

TEAL Quick Reference for Organization Approvers (EPPs, Private PreKs, Other Business Partners)

The Texas Education Agency Login (TEAL) provides a secure gateway to log in to TEA web applications. Only one account (user name/password) is needed to access numerous TEA applications. Currently many TEA web applications are using the older login environment, TEASE, but over time most will migrate to TEAL.

Legal Authority

Due to the serious consequences that can result from inappropriate access to sensitive and confidential data, the rights to approve access are granted to the organization head, for example, a district superintendent, executive director, or CEO. This person is recorded as the “Legal Authority” in TEA’s internal Business Partner Directory (BPD) and is granted access as the Primary Approver in TEAL. The Primary Approver reviews and, when appropriate, approves requests for access to TEA applications submitted by other users in the organization. Requests are submitted and reviewed online in the TEAL system.

Listing in Business Partner Directory (BPD)

Before authority to approve access to data can be granted, the organization must be listed in BPD and the organization head must be listed there as the Legal Authority. Any Alternate Approver must be listed as the Backup Legal Authority. Listing in BPD requires official notification to the appropriate business area in TEA. The process varies somewhat for each type of organization.

For steps to a listing in BPD, contact the TEA area associated with your organization type:

Education Preparation Programs (EPPs): contact TEA’s EPP staff at 512-936-8400, Option 5.

Private Prekindergartens: contact TEA’s Early Childhood Education staff 512-463-9581 or ecds@tea.texas.gov.

TSDS Vendors: contact TEA’s Texas Student Data Systems (TSDS) staff at TSDSDeployment@tea.texas.gov.

Setting up Approvers

The organization head must be set up with the Primary Approver role in TEAL but may also have other Alternate Approvers and Limited Approvers, an arrangement that is useful for very large organizations or for situations in which the organization head may be unavailable for extended periods.

TEAL Approver roles are:

Primary Approver: the organization head listed in TEA’s Business Partner Directory (BPD) as the Legal Authority. This role has authority to approve requests for the organization’s users for all TEA web applications. TEAL sends email notification to the Primary Approver when a request is pending.

Alternate Approver: person acting on behalf of the Primary Approver with the same approver rights to all applications (requires board approval for most organizations, and listing as Backup Legal Authority in BPD). When an Alternate Approver exists, he/she is notified first by TEAL when requests are pending, and has five days to review before requests are sent to Primary Approver. This role is recommended when organization head needs another person to take primary responsibility for access requests.

Limited Approver: persons who approve requests for access to specific TEA applications only. Requires online approval by Primary Approver and TEA. Recommended for organizations with large numbers of users for specific web applications, such as TSDS Portal, when a person other than the Primary Approver will take primary responsibility for reviewing those requests. When a Limited Approver exists for an application, that person receives notification first when requests are pending for that application.

Request Rights to Approve

To request the Primary or Alternate Approver role, you must first be listed in the BPD (see previous section).

After you are listed in the BPD, you may request rights to approve requests online as a TEAL Approver.

If you do not yet have a TEAL user account (user ID and password) for TEA web applications, first create one:

Opening the Form

1. Open a Web browser and go to the TEAL login page at <https://pryor.tea.state.tx.us>.
2. Click Request New User Account. The user registration page is displayed.
3. Complete the information requested. Your birthdate 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.

Note: Do not use a group email address. The address you enter here will receive confidential information for accessing TEA applications as well as future notifications to review user requests for your staff. Using a group email address could compromise security for your organization's confidential data.

4. Select the organization type that most closely matches yours from the list. In most cases, this will be either “District, Charter, ESC, Private School Staff” or “Other”.

5. Review the information you provided to make sure it is correct, and then click Submit.
6. A message is displayed acknowledging your request. Click Done – required to finalize the submission. The page redirects you to the TEAL login page.

Watch for an email message from TEAL Admin with your new user ID and temporary password. Use this information to log in at [TEAL login page](#) and set up your own password, security questions, and confirm the security assurance. After this first login, you are ready to request access to review and approve requests as a TEAL Admin.

After you have a TEAL user ID and password, you can request access to be a TEAL Approver:

1. Log in to TEAL at <https://pryor.tea.state.tx.us>.
2. On the left Self Service menu, select Edit My User Information.
3. Near the bottom of your TEAL profile, click the Manage Approver Status link.
4. Select Request Approver Status.
5. From the dropdown menu, select the type of approver role needed. (The Superintendent or Executive Director must first be set up as Primary Approver before Alternate or Limited Approvers can be set up with approval authority.)
6. In the field for Organizations whose user requests you will approve, enter the organization name or ID. (As you type, matching organizations appear. Select your organization from the list, and then click Add.)
7. Note: If you select Limited Approver authority, a third box appears where you must select the specific application for which you need Approver authority. To request multiple applications, select each individually and click Submit after each selection.
8. When you finish entering all information, click Submit.

