

Introduction

The Texas Student Data System (TSDS) Incident Management System, or TIMS, is a web-based system that allows you to submit incidents when you encounter problems, have questions about TSDS applications, or want to request software enhancements. If the support staff at the next level cannot resolve your incident, it can be escalated to the next level, from the local educational agency (LEA), up to the education service center (ESC), and if necessary to the

FERPA and Use of Data in TIMS

It is **very important** to follow stringent guidelines when using LEA and ESC data in TIMS. TEA policy and the Federal Educational Rights and Privacy Act (FERPA) dictate that personally identifying data for students and teachers be kept private. Therefore, the following rules are applicable to all users of TIMS:

- Data will be used for the sole purpose of resolving the reported incident, and no attempt will be made to identify specific individuals.
- If the identity of any student should be inadvertently discovered, no use will be made of this information nor will it be shared by anyone else, and the identifying information will be safeguarded or destroyed.
- Only the personnel providing support for the incident will have access to the contents of the data files, including any files derived from these files.
- Inquiries from the LEA regarding compliance with this agreement or the expected date of resolution of an incident must be responded to promptly and in writing.
- All electronic and paper files containing identifying data that are created or used during incident resolution must be destroyed when the incident is closed.

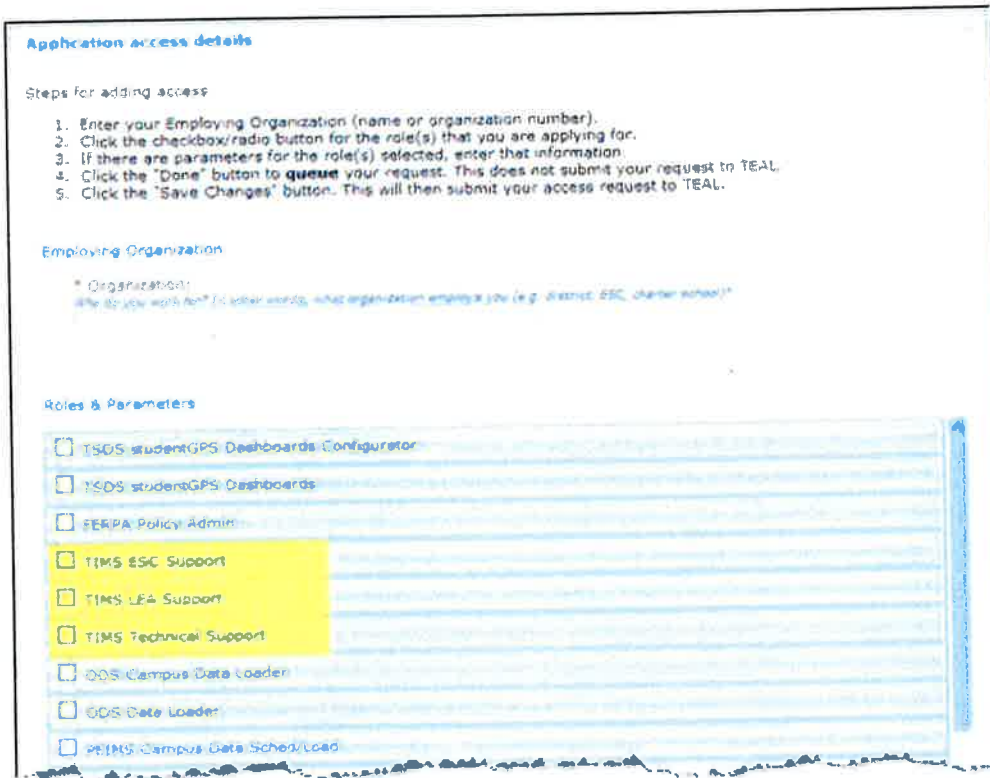
Getting Access to TIMS

If you are already a TSDS user, you have a TEAL login that gives you access to TIMS. If you need a specific support role (TIMS LEA Support, TIMS ESC Support, System Support, or TIMS Technical Support) because you are part of the LEA, ESC, or TEA support team, you may request that additional access through TEAL

Log in to TEAL, and click **Add/Modify Access** next to your TSDS application link.

