



Texas Education Agency

**How to Create and Manage TSDS Web Service Accounts
in TEAL**

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August 28, 2013

Create and Manage TSDS Web Services Accounts

Document History

v.01	Michele Elledge	Initial draft
v.1	Michele Elledge	Updated after C. Cammack review
v.1.1	Cynthia Cammack	Added information about deleting service accounts and revoking SAM status.

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1 Introduction to the Service Account Manager (SAM)

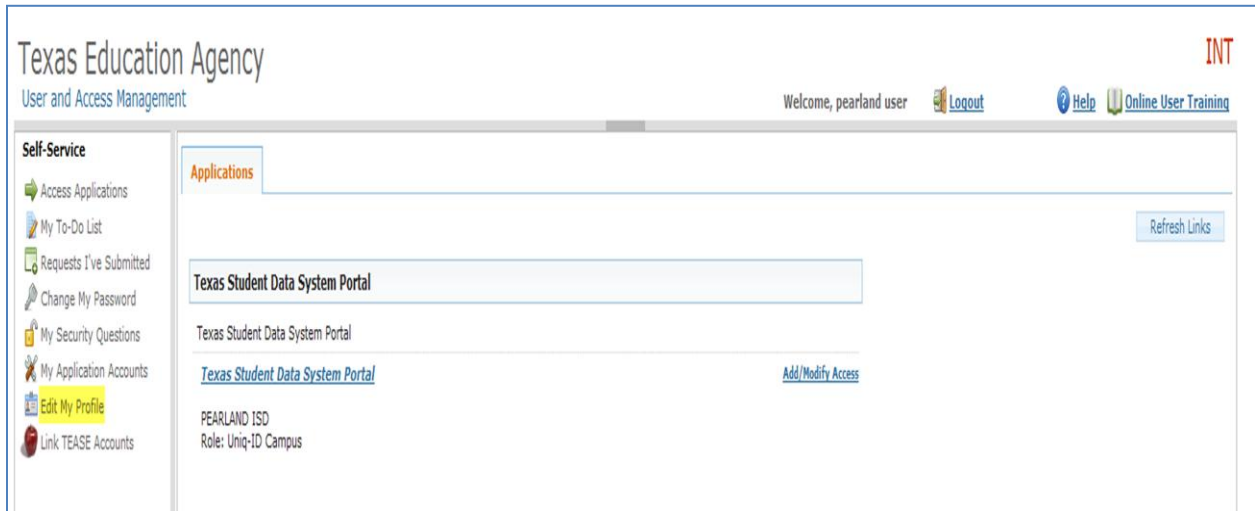
The Texas Student Data System (TSDS) uses web services for Unique ID and for the Data Transmission Utility (DTU). For security purposes, it is necessary to authenticate each web service with a user name and password. Each district, charter school, or other user organization must set up at least one service account for each web service used. There are two steps to this process:

1. The first step is to set up at least one user within the organization as a Service Account Manager. To be set up, the user must submit a request in TEAL and it must be approved by the primary (or alternate) approver for the organization. (Once this approval occurs, the user can manage all service accounts within the organization.)
2. After the request for the Service Account Manager is set up, that user must log on to TEAL and request a new service account. In this step, the Service Account Manager indicates which web service will use the account. Once this request is approved, a web service user name and password is generated. These credentials must be entered in an application in order for it to be able to use the web service. Service account passwords expire after one year. Service Account Managers receive notification thirty days in advance of the expiration of a password.

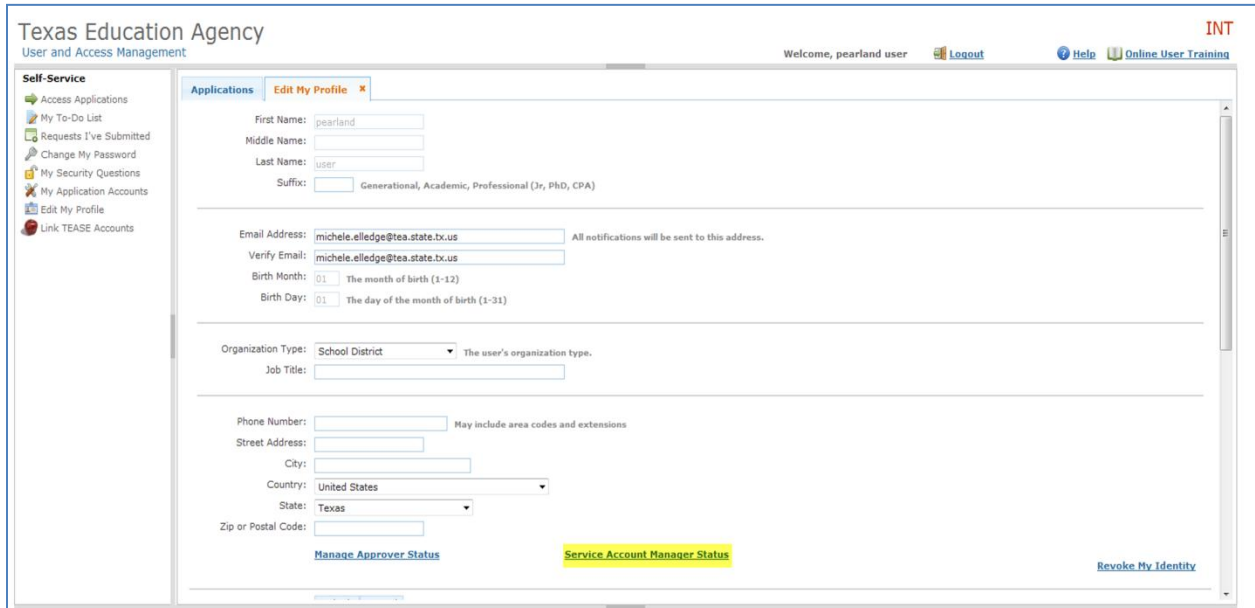
2 Request Service Account Manager Status

After logging into TEAL, follow these steps to request Service Account Manager status:

1. Click **Edit My Profile**.

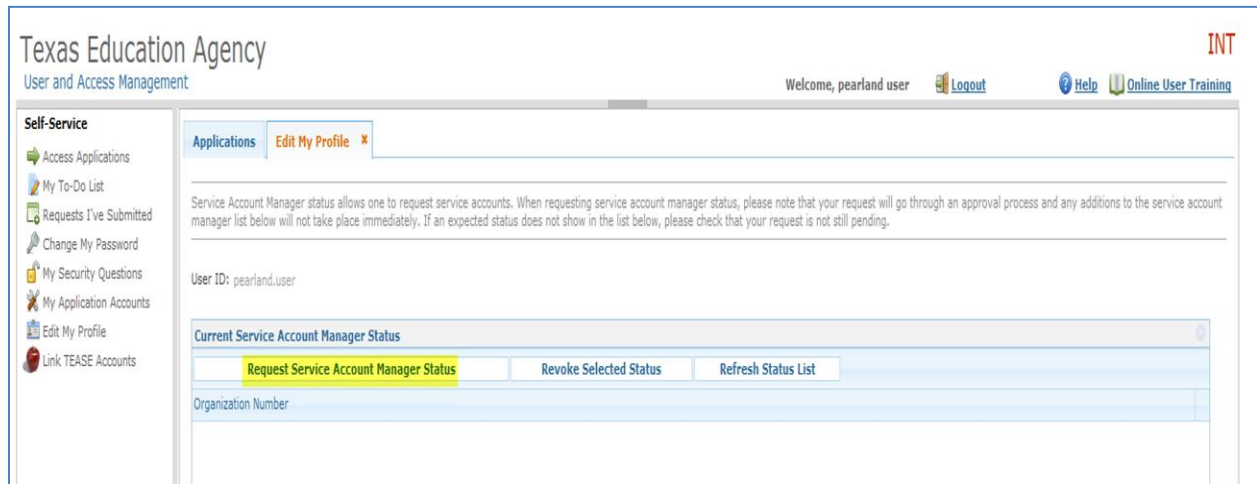


2. At the bottom of the page, click the **Service Account Manager Status** link.

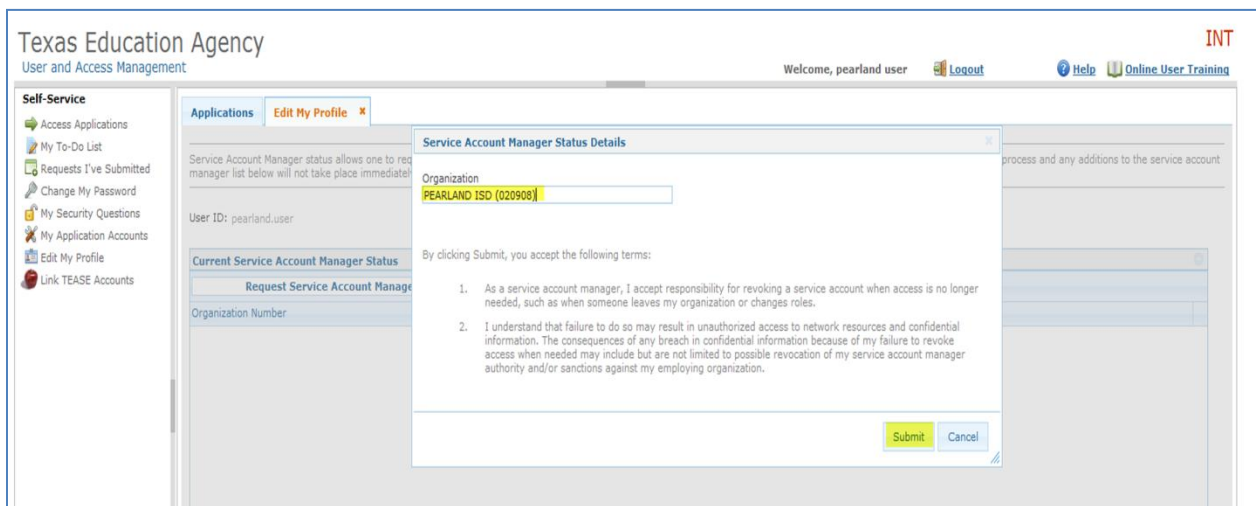


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3. Click **Request Service Account Manager Status**.



4. When the Service Account Manager Details popup is displayed, enter the Organization for which you are requesting Service Account Manager status and click **Submit**:



Create and Manage TSDS Web Services Accounts

A confirmation message is displayed:

The screenshot displays the Texas Education Agency User and Access Management interface. The page title is "Texas Education Agency" with the subtitle "User and Access Management". The user is identified as "pearland.user". A confirmation message is displayed: "Your request was successfully submitted with request ID 5292234072606091628,". Below the message, there is a section for "Current Service Account Manager Status" with buttons for "Request Service Account Manager Status", "Revoke Selected Status", and "Refresh Status List". The "Organization Number" field is visible but empty.

Texas Education Agency
User and Access Management

Welcome, pearland.user [Logout](#) [Help](#) [Online User Training](#)

Self-Service

- Access Applications
- My To-Do List
- Requests I've Submitted
- Change My Password
- My Security Questions
- My Application Accounts
- Edit My Profile
- Link TEASE Accounts

