



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.)



Find an Answer

Search

Welcome to the TEA Help Desk!

Click on an icon below to look up information or submit your question to TEA staff. If you are unsure of which area to submit your request, we will do our best to re-route your request to the right place.



Attention
TEA business hours are 8am-5pm. (weekends and state holidays excepted).

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**.

How do I log in to TEAL

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

TEA Help Desk > Search results

4 results for "How do I log in to TEAL"

FAQs

Click on an article below for quick solutions to the most frequently asked questions.

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

by Karla Hernandez 25 days ago in Account Access > Account Access

On March 1, 2013, TEA launched the TEA Login (TEAL) security system. Educators and paraprofessionals now need a...

Reset your TEAL password

by Elizabeth Femat 25 days ago in Account Access > Account Access

If you forget or lose your password, you can get it reset from the system. To do so, follow these...

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

Click on an article below for quick solutions to the most frequently asked questions.

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

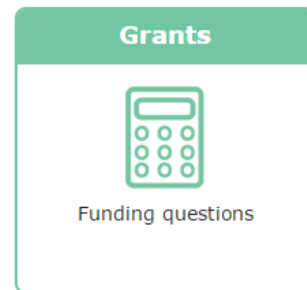
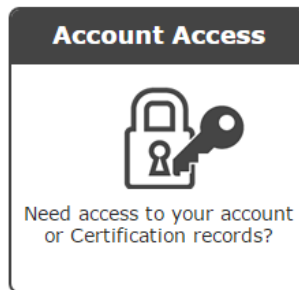
by Karla Hernandez 25 days ago in Account Access > Account Access

On March 1, 2013, TEA launched the TEA Login (TEAL) security system. Educators and paraprofessionals now need a...

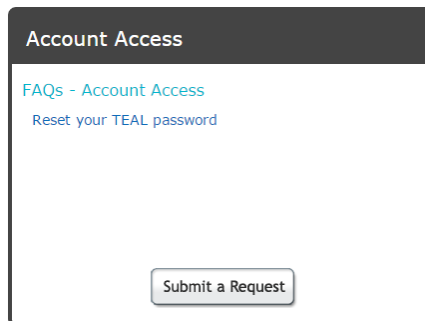
If you have more questions, you can submit a request by scrolling to the bottom of the article or from the TEA Help Desk home page.

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**:

TEA Help Desk > Submit a request

Submit a Request

Request Form:

Application Support

Your email address *

Subject *

Provide a brief description.

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.