The screenshot displays the Texas Education Agency's User and Access Management portal. At the top, it says 'Texas Education Agency User and Access Management'. On the right, there is a 'Welcome, Allen User' message with a 'Logout' button, and links for 'Help' and 'Online User Training'. The main area is divided into 'Self-Service' and 'Applications'. The 'Self-Service' section includes links for accessing applications, managing to-do lists, submitting requests, changing passwords, security questions, application accounts, and profile editing. The 'Applications' section lists the 'Texas Student Data System Portal' with a link to 'Add/Modify Access'. The user's role is identified as 'TSDS studentGPS Dashboards'.

Click **Add Access** on the next page, and then complete the form to request the new role for TIMS. See the TEAL Help for any questions.

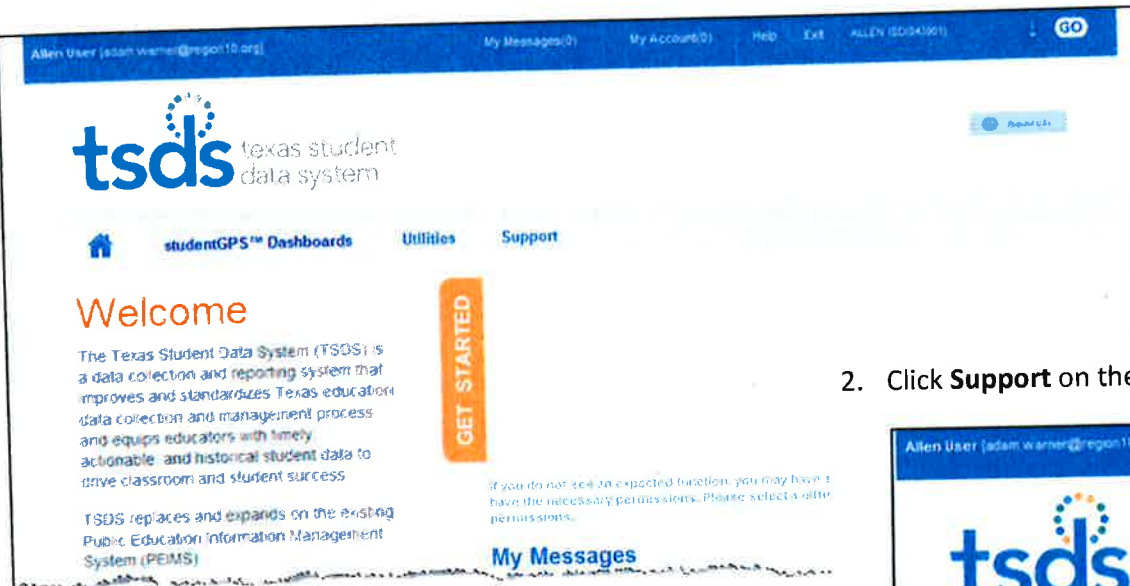


The TIMS support roles shown above are detailed in [User Levels and Roles](#).

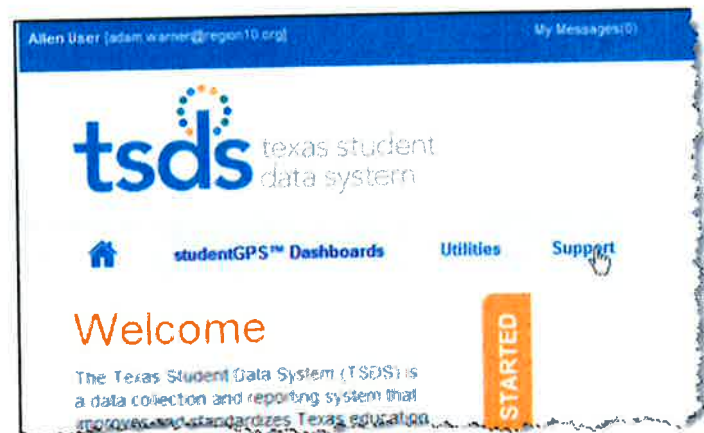
Accessing TIMS

If you are a district or charter school user and need help with a TSDS application or utility, then you are most likely already logged in to TSDS. However, if you are not, follow these steps to access TIMS:

1. Log in TEAL and access the TSDS Portal. This portal may look slightly different from the example below depending upon which TSDS functions you have access to:



2. Click **Support** on the light blue menu:



The TSDS Support Launch page appears:

Allen User (allen.warner@texas13.org) My Messages(0) My Account(0) Help Exit ALLEN (204090) GO

tsds texas student data system Search

studentGPS™ Dashboards Utilities Support

TSDS Support

TEA tracks TSDS issues ("Incidents") via the TSDS Incident Management System

From this page, you can **create** a new incident to report a problem you are experiencing or suggest an improvement, **view** incidents you have opened, and **search** the Knowledge Base to find existing resolutions to problems you may be experiencing with TSDS.

Your Support Tools

- Create an Incident
- View My Incidents
- Search Knowledge Base

Searching the Knowledge Base

The first activity you should perform when you have difficulty using any TSDS application is to search the Knowledge Base for assistance.

Follow these steps to search the Knowledge Base:

1. Click **Search Knowledge Base**:



A search field opens allowing you to type your question or a description of your problem:

Search the TSDS Support Knowledge Base

Enter Search terms below to find recommended solutions to common TSDS issues

Accessing TIMS

Access TIMS by logging in to TSDS through TEAL.

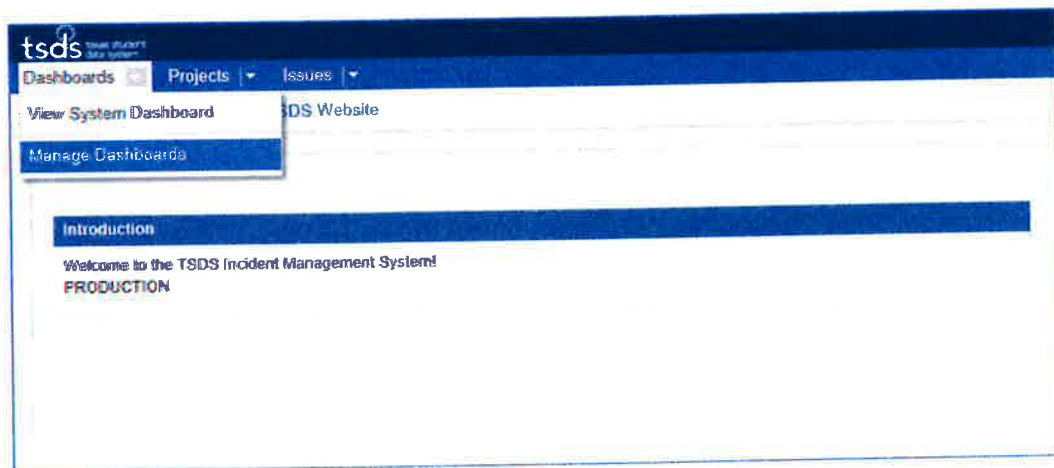
1. On the TSDS Portal, click **Support**.
2. Click **Log in to TIMS (JIRA)**.