Applications **Edit My Profile** ✕

✓ Your request was successfully submitted with request ID 5292234072606091628, ✕

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: pearland.user

Current Service Account Manager Status

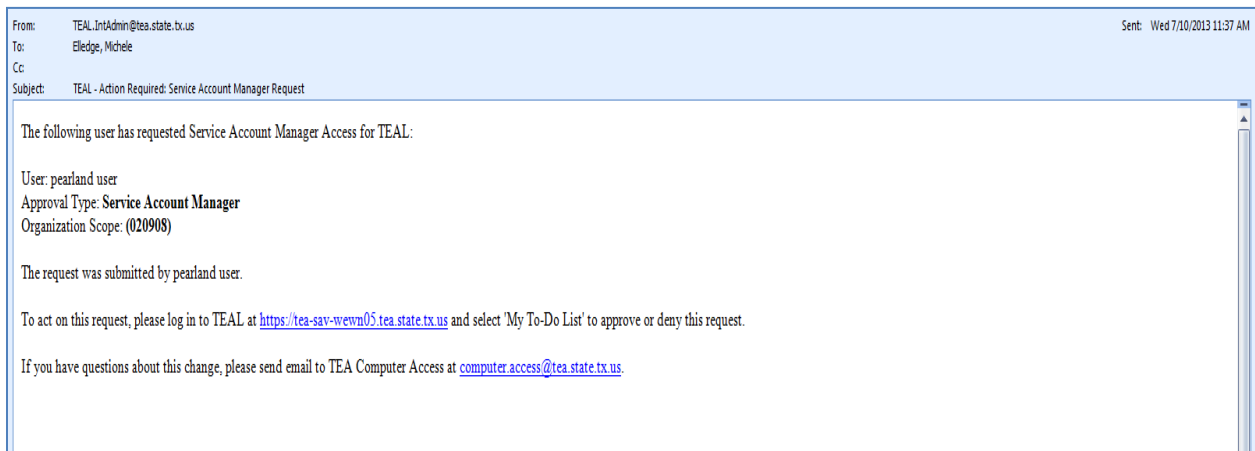
[Request Service Account Manager Status](#) [Revoke Selected Status](#) [Refresh Status List](#)

Organization Number

3 Approve or Reject Service Account Manager Requests (Organization's Primary /Alternate Approver)

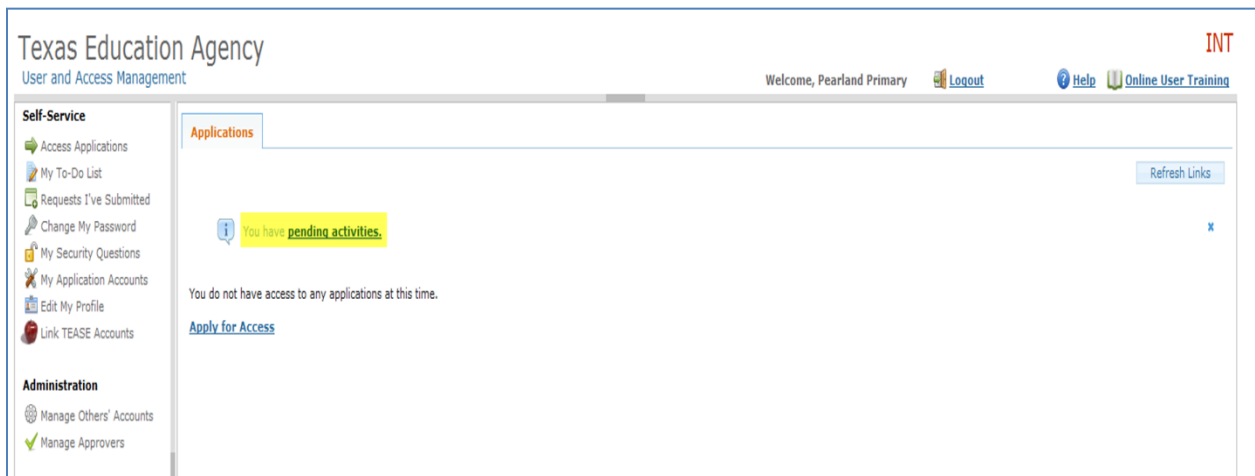
IMPORTANT: Service Account Manager status and Service Accounts are approved at the Primary Organization (district or charter school) level only. TEA does not provide a secondary level of review or approval for these accounts. Since the status is attached to a user's TEAL identity, it can be revoked only by the user himself/herself, or by Computer Access at TEA (computer.access@tea.state.tx.us).

Once a user enters a request for the Service Account Manager, the Organization Approver (district superintendent, for example) receives an email indicating Service Account Manager status and must act upon the request:



To approve or reject the request, perform the following steps:

1. Log in to TEAL and click on **pending activities**.



Create and Manage TSDS Web Services Accounts

When the list of pending activities is displayed, click on the request and review the **Item Details** section.

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Self-Service

- Access Applications
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- Requests I've Submitted
- Change My Password
- My Security Questions
- My Application Accounts
- Edit My Profile
- Link TEASE Accounts

Administration

- Manage Others' Accounts
- Manage Approvers

Applications **My To-Do Items**

1 pending items for pearland.primary

Refresh

Status	Summary
Pending	User Data Change for pearland user

Item Details

Workitem ID: 5398781236732839734
Root Process ID: 5398777813181637119
Requested For: pearland user
Requested By: pearland user
Request Type: User Data Change
Application:
Submission Date: Jul 10, 2013 18:30
Due Date: Jul 15, 2013 18:30

Instructions: The following user has requested Service Account Manager Access for TEAL:
User: pearland user
Approval Type: Service Account Manager
Organization Scope: (020908)
The request was submitted by pearland user.
To act on this request, please log in to TEAL at <https://tea-sav-wewn05.tea.state.tx.us> and select 'My To-Do List' to approve or deny this request.

Comments:

[Approve](#) [Reject](#) [Reject and Resubmit](#)

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.
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2. To approve the request, click **Approve**. To reject the request, click **Reject**.

a. If the request is approved, the user receives an automated email as illustrated below:

From: TEAL.IntAdmin@tea.state.tx.us
To: Eledge, Michele
Cc:
Subject: TEAL - Profile Change

