TEAL Help

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TEA Login Application Overview

The Texas Education Agency Login (TEAL) application is your security gateway to TEA web applications and resources. This portal allows you to request secure access to TEA applications and to manage your user account information.

TEA applications provide access to student records, educator records, school financial data, and other information that must be kept secure from unauthorized access. Access to TEA applications must be authorized by TEA and protected to secure important data.

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Features

TEAL has self-service features that allow you to do the following:

- Self-register for a TEA account

- Request application access

- View the status of requests

- Respond to requests submitted by other users, if you are an approver of requests

- Manage a profile of your identifying information

- Request and automatically receive a forgotten password

- Request and automatically receive a forgotten username

- Change your password

- Maintain and change security questions for use with requests for a forgotten password or username

Roles in Obtaining Application Access

All access to TEA web applications must be reviewed by at least two approvers. There are three roles involved in obtaining access to TEA applications protected by TEAL:

- **Requestor**: submits access requests for applications protected by TEAL. A Requestor could be a teacher, school administrator, education service center (ESC) staff member, administrative or technical staff member, TEA staff person, or any other member of the educational community.

- **Organization Approver**: provides the first line of approval for obtaining access to applications. An Organization Approver is a member of the requestor's organization who approves access to protected TEA applications that are used within that organization. An organization can have different types of approvers:

  - **Primary Approvers** have the primary responsibility for approving requests for an organization. There can only be one Primary Approver for an organization.

  - Users can submit requests to be **Alternate Approvers** to back up Primary Approvers. There can be more than one Alternate Approver for an organization.

Note: Alternate Approvers for independent school districts must submit school board meeting minutes that authorize delegation of Primary Approver authority to TEA's Computer Access team. For more information, refer to

> the *TEAL Quick Reference for Organization Approvers*, available on the [TEA web site](#).

- Users can submit requests to be **Limited Approvers,** who may approve requests for access to specific applications for an organization.

- **Service Approver**: provides the second line of approval for obtaining access to a specific application. A Service Approver is the TEA owner of an application. At TEA there is usually more than one Service Approver for a particular application.

  Users can submit requests to be backup service approvers to help support requests for access.

- **Service Account Manager Status**: provides access to create and manage service accounts for some web services. These accounts are applied for and managed in TEAL *but do not provide access to TEAL applications*, just to the web services needed for various TEA applications. *They also follow [a different approval process than other requests.](#)* See the topics in **Managing Service Account Access** in this Help system for more information.

Note: In addition to these roles, each application has its own roles and privileges to permit differing levels of access to information within that application. Consult the Help for your application for a description of those roles.

Approval Process

When a state, district, or nonprofit employee or other user needs access to a TEA web application protected by TEAL, the request that user submits is routed for verification and approval to the designated approver at the local organization. After approval, the request is routed to the TEA application owner for final approval.

Requestor
Completes and submits online request.

Organization Approver
Reviews request and approves or denies.

If denied, notification goes to the requestor.

Access information goes to Requestor.

If approved, form goes to Service Approver.

If denied, notification goes to the requestor.

User account is created or new access is enabled.

If approved, data is activated in the TEAL database.

Service Approver
Application Owner reviews request and approves or denies.

Getting Access

Requesting a User ID via Self-Registration

> **Important!** If you are an educator trying to set up an account to apply for or check your certification records, see Introduction to ECOS Applications in TEAL.

If you do not already have access to TEAL, you must request a user ID. If you already have a User ID, but need access to a specific application, such as TSDS, ECOS, or TREx, see Requesting Access to an Application.

If you received a User ID and temporary password by email, log on at the TEAL login and complete the steps to finalize your user account.

Complete the following steps to request an User ID.

Requesting a New User Account
Completing the User Information
Creating Your Password
Signifying Assurances
Selecting and Answering Security Questions

Requesting a New User Account

1. Open a web browser and go to the TEAL login, as shown in following screenshot:

2. Click **Request New User Account**, as shown above. The User and Access Management page appears, as shown in the following screenshot:

Completing the User Information

The following fields are required: **First Name**, **Last Name**, **Email Address**, **Verify Email**, **Birth Month**, **Birth Day**, and **Organization Type**. If you are an educator, **Birth Year** is required as well.

Use the Tab key to move from one box to the next.

1. Type your first and last name.

2. Type your e-mail address. This address will receive all notification e-mails, including the user access information that you need to log in.

> **Note:** Do not use a group e-mail address. The address you enter here will receive confidential information for accessing TEA applications. Using a group e-mail address could compromise security for your organization's confidential data.

