

TSDS Incident Management System (TIMS) is a web-based system that allows users to submit incidents when you encounter problems, have questions about TSDS applications, or want to request software enhancements. Within TIMS you will be able to:

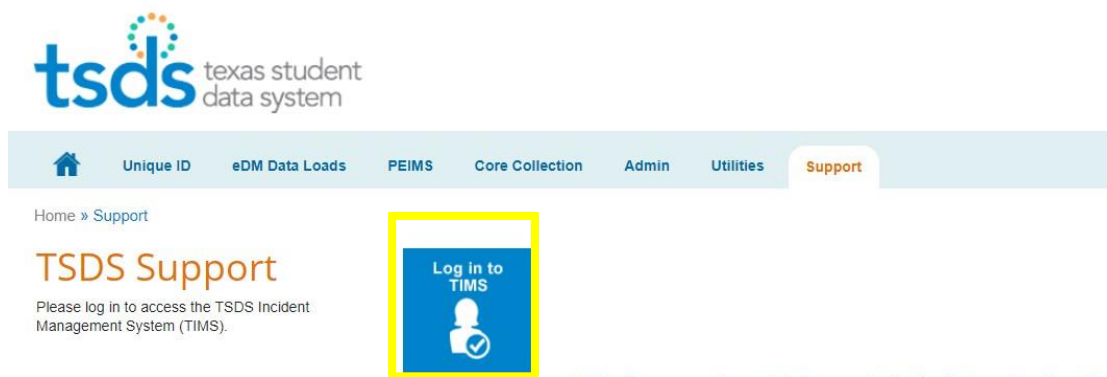
- Search Knowledge Base Articles,
- Create an incident and escalate it to the ESC, and
- Monitor the status of incidents submitted by your LEA.

For access to TIMS be sure to obtain the TSDS role TIMS Level 1 Support.

1. When logged into TEAL within TSDS Portal application you will see the Support link near the top of each page and on the TSDS application ribbon. Click on this icon to access TIMS.

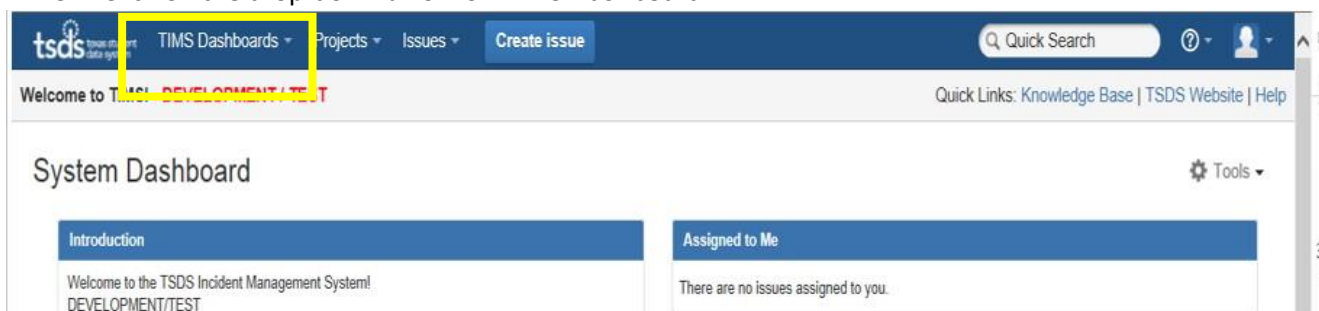


2. Click on Log in to TIMS.

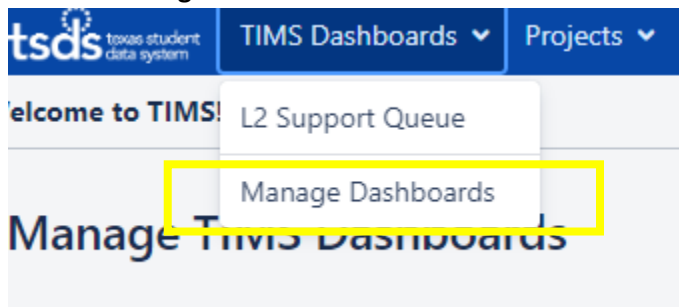


SET-UP YOUR DASHBOARD:

