# 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, hardware and software issues, or on- and offboarding staff.
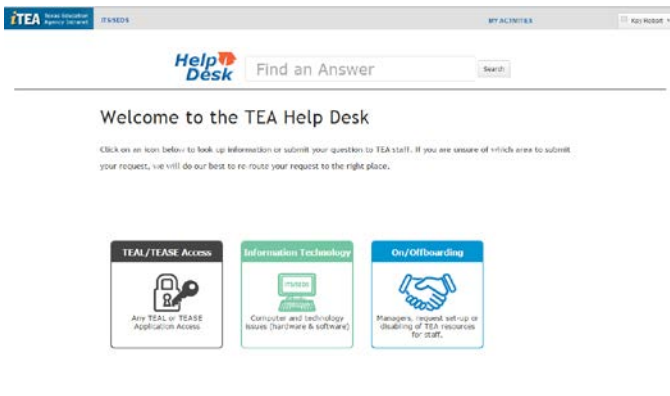
Open the TEA Help Desk

Open the TEA Help desk by clicking the Help Desk icon or link on TEA website pages, or by going directly to https://ihelpdesk.tea.texas.gov.

Sign in with your TEA Help Desk user name and password.
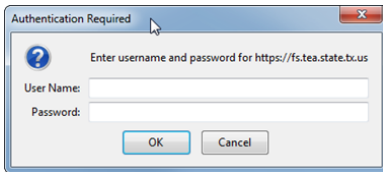
The Help Desk opens:

Search for Help

You may be able to find a quick answer to your question by using the 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.

Knowledge Base

Create a TEAL Account to Apply for or Renew Certification (Educators, including Paraprofessionals)

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.

Submit a Request

1. Depending upon the type of problem, click **TEAL/TEASE Access** (for access problems or for applications using TEAL and TEASE), **Information Technology** (for computer hardware or software issues), or **On/Offboarding** (for managers to request setup or disabling of TEA resources for staff).
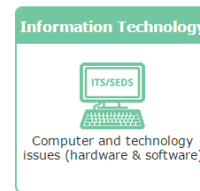
2. The first page shows the available FAQs for this area. Check the FAQs to see if your question is already answered. Here is an example of the TEAL/TEASE Access FAQs:

Open a FAQ topic by clicking it.

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

1. Complete the information requested.
2. If you have documents to attach, such as the Computer Access Request (CAR) form, click **Add file** and browse and attach them.

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3. Click **Submit.**

You will receive an email notification that your ticket was received that contains the ticket number. You can add information to the request or check its status by replying to the email notification.
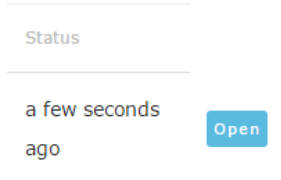
View Your Requests

You can view the status of your requests by clicking the **My Activities** link at the top of the page:
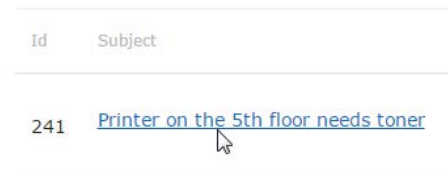
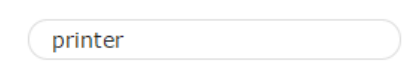

The page shows any requests you have submitted:

View the status of a request at the bottom right:

View a request by clicking on its title:

Search requests by typing keywords in the Search requests box and pressing Enter:

Edit Your Profile

Your profile contains your name, contact information, and space for an Avatar. Edit your profile by clicking the drop-down menu arrow next to your name and selecting **Edit My Profile:**