Sent: Thu 7/11/2013 9:50 AM

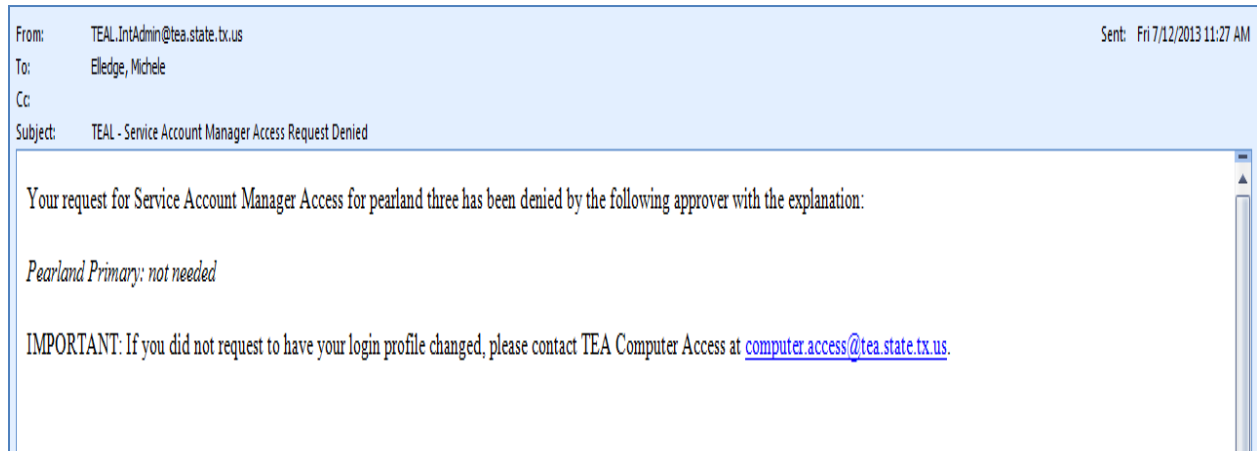
A change has been made to your TEA Login profile. The following information has been changed:

Added: teaservicemanageresp - (020908)

IMPORTANT: If you did not request to have your login profile changed, please contact TEA Computer Access at computer.access@tea.state.tx.us.

Create and Manage TSDS Web Services Accounts

- b. If the request is rejected, the user receives an automated, as illustrated below:

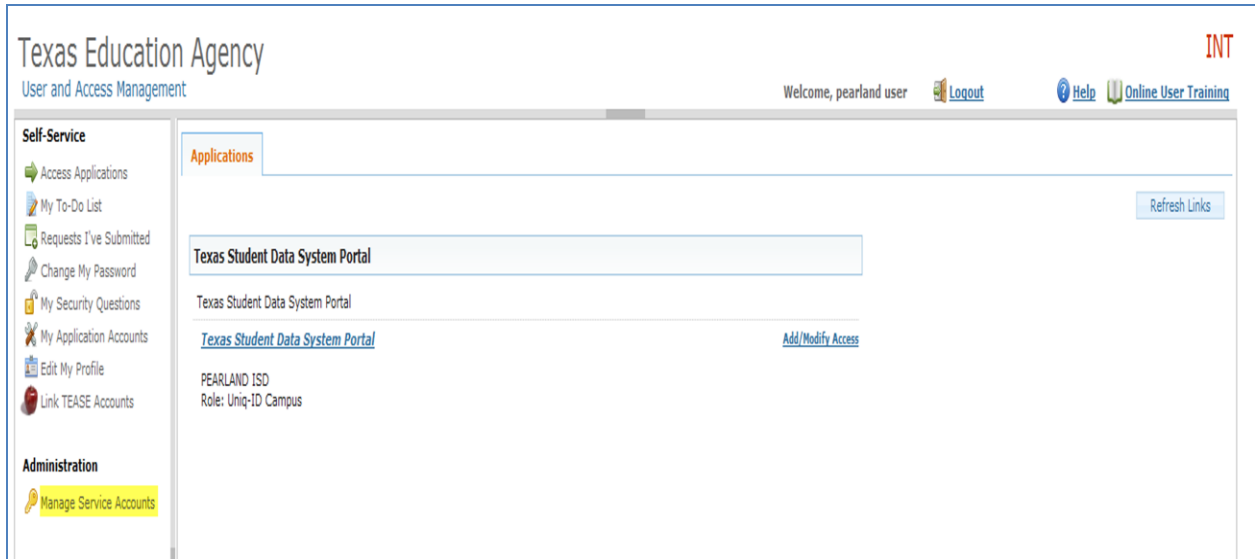


4 Managing Service Accounts

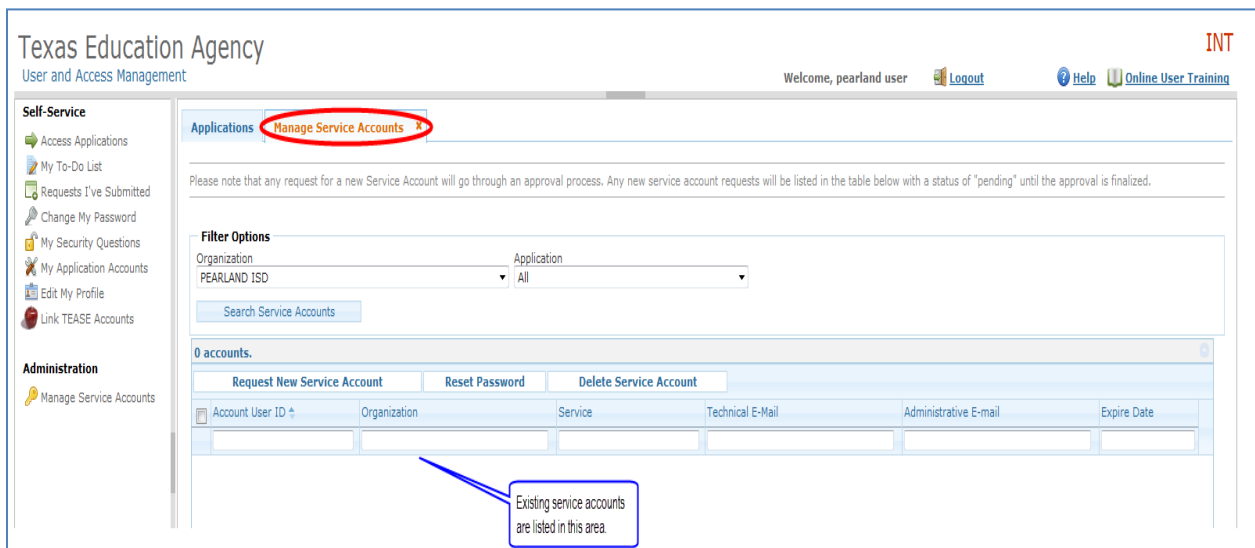
A user with Service Account Manager status can manage TSDS web service accounts for the organization. This functionality includes the ability to request new service accounts, reset passwords associated with a service account (required yearly), and the ability to delete a service account.

To perform these functions, the user must:

1. Log in to TEAL and click **Manage Service Accounts**.



The **Manage Service Accounts** tab is displayed, as illustrated below. (In the sample screenshot below, no service accounts have been set up.) From this tab, users can request new service accounts (see next section), reset passwords, or delete service accounts.