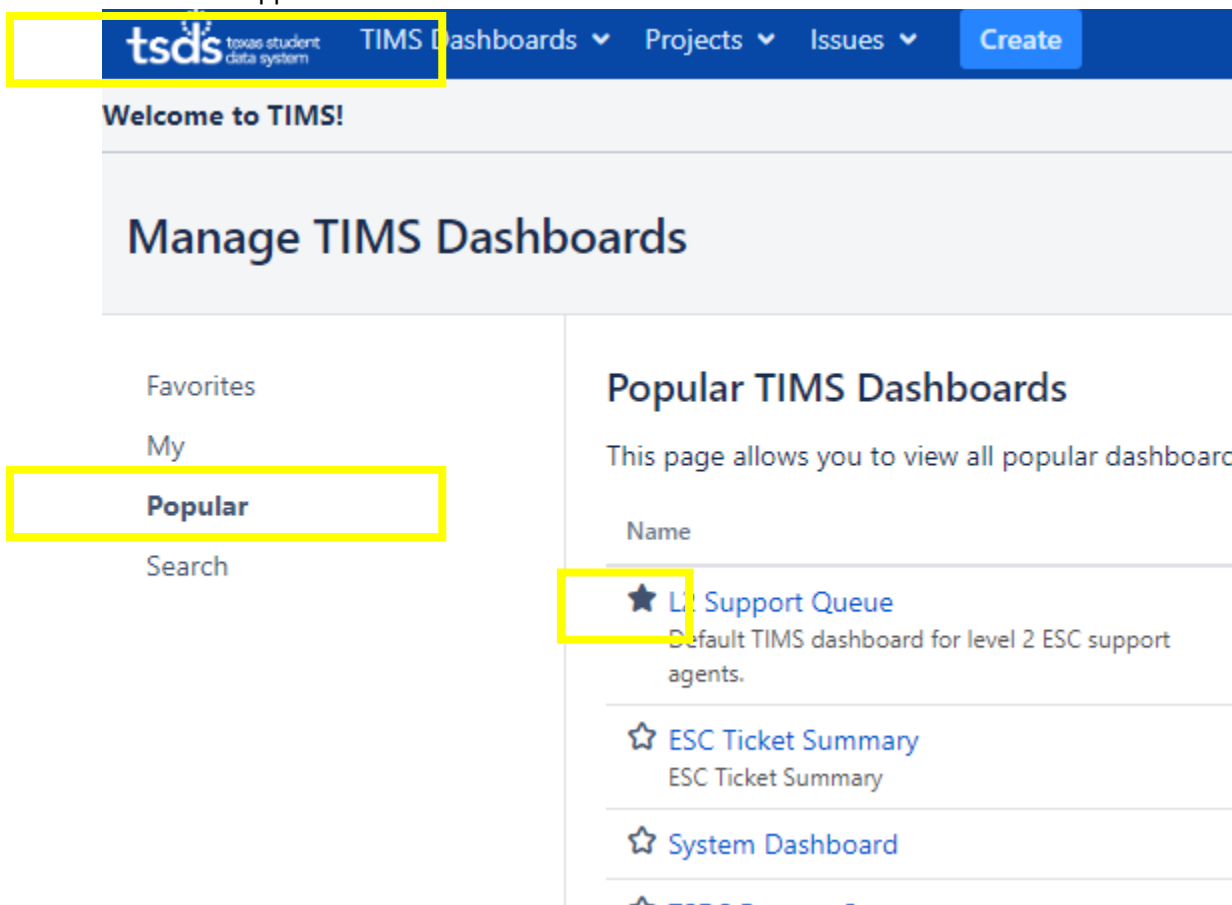
3. Click on the drop-down arrow on **TIMS Dashboard**