3. Retype your e-mail address to verify that the address is correct.

4. Type your birth month and day. This 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.

5. Type your birth year.

6. Select the organization type that most closely matches yours from the list. If your organization type does not appear, select **Other**. Use the following table for help in choosing your organization type:

Role	Is intended For . . .
Educator	For teachers, paraprofessionals, and all others if creating a TEAL account for access to ECOS for Educators; links to an ECOS certification account based on the entry of personal data
District, Charter, ESC, Private School Staff	For district and school staff who do not need ECOS for Educators or who want to maintain a separate user account for ECOS; automatically provisions a TEAL user ID; can still link to an educator account later if needed (These users can also select Other with no repercussions.)
Internal TEA Contractor	For TEA staff only. Contractor requests are routed to an Organization Approver.
Internal TEA Employee	For TEA staff only. FTE staff requests are routed to TEA Human Resources.

Other	For any user external to TEA; automatically provisions a TEAL user ID; will not trigger the ECOS linking process, but can still link to educator records later if needed

Depending upon your organization type, you may be asked to select your manager's name or **Employing Organization**. If you are a TEA contractor, you must supply the **Employing Organization** before you can submit the form. In this case, your request is routed to the approver for your employing organization for approval before it can be implemented by TEA.

7. Type your job title.

8. Type your phone number, including area code.

9. Type your mailing address.

10. Check the information you provided to make sure it is correct.

11. Click **Submit**.

Creating Your Password

After clicking submit to create your login user name, then you are redirected to the Create Your Password Page, with your Username displayed, as shown in the following screenshot:

Important!	Make sure you make note of your user name for future use. You will not receive any future email notifications that provide you with your user name.

Create Your New Password

NOTE: Passwords are case sensitive, so ensure that your CAPS Lock is not set to On.

Make sure the password conforms to the TEAL password rules. Your password MUST:

- Be 8-30 characters long
- Contain all the following:
  - Letters - At least one letter
  - Numbers - At least one number
  - Special characters - At least one special character i.e. #, *, $, or @
- Be different from your previous ten passwords
- Not contain variations of the word "password"
- Not repeat a character more than 2 times
- Not include your user name

Username: **TEAL.Basic**

* New Password: [_____] Show Password
* Confirm Password: [_____] Show Password

Submit

Follow the instructions and click **Submit**.

Signifying Assurances

A page of assurances appears, as shown in the following screenshot. You must acknowledge these assurances to continue. The same assurances will appear at login every 30 days.

Texas Education Agency
User and Access Management   Logout

An assurance is required every 30 days.

In order to enter the TEA Portal, you must first agree to the security provisions detailed below.
Please click on the "I Agree" button to indicate that you consent and wish to proceed or the "Cancel" button to return to the login page.

A. The user understands that any user name and password assigned by TEA is to be considered private and confidential and that sharing usernames and/or passwords is prohibited.
B. The user is responsible for any computer transactions performed as a result of access authorized through his username(s) and password(s).
C. The user is responsible for changing his password if he suspects that it has been compromised.
D. The user will not knowingly or intentionally enter any unauthorized data, or change any data without authorization.
E. The user agrees to notify the TEA Computer Access Control when their job responsibilities no longer require access to the requested information, or they terminate employment with their current entity.
F. The user understands that confidential information is any information that has the potential to identify a student, including aggregates with fewer than five members; social security numbers for students or staff; and e-mail addresses of members of the public.
G. The user agrees that access to confidential data will be limited to the purpose intended by the application, and agrees to limit the data viewed to that necessary for that purpose.

Read the assurances and click **I Agree** to continue. If you do not wish to agree, click **Cancel**. However, you will be unable to access TEA applications that use TEAL.