5 Request New Service Accounts (Service Account Manager)

In order for an organization to use a specific web service, a service account must be set up by the Service Account Manager. The service account provides user name and password credentials that can be entered into a web application via an administrative interface to enable the application to use the web service. For example, if a school district wants its Student Information System to use the Unique ID web service, then the Service Account Manager must set up a separate service account for the Unique ID web service. The request for a service account must be approved by the organization's Primary Approver (district Superintendent, for example) or Alternate Approver.

To request a service account, perform the following steps:

1. Log on to TEAL and click **Request New Service Account**.

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User and Access Management

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Self-Service

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- My Application Accounts
- Edit My Profile
- Link TEASE Accounts

Administration

- Manage Service Accounts

Applications **Manage Service Accounts**

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: PEARLAND ISD Application: All

[Search Service Accounts](#)

0 accounts.

Account User ID	Organization	Service	Technical E-Mail	Administrative E-mail	Expire Date

[Request New Service Account](#) [Reset Password](#) [Delete Service Account](#)

Create and Manage TSDS Web Services Accounts

2. Select the web service from the **Application** dropdown enter an Administration email address (optional) and click **Submit**:

The screenshot shows the Texas Education Agency User and Access Management interface. The user is logged in as 'pearland user'. The 'Manage Service Accounts' tab is active. A 'Request Service Account Details' dialog box is open, showing the following fields:

- Application: Uni-ID Web Service
- Organization: PEARLAND ISD
- Administrative E-Mail Contact (Optional):

Below the fields, there are 'Submit' and 'Cancel' buttons. A list of 'Service Account Management rules' is displayed:

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 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.

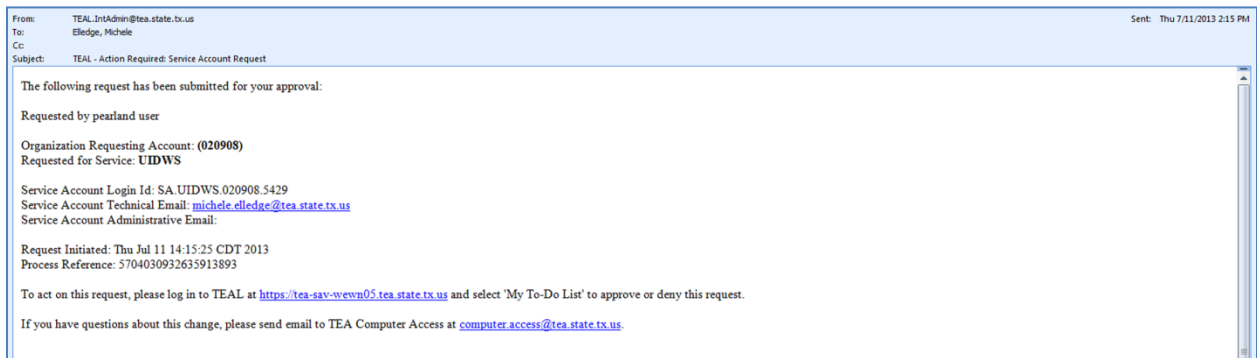
3. A confirmation message indicates the request was successfully submitted, as illustrated below:

The screenshot shows the Texas Education Agency User and Access Management interface. A yellow confirmation message is displayed at the top: "Your request was successfully submitted with request ID 5704030932635913893." Below the message, there is a table with the following columns: Account User ID, Organization, Service, Technical E-Mail, Administrative E-mail, and Expire Date. The table is currently empty.

6 Approve /Reject Service Account Requests (Primary Approver)

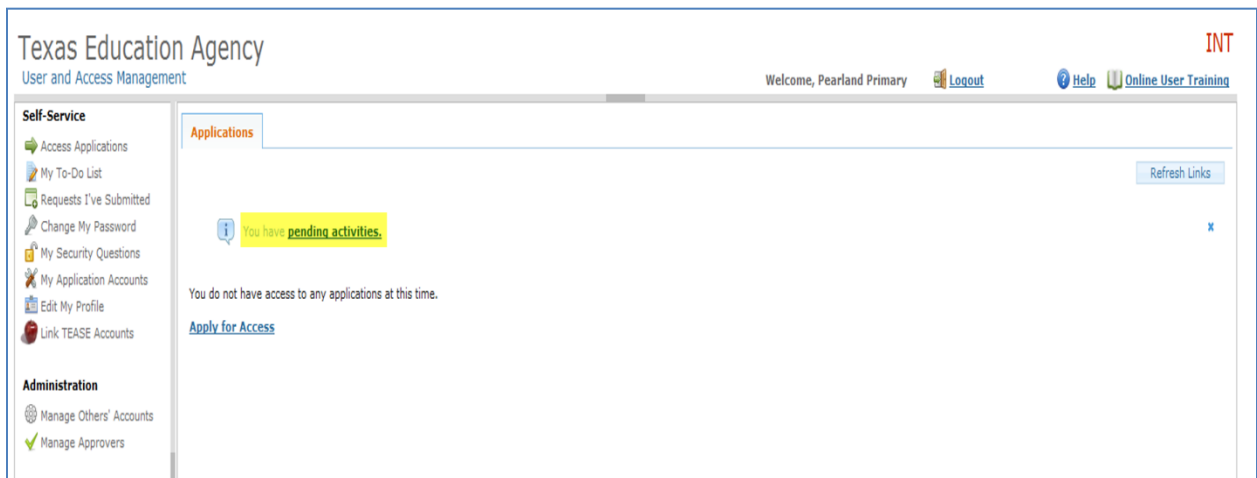
IMPORTANT: Service Account Manager status and Service Accounts are approved at the Primary organization (district or charter school) level only. TEA does not provide a secondary level of review or approval for these accounts.

Once the service account is requested, the Organization Approver receives an email and must act on the request:



To approve or reject the request, perform the following steps:

1. Log in to TEAL and click on **pending activities**.



Create and Manage TSDS Web Services Accounts

2. In the list of pending activities, click on the service account request and review the **Item Details** associated with the request.

