TEAL Quick Reference for Organization Approvers

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.

Setting up Approvers

Each organization (district, charter school, ESC, EPP, TEA division) must have at least one user set up with approver rights in TEAL. These users, known as Approvers, can review and approve requests submitted by other users in the organization for access to TEA applications. Each organization must have one Primary Approver but may also have multiple Alternate Approvers and Limited Approvers.

Primary Approver: the Superintendent or Executive Director listed in TEA's AskTed directory, or the Legal Authority listed in TEA's Business Partner Directory (BPD) with authority to approve requests for all TEAL applications for the organization

Alternate Approver: persons acting on behalf of the Primary Approver with the same approver rights to all applications (requires board approval for districts, charter schools, and ESCs; for EPPs, requires formal letter and listing in BPD). Alternate Approvers receive first notification of requests from staff, and have five days to review before requests are sent to Primary Approver. 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 for an organization. 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. Only those requests are routed to the Limited Approver.

Request Rights to Approve

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

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.
4. 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.

5. 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".
6. Review the information you provided to make sure it is correct, and then click **Submit.**
7. 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. To request approver status:

1. Log in to TEAL at https://pryor.tea.state.tx.us.
2. On the left, select **Edit My Profile.**
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**.)
   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.
7. 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 at TEA. Requests for Alternate and Limited Approvers must first be approved online by the Primary Approver and then by TEA.

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, county-district or ESC 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 Reject and Resubmit the Request

To review requests, do the following:

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 on the form, 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:

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. Click View Requests under Self-Service.
2. 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**.