Selecting and Answering Security Questions

Next, you are prompted to select and supply the answers to three security questions, as shown in the following screenshot:
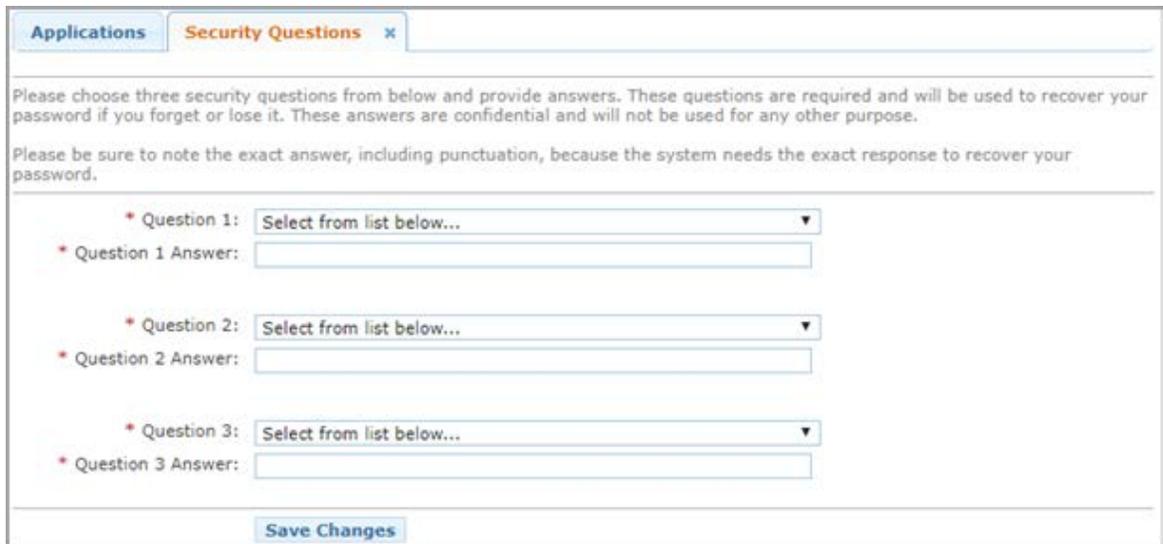
TEAL software uses three security questions to verify your access if you forget your password or user name. Each person must select three security questions and provide the answers to those questions. The answers to these questions are confidential, and a person will not be reviewing your request when you ask for your password. Be sure to note the exact form you use to answer them, because the computer needs the exact response. For example, suppose you use the question **In what city did you meet your spouse/significant other?** and type the answer `Ft. Davis, Texas`. If, when you forget your password, you type the answer `Fort Davis, Texas`, or `Ft. Davis, TX`, the computer will not recognize that answer as correct.

To complete each security question, do the following:

1. Select a question from the list.

2. Type the answer in the box, exactly as you mean to provide it.

> **Note:** You must select and answer all three questions.

Once you are logged in, you can request access to an application, select an application to work in, change your password, and so on.

Getting a Password Reset

If you forget your password, you can reset it. To reset your password, complete the following instructions:

1. Open a web browser and go to the [TEAL login](#) page.

2. Click **Forgot your password?** directly below the boxed-in area. The following page appears:

3. Type your Username.

4. Click **Submit**.

5. When prompted, select the option you wish to use to verify your identity. You may opt to enter the answer to one of your security questions or to provide your email address and birth information, as entered when you registered your TEAL account, as shown in the following screenshot:

Fill out the information for the option you select.

6. Click **Submit**.

7. If you answer the question correctly, the information is submitted to TEA. An automatic email is sent to you containing a temporary passcode.

> **Note**: A temporary passcode is emailed to the email address associated with your user ID.
>
> If you no longer receive email at that address, click **Cancel** to exit. File a request with the TEA Help Desk to get your new email address associated with your TEAL account.

The following security code entry page appears:

8. Enter your temporary passcode into the Security Code field and click **Verify**.

9. The Create Your New Password page appears, as shown in the following screenshot:

Create Your New Password

NOTE: Passwords are case sensitive, so ensure that your CAPS Lock is not set to On.

Make sure the password conforms to the TEAL password rules. Your password MUST:

- Be 8-30 characters long
- Contain all the following:

  - Letters - At least one letter
  - Numbers - At least one number
  - Special characters - At least one special character i.e. #, *, $, or @

- Be different from your previous ten passwords
- Not contain variations of the word "password"
- Not repeat a character more than 2 times
- Not include your user name

Username: **TEAL.Basic**

* New Password: [   ] Show Password

* Confirm Password: [   ] Show Password

Submit

10. Follow the instructions to create a new password and click **Submit**.

Your TEAL page opens and you will receive an email notification that your password was changed.

Getting a User Name Reminder

If you forget your user name, you can ask for a reminder.

1. Open a web browser and go to the TEAL login page.

2. Click **Forgot your username?** directly below the boxed-in area. The following appears:

3. Type your e-mail address. This address must be the same one associated with your user ID; otherwise, the system will not be able to identify your ID.

> Note: If you no longer receive email at that address, click **Cancel** to exit. File a request with the TEA Help Desk to get your new email address associated with your TEAL account.

4. Click **Submit**. The system will email you your user name.

Logging Into TEASE via TEAL

If some of your applications are secured by TEAL and others are secured by the Texas Education Agency Secure Environment (TEASE), you can use TEAL to access the TEASE applications.

If you have linked your TEASE login to TEAL, you can log on to TEASE from TEAL.

To link TEASE accounts, complete the following steps:

1. Log into TEAL.

2. On the Home page, under the Self-Service pane, click **Link TEASE Accounts**.

Once you have linked your TEASE login, you can access your TEASE accounts the same way as you do other applications.