The screenshot displays the Texas Education Agency User and Access Management interface. The page title is "Texas Education Agency User and Access Management". The user is logged in as "Pearland Primary". The interface is divided into several sections:

- Self-Service:** Includes links for Access Applications, My To-Do List, Requests I've Submitted, Change My Password, My Security Questions, My Application Accounts, Edit My Profile, and Link TEASE Accounts.
- Administration:** Includes links for Manage Others' Accounts and Manage Approvers.
- Applications:** A tab labeled "My To-Do Items" shows "1 pending items for pearland.primary". A table lists the pending items:

Status	Summary
Pending	New User for UIDWS 020908

The "Item Details" section provides the following information:

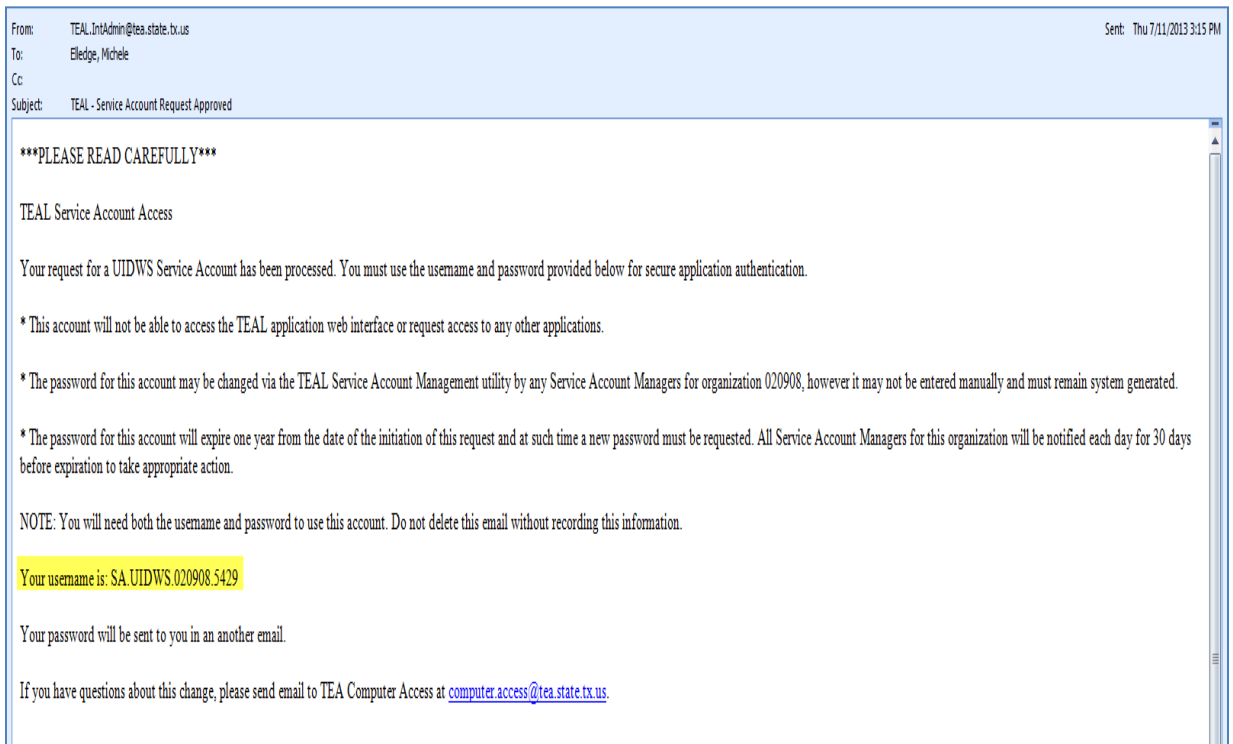
- Workitem ID: 5704038985219764952
- Root Process ID: 5704030932635913893
- Requested For: UIDWS 020908
- Requested By: pearland user
- Request Type: New User
- Application: [Empty field]
- Submission Date: Jul 11, 2013 14:15
- Due Date: Jul 16, 2013 14:15
- Instructions: The following request for a new Service Account has been submitted for your approval:
 - Requested by pearland user
 - Organization Requesting Account: (020908)
 - Requested for Service: UIDWS
 - Service Account Login Id: SA.UIDWS.020908.5429
 - Service Account Technical Email: michele.elledge@tea.state.tx.us
 - Service Account Administrative Email: [Empty field]
 - Request Initiated: Thu Jul 11 14:15:25 CDT 2013
 - Process Reference: 5704030932635913893
- Comments: [Empty text area]

At the bottom of the "Item Details" section, there are three buttons: "Approve", "Reject", and "Reject and Resubmit".

3. To approve the request, click **Approve**. To reject the request, click **Reject**.
 - a. If the request is approved, the user who submitted the request receives two separate email notifications. One email includes the web service user ID, and the other includes the web service password, as illustrated below. These credentials are entered into web applications, such as the Student Information System, that use the web service.

Create and Manage TSDS Web Services Accounts

User name email:

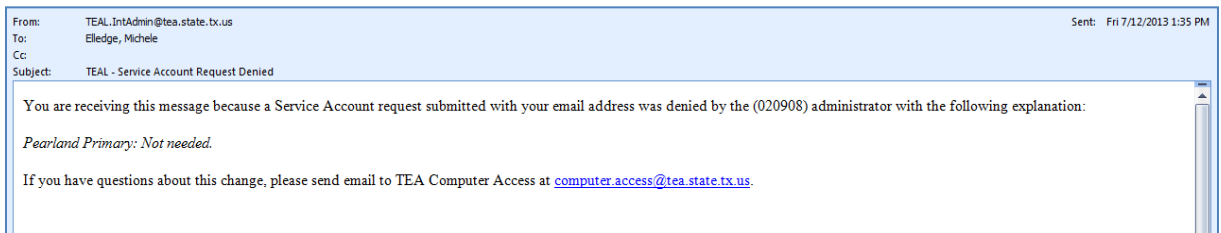


Password email:



Create and Manage TSDS Web Services Accounts

- b. If the request is rejected, an email is sent to the requestor, as illustrated below:



7 Reset a Service Account Password (Service Account Manager)

Any Service Account Manager can reset a password for any of the organization's TSDS web service accounts. To do this, perform the following steps:

1. Log in to TEAL and click **Manage Service Accounts**.
2. Check the checkbox next to the service account for which you want to reset the password and click **Reset Password**.