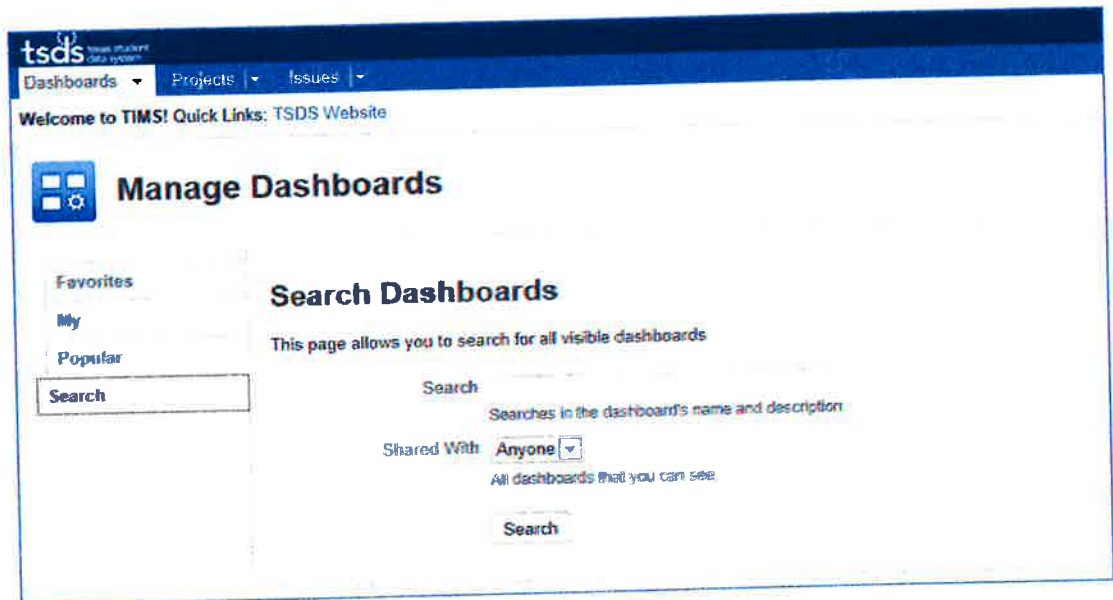
The TIMS Dashboard appears. It needs some setup before you can continue. Pre-formatted dashboards are available for every view, but you must select them.

Performing an Initial Setup

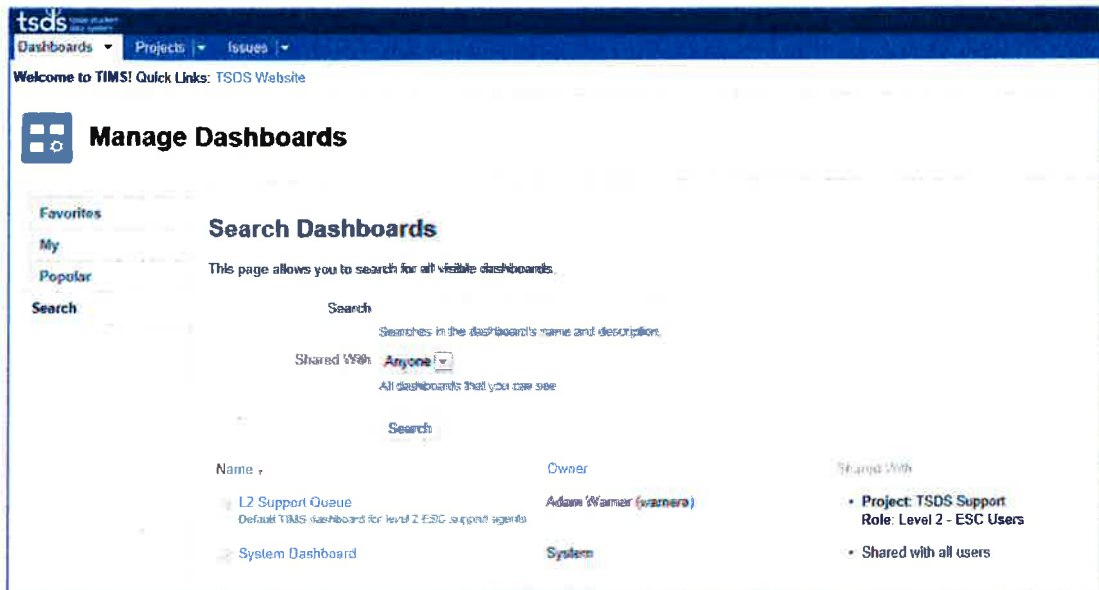
1. From the Dashboards menu, select **Manage Dashboards**:



2. Select **Search** from the side menu:



3. Click **Search**. The list of pre-built dashboards appears at the bottom of the page.



4. Click the link for the dashboard that corresponds to your support role level. (LEAs select **L1 Support Queue**, ESCs select **L2 Support Queue**, and so on.)
5. The dashboard appears, but you must set it as a favorite to select it permanently. In the message at the top of the page, click **add it as a favorite**.



6. To choose your dashboard again, select it from the **Dashboards** menu. Thereafter, it will come up automatically.