Application Request Overview

Having a user name and password does not permit you to access an application until you have received approval to access that application. If you have not received approval for the application, you will not see the application in your **Applications** list when you log on with your ID. You must request access to the application and then wait until you receive approval notifications before attempting access. This topic provides an overview of the workflow process for application access request.

The Process Workflow

Note: This process workflow does not apply to approvals for Service Account Management Status or for a service account. The service account workflow is explained in Requesting a New Service Account.

After you submit a request for access to an application, a notification that your request has been received appears. The request is forwarded electronically to your organization approver for approval. This person is determined based on the organization type and number specified in the request. The basic steps that occur after a request are the following:

- Approval or denial of the request by your Organization Approver

- Routing of approved requests to the TEA Application Approver

- Final approval

- E-mail notification to affected individuals

The following provides a brief description of those steps.

1. The request is approved by the **Organization Approver** and routed to the application approver.

   The **Organization Approver** role is usually filled by the head of your organization (such as the superintendent, division director, or executive director) or by their alternate. Some organizations may have designees for

specific applications. For example, an Alternate Approver, or a Limited Approver, who can approve requests for one application only. If in agreement with a request, the approver approves it and it is forwarded to the TEA application owner. If not in agreement, the approver denies it and the requestor receives an e-mail explaining the reason for the denial.

Note: If an approver does not respond to a request for access within five days, the software sends the request to the next highest approver. If there is no response, the request is cancelled and a notification is sent to the person making the request.

The head of the organization may also initiate a request to modify or revoke access for an existing user.

Note: After sending an online request, you may want to contact the approver to indicate you have entered a request. Your phone call or e-mail will serve as a reminder to check the system for new requests and may speed up request handling if your access requirement is urgent. An e-mail notification is sent to the approver when a request is entered by someone in his or her organization, but this notification is not sent until the early morning of the next day.

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2. The request receives final approval.

    If the Organization Approver approves the request, it is routed to the appropriate application approver, who reviews it online. If the request is approved, the electronic request is processed by the system. If the request is denied, the requestor receives an e-mail explaining the denial.

3. E-mail notifications are sent.

    The system sends an e-mail notification to the person for whom access was requested in the following instances:

- When the Organization Approver denies a request without sending it on to TEA.

- When the TEA application Service Approver approves or denies a request for access to a specific application. If you have requested access to several applications, each application is processed separately and a separate e-mail notification is sent for each application approval or denial.

In some cases, a request may be modified by the person who submits it, the TEA application owner, or TEAL Administrator. This may be necessary to correct minor errors such as typos or incomplete address information. If more extensive modifications are needed, the Organization Approver may deny the request and ask the person who submitted the request to complete a new request to provide more accurate information.

Processing Time Considerations

When you submit an online request for a user account or access to a TEA application, it will sometimes take several business days to process your request, depending upon the response to the approvals. While the web-based technology speeds up the actual creation of user IDs and accounts, the normal day-to-day processing still requires a fair amount of involvement and time from the individuals who must review, verify, and approve the request. If you have not received your user account or access notifications within 10 business days of completing your request, contact your organization's Alternate or Primary Approver (usually the head of the organization) and ask that person to check the status of your request. This person will be able to review the tracking information to determine where the delay may be.

Requesting Access to an Application

Once you have a user ID for TEAL, you can request access to applications.

> **Note:** If an application to which you need access does not appear in the list of applications under **Request New Account** under **My Application Accounts**, click the **Application Reference Page** link on that page and look for instructions to request access to the application. The application you need may be accessed via TEASE or may not be a TEA application.

[Requesting New Access to an Application](#)

[Requesting Additional Access for an Application](#)

[Modifying Existing Access](#)

Requesting New Access to an Application

1. Log into TEAL with your user name and password. The TEAL Home page appears. If you have not been granted access to any applications yet, there will not be any application links listed on the Applications tab.