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Self-Service

- Access Applications
- My To-Do List
- Requests I've Submitted
- Change My Password
- My Security Questions
- My Application Accounts
- Edit My Profile
- Link TEASE Accounts

Administration

- Manage Service Accounts

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: PEARLAND ISD Application: All

Search Service Accounts

3 accounts.

Request New Service Account	Reset Password	Delete Service Account	Account User ID	Organization	Service	Technical E-Mail	Administrative E-mail	Expire Date
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SA.UIDWS.020908.5429	PEARLAND ISD	Uniq-ID Web Service	michele.elledge@tea.state.tx.us		07/11/2014
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SA.UIDWS.020908.2046	PEARLAND ISD	Uniq-ID Web Service	micheleelledge@earthlink.net		07/11/2014
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SA.TSDSDTU.020908.84	PEARLAND ISD	TSDS Data Transfer Util	micheleelledge@earthlink.net		Pending

3. Click **OK** when the confirmation is displayed.

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Self-Service

- Access Applications
- My To-Do List
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- Change My Password
- My Security Questions
- My Application Accounts
- Edit My Profile
- Link TEASE Accounts

Administration

- Manage Service Accounts

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: PEARLAND ISD Application: All

Search Service Accounts

3 accounts.

Request New Service Account	Reset Password	Delete Service Account	Account User ID	Organization	Service	Technical E-Mail	Administrative E-mail	Expire Date
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SA.UIDWS.020908.5429	PEARLAND ISD	Uniq-ID Web Service	michele.elledge@tea.state.tx.us		07/11/2014
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SA.UIDWS.020908.2046	PEARLAND ISD	Uniq-ID Web Service	micheleelledge@earthlink.net		07/11/2014
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SA.TSDSDTU.020908.84	PEARLAND ISD	TSDS Data Transfer Util	micheleelledge@earthlink.net		Pending

Message from webpage

Are you sure you want to reset the password for the selected account(s)?

OK Cancel

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If you have any questions, please send email to TEAL Support at TEAL_Support@tea.state.tx.us.
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Note: When this action is performed, all service account managers for the organization receive an email with the new password for the web service. At the time that the password is changed, all

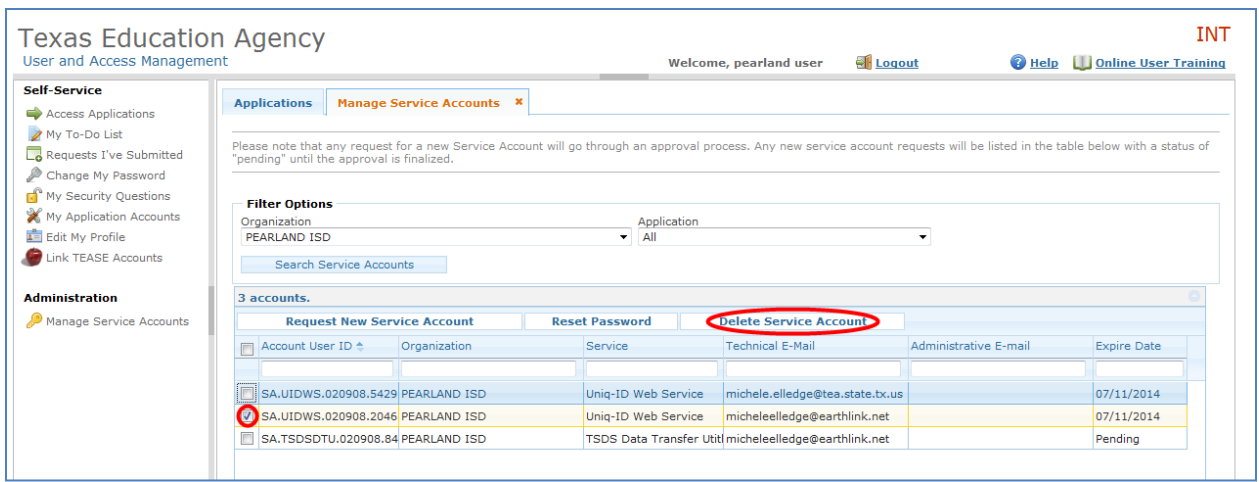
Create and Manage TSDS Web Services Accounts

software applications that were using the previous password will not function until the new password is provided within the application.

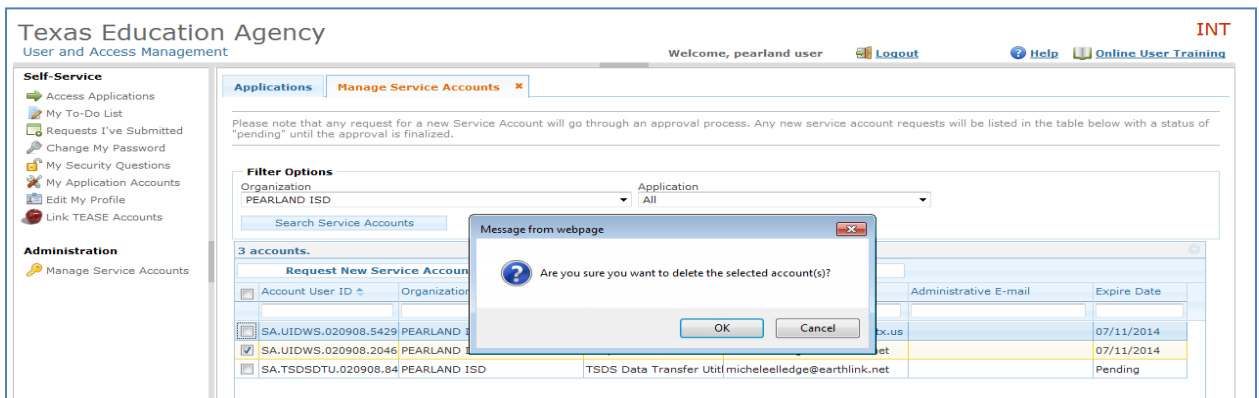
8 Delete a Service Account

A Service Account Manager can delete any of the LEA's service accounts. To do this, perform the following steps:

1. Log in to TEAL and click **Manage Service Accounts**.
2. Check the checkbox next to the service account you want to delete, and click **Delete Service Account**.