- Click on **Manage Dashboards**

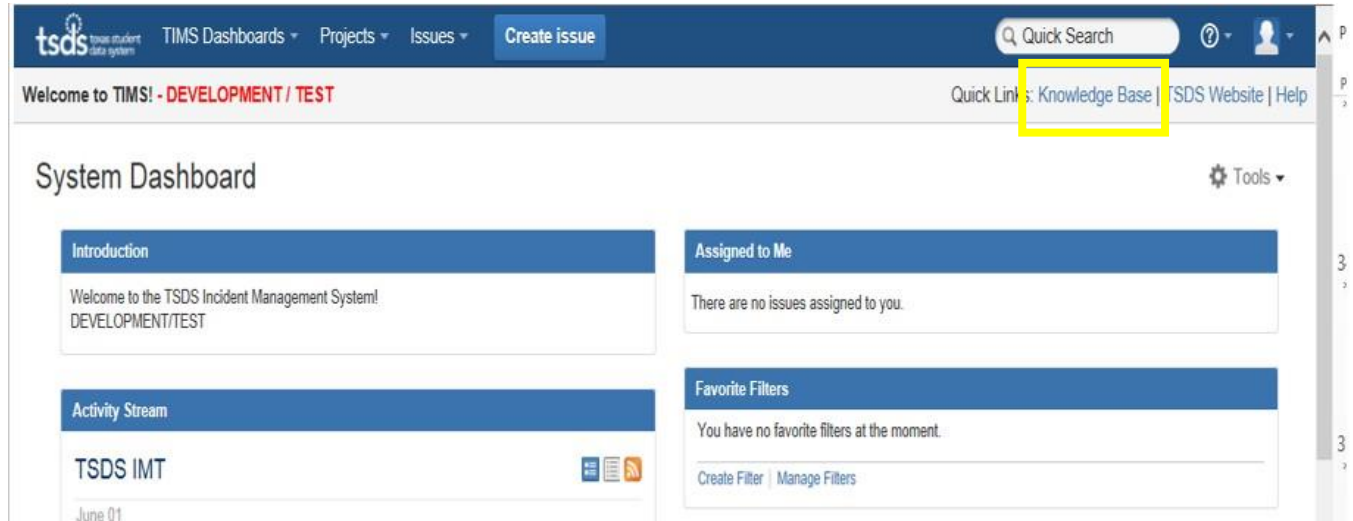


- Click on **Popular**, and click on the star to the left of **L1 Support Queue**. Then Click on the **TSDS** icon on the upper left-hand side.



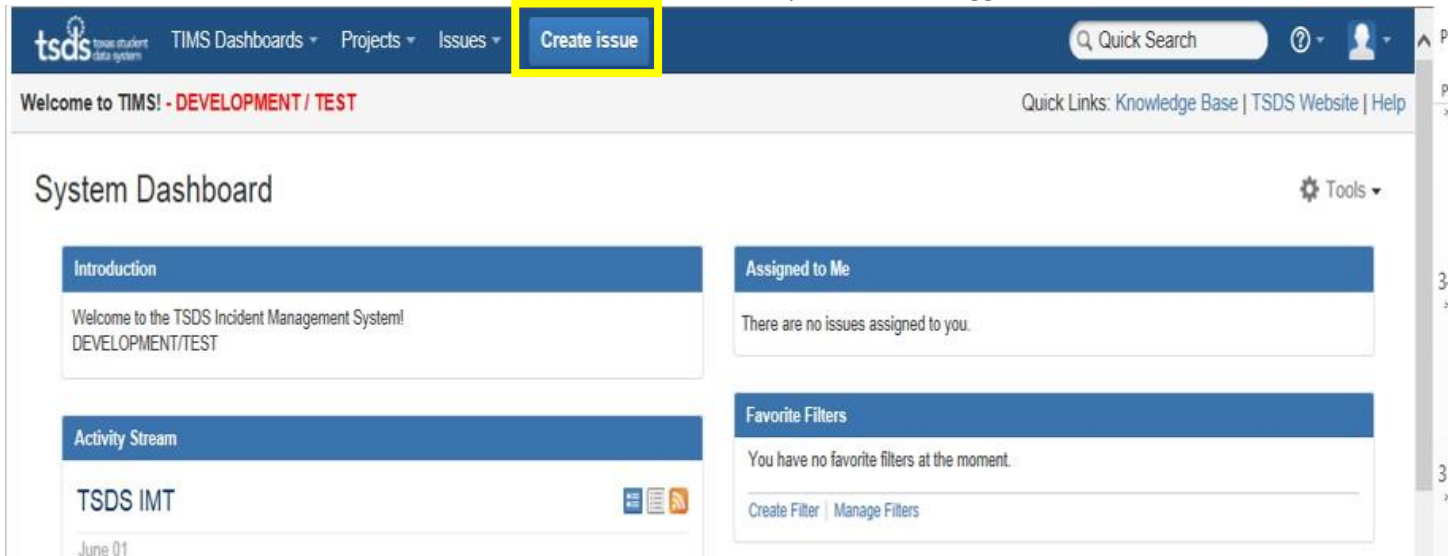
TO SEARCH FOR POPULAR HELPFUL KNOWLEDGE BASE ARTICLES:

- Click on **Knowledge Base** to search for articles by key words that provide helpful information and address frequently asked questions for the TSDS components.



ENTER A TIMS TICKET:

- Click on the **Create Issue** tab to report problems, ask questions, or suggest enhancements.



- Some basic information can be auto-filled based on your TEAL login information.
 - Select **Issue Type**, Enter all the fields in red *,
 - be sure that the **Subsystem** is selected.
 - Enter a short **Summary**, and enter all the details in the **Description** box of your request/problem.
 - Enter **Priority**.
 - Browse** for any attachments of screenshots (errors, copies of UID screenshots, etc.)

Create Issue

Configure Fields

Project

TSDS Support (TSDS)

Issue Type

User Request

Auto-fill my name, telephone and email

Submitter Name

The name of the person submitting the issue (or the primary contact if submitting on someone else's behalf).

Submitter Org

None

The organization of the submitter, or the org that the issue pertains to, if submitting on another's behalf. This is used to set issue security when creating an issue directly in TIMS.

Campus Name

Submitter's campus name, or campus name of issue, if applicable

Campus CDN

Submitter's campus number, or campus number of issue, if applicable

Submitter Phone

Phone number for the person submitting the issue (or the primary contact if submitting on behalf of another).

Submitter Email

Email address of the person submitting the issue (or the primary contact if submitting on behalf of another).

Submission Date

19/Apr/19 8:35 AM

Date and time the issue was submitted.

Subsystem

ECDS

Create Issue

Configure Fields

Summary

Description

Style

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Visual

Text

Priority

Medium

?

NOTE: When choosing the CRITICAL priority level, you are obligating yourself and your district or ESC staff to working around the clock if necessary to resolve this issue.

Attachment

Drop files to attach, or [browse](#).

9. Check the **Escalate to Level 2** box to send the ticket to the **ESC Region One**.
10. Click **Create** to submit the ticket to the ESC. We will review the ticket and escalate it to TEA.

Escalation ☐ Escalate to Level 2

Choose this option to immediately escalate the ticket upon creation. By choosing this option you are agreeing to the terms below

I am escalating this incident to Level 2. I understand that the ESC, certified vendor, and/or TEA personnel may need to access student or staff data to resolve this incident.

By escalating this incident, I am giving support staff at the ESC/vendor/TEA permission to access this data. This access is for the exclusive purpose of resolving this incident and will cease when the incident is closed. The scope of the access will be limited to only those data that are necessary to resolve the incident.

Escalation

None ▼

 Organization

The organization to whom this issue will be escalated, if necessary.

Note: The two fields below do not need to be entered, they will be filled in automatically.

LEA Name

LEA Name, populated automatically based on Submitter Org or TEAL data, as applicable.

LEA CDN

LEA County-District Number, populated automatically based on Submitter Org or TEAL data, as applicable.

☐ Create another

Create

Cancel

VIEW INCIDENTS/TICKETS:

11. The Issues dropdown will allow you to view incidents/tickets. You can choose to:

- View My Open Incidents,
- View All Incidents, or
- View Incidents Reported by Me.

SUBSCRIBE TO INCIDENT/TICKETS:

12. Make sure to subscribe to get updates on the status of your ticket via email by opening your ticket and clicking on the **Start watching this issue.**