2. Click **Apply for Access**, as shown in the following screenshot:
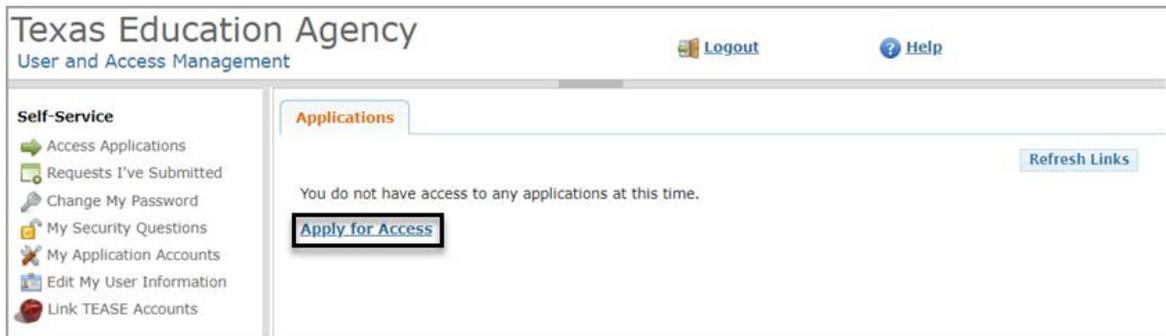
The My Accounts tab opens. Click **Request New Account**, as shown in the following screenshot:
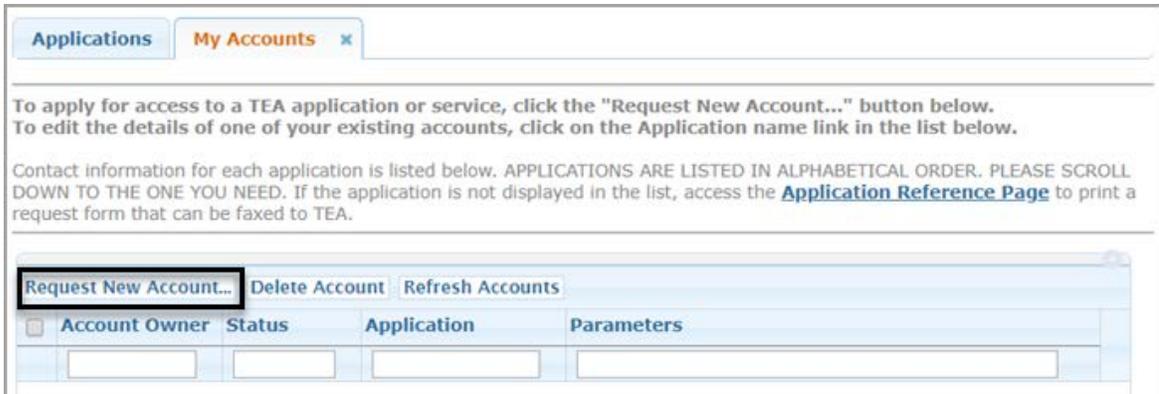
The Request New Account dialog box appears, as shown in the following screenshot:
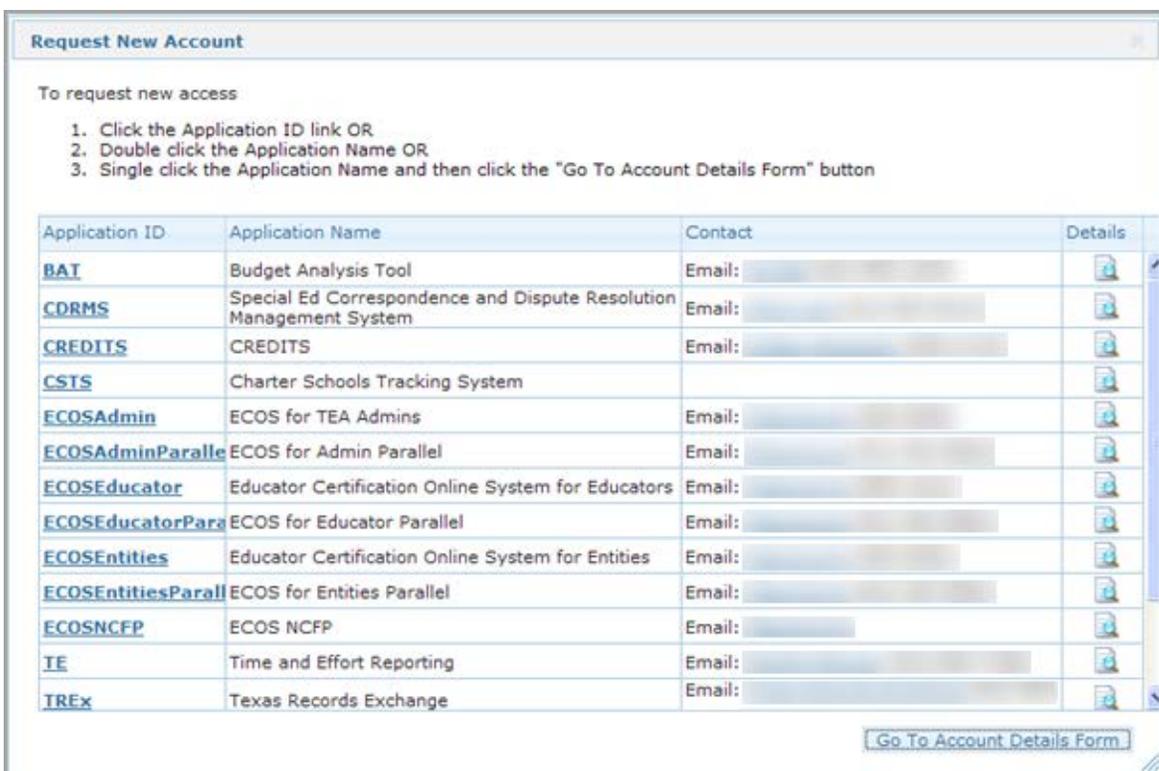
3. Click the link for the application for which you would like access, or double-click the application name.

