 PM during regular workdays. Other areas may list different hours.