A message is displayed indicating that your request was successfully submitted. Requests for Primary Approvers are processed by TEA security staff and the Information Security Officer (ISO) at TEA. Requests for Alternate and Limited Approvers must first be approved online by the Primary Approver and then by TEA security staff and ISO. Remember that Alternate Approvers in many cases need approval by the organization's board before TEA can approve their access.

Approver Responsibilities

When you approve a request for access to a TEA application, you confirm that:

- You know the identity of the requestor.
- You agree this person needs access to the application and its data (including confidential data).
- You agree that the role requested is appropriate.

- You have reviewed the information (including email address, name, organization number, etc.) and believe it to be accurate and appropriate.

In addition to reviewing staff requests for access, the Primary Approver must conduct periodic reviews of TEAL access for the organization's users and remove access for users who are no longer employed there or no longer need the access.

The Request Process

When an online request is submitted, TEAL automatically forwards the request to the appropriate approver. You may approve the request as is, reject and resubmit it with a change, or reject it. If no action is taken within five days, the request is automatically cancelled. An email notification is sent to the person for whom access was requested, at the email address entered on the user's TEAL account, informing them of the status. If the request for access is approved, it is then forwarded to a TEA Service Approver to be processed.

Approve, Reject or Resubmit the Request

When you receive email notification that a request is pending, you have five days to review and take action on it.

1. Log in to TEAL at <https://pryor.tea.state.tx.us>.
2. Click **Pending Activities** or select My To-Do List.
3. Click on any item to see activity details (displayed on the right.)
4. Carefully review the request displayed:
 - Since all correspondence, including user name and password information, is sent to the email address entered by the requester, review it for accuracy.
 - Verify the user is the appropriate person to work with this application.
 - Verify the role selected is appropriate.
 - Verify the person has entered any additional information needed (county district number, campus number, or other information).
5. To approve the request, click **Approve Request**. To reject the request, enter a comment and click **Reject**.

If the request needs a change, you can reject and resubmit it. Enter a comment, select **Reject and Resubmit**, and then do the following:

1. Click **OK** on the popup.
2. Click **Add Access**.
3. Click **Done** and then click **Save Changes**.

A message indicates the request was successfully submitted. It is then be forwarded to the TEA for approval.

Manage Others' Accounts (List or Delete Access)

Approvers can manage other user accounts within their organization and scope. **Deleting user application access no**

longer needed is crucial for maintaining data security. The organization's Primary Approver is responsible for deleting access no longer needed.

To view or act on user accounts for your organization:

1. Click **Manage Others Accounts** under Self-Service.
2. Select from the filtering options and click **Search Accounts**. The system lists users and their account access for your organization. (To list all users, select "Active" for Account status.)
3. Click to select which user's access you want to revise, and then click above the list of names on the action to be taken. For example, to delete the person's access to an application no longer needed, click **Delete Account**.

After processing, TEAL displays the new account status. From this page, you can initiate a request for access on behalf of a user in your organization. (Click **Request New Account**.) You can also export search results if you wish to create a list of user accounts for your organization.

View Requests

Approvers can view the status on previously entered access requests for their staff.

To view requests and their status:

1. Log in to TEAL at <https://pryor.tea.state.tx.us>.
2. Click View Requests under Self-Service.
3. Select from the filtering options and click Search Accounts. (Enter TEAL username in Requested For or Requested By fields). The system lists requests made for your organization.

A request that "Completed Successfully" has gone through all steps of the approval process and access was approved or denied. A "Pending" request is still going through the approval process. A "Failed" request was aborted due to system failure or rejection. To see more information about a request, click on the request and click **View Details** above the list.

Web Service Accounts

TEAL Approvers are responsible for approving service accounts for their organizations if needed. TSDS uses web services for Unique ID and for the Data Transfer Utility (DTU). Web services allow one machine to access another. For security purposes, a computer accessing another machine via a web service must authenticate with a user name and password, similar to the way a person logs on with a user account. Each organization using web service accounts must have at least one Service Account Manager (SAM), whose access is approved by the TEAL Approver, to manage these accounts. A backup SAM is highly recommended. The organization's SAM sets up service accounts, also approved by the TEAL Approver, for each web service used. For detailed information on setting up and managing service accounts, see

the [Web services manual: Create and Manage Web Services Accounts in TEAL](#).

For Additional Help

If you have additional questions, please contact us via TEA Help Desk at <https://txeduagency.zendesk.com>.