4. When a page like the following appears, click **Add Access**, as shown in the following screenshot:
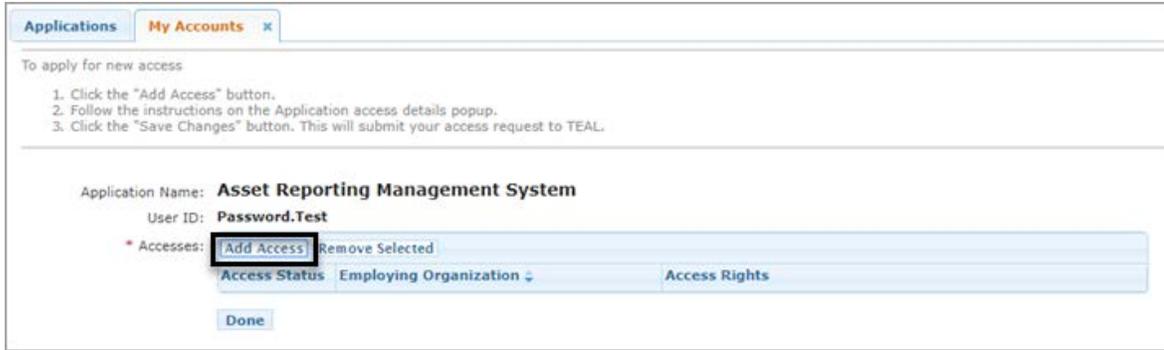
5. Type the name of your organization. Once you begin typing, a list of authorized organizations appears. Select the name of your organization from the list.

6. Select the appropriate role.

Important!	For questions about roles, contact your application customer support team, which you can locate on the TEA Secure Applications Information page web page.

7. Type in any other parameters requested.

8. Click **Done**.

9. Click **Save Changes**. If the request was submitted successfully, a success message appears, as shown in the following screenshot:

Important!	You can check on the status on your requests by going to the Home page, under Self-Service, and clicking **Requests I've Submitted**.

Note:	If you have a pending request for application access, you cannot make additional requests for the same employing organization and

application. The pending request must be approved before you can submit a request for additional access.

Requesting Additional Access for an Application

You may already have access to an application but need to add some type of access. For example, perhaps you have access under a "district" role for the application and now also need "district approver" access. Complete the following steps to add access to an application or modify the access you have:

1. If you don't have it selected already, click **Access Applications** from the **Self-Service** pane, or click the **Applications** tab to view the list of applications to which you have access. Click **Add/Modify Access** for the applicable application. An example is shown in the following screenshot:

2. The Edit account page appears. Click **Add Access**, as shown in the following screenshot:

3. The Application access details dialog box, shown below, will look different depending upon the application.
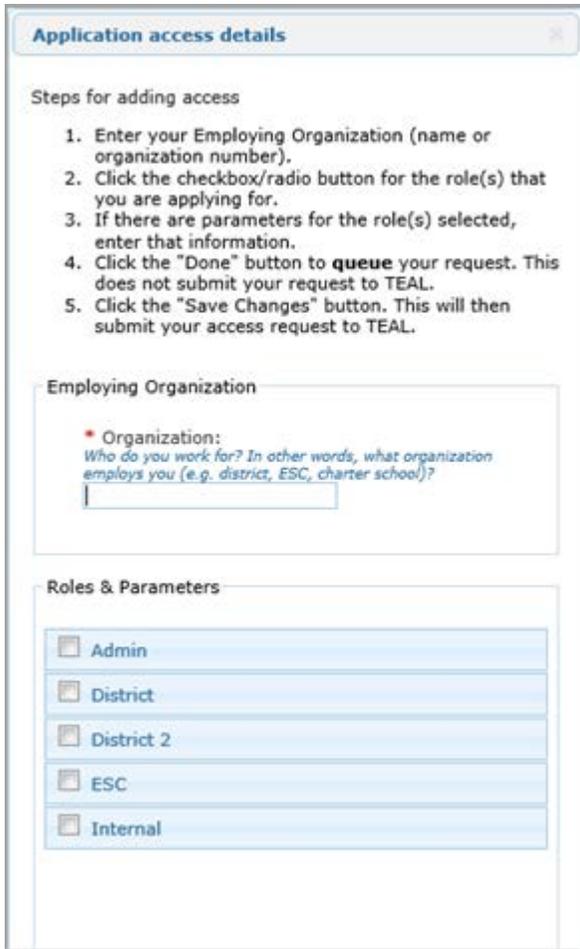
4. Begin typing the name of your organization under **Employing Organization**. Once you begin typing, a list appears. Select your employing organization from the list.