Click **OK** on the confirmation message.



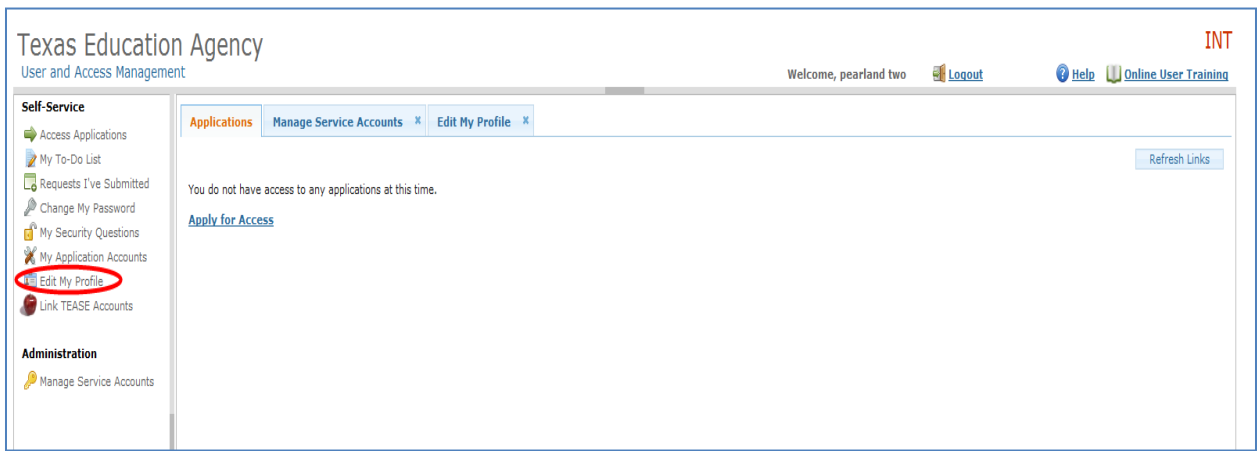
Note: The requestor and all service account managers are notified by email when a service account is deleted. When a service account is deleted, any software application that is using the web service credentials associated with that service account will no longer be able to use the web service in its processing.

9 Revoke Service Account Manager Status

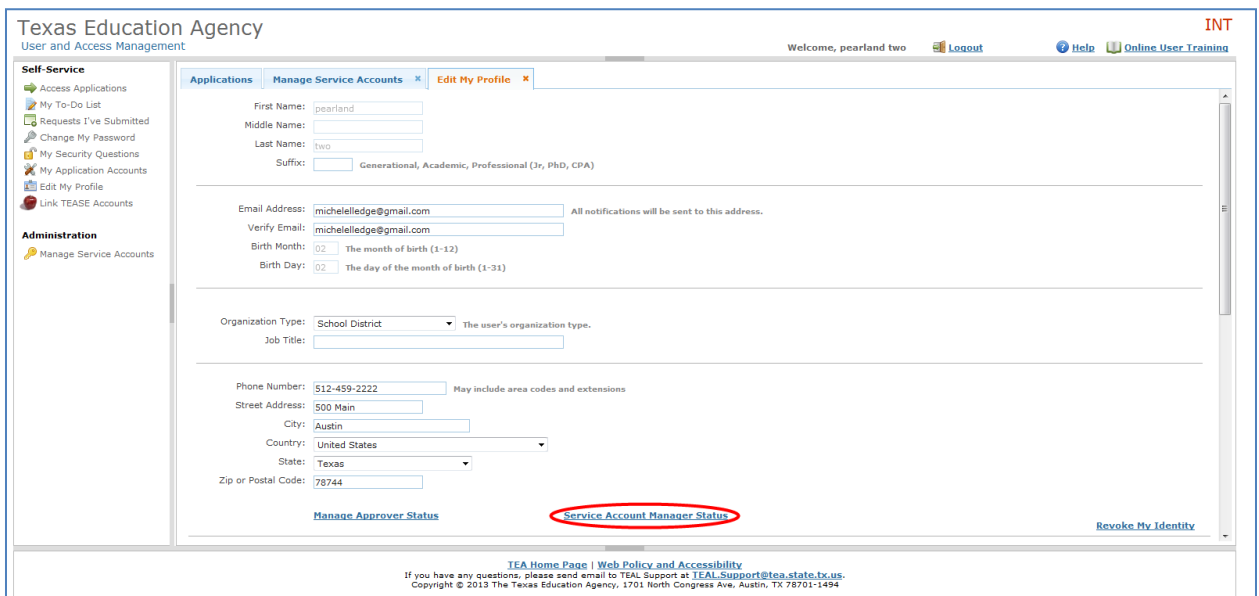
IMPORTANT: Only Computer Access at TEA, or the user with Service Account Manager status, can revoke that status. **If it is necessary for an LEA to terminate Service Account Manager status for a former employee or other user, the LEA Approver must contact Computer Access at computer.access@tea.state.tx.us.**

For a Service Account Manager to revoke his or her own status, perform the following steps:

1. Log in to TEAL and click **Edit My Profile**.



2. Click **Service Account Manager Status**.



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3. Click **Revoke Selected Status**.

The screenshot shows the Texas Education Agency User and Access Management interface. The user is logged in as 'pearland two'. The 'Manage Service Accounts' tab is active. The 'Current Service Account Manager Status' section displays a table with one row: 'Service Account Manager for PEARLAND ISD (organization ID 020908)'. The 'Revoke Selected Status' button is circled in red. Other buttons include 'Request Service Account Manager Status' and 'Refresh Status List'. The left sidebar contains 'Self-Service' and 'Administration' sections with various links like 'Access Applications', 'My To-Do List', 'Change My Password', etc.

4. Click **OK** on the confirmation message.

The screenshot shows the same interface as above, but with a confirmation dialog box overlaid. The dialog box is titled 'Message from webpage' and contains the question 'Are you sure you want to revoke this status?' with 'OK' and 'Cancel' buttons. The background interface is partially obscured by the dialog box.