Getting Application 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.

Important! If you are an educator trying to set up an account to apply for or check your certification records, see Account Setup for Educators.

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. If you are an educator, Birth Year is required as well.

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.

4. Retype your e-mail address to verify that the address is correct.
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.

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. Type your birth year.

7. Select the organization type that most closely matches yours from the list. If your organization type does not appear, select Other. Use the following table for help in choosing your organization type:

<table>
<thead>
<tr>
<th>Role</th>
<th>Is intended For . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educator</td>
<td>For teachers, paraprofessionals, and all others if creating a TEAL account for access to ECOS for Educators; links to an ECOS certification account based on the entry of personal data</td>
</tr>
<tr>
<td>District, Charter, ESC, Private School Staff</td>
<td>For district and school staff who do not need ECOS for Educators or who want to maintain a separate user account for ECOS; automatically provisions a TEAL user ID; can still link to an educator account later if needed (These users can also select Other with no repercussions.)</td>
</tr>
<tr>
<td>Internal TEA Contractor</td>
<td>For TEA staff only. Contractor requests are routed to an Organization Approver.</td>
</tr>
<tr>
<td>Internal TEA Employee</td>
<td>For TEA staff only. FTE staff requests are routed to TEA Human Resources.</td>
</tr>
<tr>
<td>Other</td>
<td>For any user external to TEA; automatically provisions a TEAL user ID; will not trigger the ECOS linking process, but can still link to educator records later if needed</td>
</tr>
</tbody>
</table>
Depending upon your organization type, you may be asked to select your manager’s name or **Employing Organization**. If you are a TEA contractor, you must supply the **Employing Organization** before you can submit the form. In this case, your request is routed to the approver for your employing organization for approval before it can be implemented by TEA.

1. Type your job title.

2. Type your phone number, including area code.

3. Type your mailing address.

4. Check the information you provided to make sure it is correct.

5. Click **Submit**.

6. 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
  Changing Your Password
  Signifying Assurances
  Selecting and Answering Security Questions

Logging Off

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:

   ![TEA Login page](image)

   **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: [text field]
   Password: [text field] Show Password

   Login

   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.
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**.

**Changing Your Password**

The first time you log on, a page appears requesting you to change your password.

![TEA Texas Education Agency](image)

**Set Your Password**

**Please create a new password.**

- **Username:** Joe.Trainee
- **Current Password:**
- **New Password:**
- **Confirm New Password:**

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

Your new password must adhere to the following guidelines:

- Make sure the password conforms to the TEAL password rules. Your password MUST:
  - Be 8-30 characters long
  - Contain all the following:
    - Letters - At least one letter
    - Numbers - At least one number
    - Special characters - At least one special character i.e. #, *, $, or @
  - Be different from your previous ten passwords
  - Not contain variations of the word “password”
  - Not repeat a character more than two times
  - Not include your user name

*Note:* Current Password is either the last password you set, or a temporary password that was most recently emailed to you. Passwords are case-sensitive, so ensure that your CAPS Lock is not set to On.

[Submit] [Cancel]

**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.
1. Type the password assigned to you by the system.

2. Type your new password. Be sure to pay attention to the password rules listed on the page.

3. Confirm your password by typing it again.

4. Click Submit. After the first login, this page will appear if you log in again after your password has expired. You can always, however, change your password whenever you want. See Changing Your Password for more information.

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.

![Assurances Page](image)

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:

   ![Forgot Password Page](image)

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, file a request with the TEA Help Desk and click **Cancel** to exit until you have a new address set up.
A new page appears containing one of the security questions that you selected when you set up your account. The following image shows a sample question:

5. Type the answer to the question. Remember that you must answer the question exactly as you did when you set up your account.

6. Click **Submit**. If you answered the question 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:

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 under Request New Account 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.

Requesting New Access to an Application
Requesting Additional Access for an Application
Modifying Existing Access
Requesting New Access to an Application

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 Apply for Access.
3. Click Request New Account.

4. Click the link for the application for which you would like access, or double-click the application name.
5. When a page like the following appears, click **Add Access**.

6. 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.

7. Select the appropriate role.

8. Type in the ID and any other parameters requested.

9. Click **Done**.

10. Click **Save Changes**. If the request was submitted successfully, a success message appears at the top of the tab.
Note: If you have a pending request for application access, you cannot make additional requests for the same employing organization and application. The pending request must be approved before you can submit a request for additional access.

Requesting Additional Access for an Application

You may already have access to an application but need to add some type of access. For example, perhaps you have access under a "district" role for the application and now also need "district approver" access. Follow these steps to add access to an application or modify the access you have:

1. If you don't have it selected already, click Access Applications from the Self-Service pane, or click the Applications tab to view the list of applications to which you have access.
2. Click **Add/Modify Access** for the applicable application.

![Image of access settings for Charter School - School FIRST]

- **Application Name:** Charter School - School FIRST
- **User ID:** Kay.Rebart
- **Accesses:**
  - **Granted:**
    - **Employing Organization:** STEPHEN F AUSTIN STATE UNIVERSITY CHARTER SCHOOL
      - Role: District
      - County District Number: 174801
    - **Employing Organization:** REG VII EDUCATION SERVICE CENTER
      - Role: ESC
      - Region: 092950
    - **Employing Organization:** TEA - Information Technology Services (ITS)
      - Role: Internal

**Done**
3. Click **Add Access.** The dialog box that appears looks different depending upon the application.

4. Begin typing the name of your organization under **Employing Organization.** Once you begin typing, a list appears. Select your employing organization from the list.

5. Select any new roles from the list by clicking them.

6. If any other parameters are requested, such as a district or school number, provide this information.

7. Click **Done.**

8. Click **Save Changes** to actually submit your request. A green check mark should appear at the top of the page informing you that your request was submitted successfully.
Modifying Existing Access

Sometimes you may need to modify the existing access you have for a specific application. For example, suppose you have a job change that requires you to change your role for an application. Depending upon the application, some modifications may not be allowed using this method. You may have to use Add Access instead. Follow these steps to modify the access:

1. If you don't have it selected already, click Access Applications from the Self-Service pane, or click the Applications tab to view the list of applications to which you have access.
2. Click Add/Modify Access for the applicable application.
3. Click Modify Access.
4. If you have more than one role for the application, the following box appears:

   ![Image of role selection box]

   5. Click the role you wish to modify.
6. Click Modify.
7. Select the new role, new district, or whatever else you are changing.
8. Type any comments you may have to explain the reason for this change.
9. Click Done.
10. Click Save Changes to submit your modifications to TEA.
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.

For additional assistance working with TEAL access and applications, see topics in the TEAL Help System.