5. Select any new roles from the list by clicking them.

Important!	For questions about roles, contact your application customer support team, which you can locate on the TEA Secure Applications Information web page.

6. If any other parameters are requested, such as a district or school number, provide this information.

7. Click **Done**.

8. Click **Save Changes** to actually submit your request. A green check mark should appear at the top of the page informing you that your request was submitted successfully.

Modifying Existing Access

Sometimes you may need to modify the existing access you have for a specific application. For example, suppose you have a job change that requires you to change your role for an application. Depending upon the application, some modifications may not be allowed using this method. You may have to use **Add Access** instead. Complete the following steps to modify the access:

1. If you don't have it selected already, click **Access Applications** from the **Self-Service** pane, or click the **Applications** tab to view the list of applications to which you have access.

2. Click **Add/Modify Access** for the applicable application.

3. Click **Modify Access**.

4. If you have more than one role for the application, the following box appears. Click the role you wish to modify. Click **Modify**, as shown in the following screenshot:
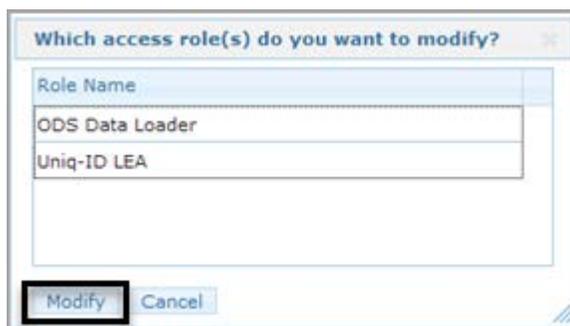
5. Select the new role, new district, or whatever else you are changing.

6. Type any comments you may have to explain the reason for this change.

7. Click **Done.**

8. Click **Save Changes** to submit your modifications to TEA.

Accessing an Application

Once you have [requested and been granted access to an application](#), follow these steps to log in:

1. Log in to TEAL using your username and password.

2. On the list of applications, click the link for the application, as shown in the following screenshot:
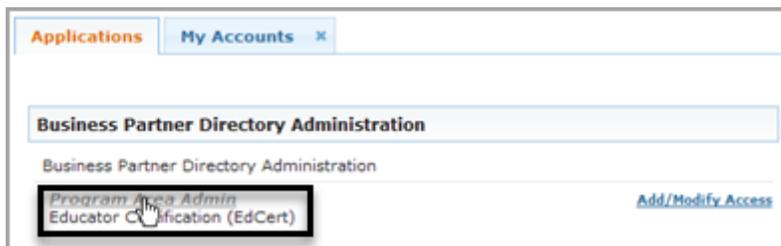
Getting Access for Educators

Introduction to ECOS Applications in TEAL

> **Note:** For detailed instructions about how to request your educator access, refer to the *Educator Setup Guide* on the TEA web site.

When you are applying for access to ECOS in TEAL, you may notice two ECOS applications in the list of available applications. (See Accessing ECOS If Your Account Is Not Linked for more information.) These two ECOS applications are as follows:

- **ECOS Educators:** an integrated technology system that allows educators to apply for their certification, review the status of pending applications for certification, review their own examination history, and view or print existing certificates through a secure portal.

- **ECOS Entities:** an integrated technology system that allows educator preparation programs or public school personnel to review educators' applications, certifications, or examination records through a secure portal, as well as recommend educators for certification and emergency permits

Texas educators will almost always select ECOS Educators as the appropriate application.

Managing Your Information

Touring the Home Page

The home page is your main access to TEA applications and to managing your account. Access the home page by logging in from the TEA Login application Portal, as shown in the following screenshot:
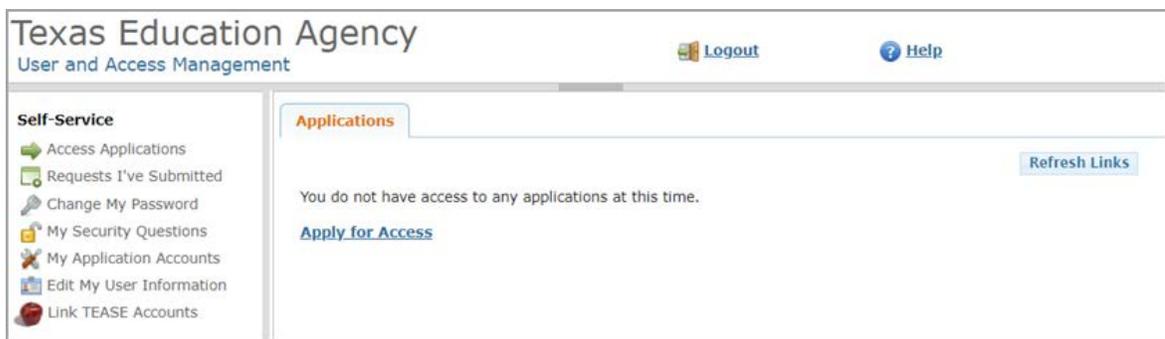
This page provides the following:

1. In the top header:

   - **Logout**: logs you out of TEAL

   - **Help**: opens this help system

2. In the **Self-Service** pane:

   - **Access Applications**: provides links to the **Applications** tab if you are on another tab. (You can also click the **Applications** tab.)

   - **For Approvers Only—My To-Do List**: shows any tasks that are in your queue.

   - **Requests I've Submitted**: allows you to view your own pending or completed requests.

   - **Change My Password**: allows you to change your password.

- **My Security Questions**: allows you to edit the three security questions.

- **My Application Accounts**: allows you to manage accounts for applications to which you have already have access or to apply for access to other applications.

- **Edit My User Information**: allows you to edit contact information, job information, and so on.

- **Link TEASE Accounts**: allows you to link your TEA Login ID with your TEASE login ID.

3. **For TEAL Administrators Only**—In the **Administration** pane:

- **Manage Other Users**: allows you to manage IDs and profiles for other users.

- **Manage Others' Accounts**: allows you to manage other users' access to applications.

- **Manage Approvers**: allows you to assign and manage approvers for applications.

- **Manage Service Accounts**: allows Texas Student Data System administrators with Service Account Manager status to manage service accounts.

- **View All Requests**: allows you to view requests submitted by any user

Related Topics

[Changing Your Password](#)
[Requesting Access to an Application](#)

Viewing Your Requests

You can easily view your pending or completed requests to see what progress they have made through approvals.

[Viewing Requests](#)
[Cancelling Requests](#)

Viewing Requests

Complete the following steps to view requests:

1. On the Home page, in the Self-Service pane, click **Requests I've Submitted**. The **My Requests** tab appears, as shown in the following screenshot:

The view shows the following information:

- **Submitted On**: the date and time submitted

- **Type**: the type of request

- **Requested For**: the user name of the person for whom the request is made

- **Requested By**: the user name of the requestor

- **Service**: the application being requested

- **Result**: the status of the request

You can sort this list by any column by clicking on the column header. If many requests appear, you can use the page controls at the bottom to page through the list. Decide if you want to change the view, as follows:

- To view completed requests, select **Completed** from the **Request Status** list and click **Refresh**.

- For completed requests, you can view requests submitted by yourself or those submitted on your behalf.

- For completed requests, you can change the time period.

2. To view details of a request, select the row for the request and click **View Details**, as shown in the following screenshot:

The **Request Details** box appears, as shown in the following screenshot, listing the same information as well as the ID of the request and the result:

Click the x in the top corner of the box to close it.

Cancelling Requests

Complete the following steps to cancel a pending request:

1. In the Self-Service pane, click **Requests I've Submitted**. The **My Requests** tab appears.

2. In the list of requests, click the row for the request to be cancelled.

3. Click **View Details**.

4. Click **Cancel Request**.

5. Click **OK**.

Changing Your Password

You can change your password at any time. To change your password, complete the following instructions:

1. On the Home page, under the **Self-Service** pane, click **Change My Password**. The Change Password tab opens, as shown in the following screenshot:

> **Note**: If you wait to change your password until it has expired, a similar page appears automatically when you try to log in but contains a

> notice at the top that your password has expired.

2. Type your old password.

3. Type a new password.

> Note: You cannot select a password that you have ever used the past 10 times. Type a password of at least eight characters containing letters, numbers, and special characters that does not repeat a character more than two times.

4. Retype the new password to confirm it.

5. Click **Change Password**. A password change confirmation page appears, as shown in the following screenshot:

You will receive an email notification that you changed your password.

Editing the Security Questions

You can change the three security questions that you selected when you first requested an account, and you can change the answers to the questions.

1. On the Home page, under the Self-Service pane, click **My Security Questions**.

2. The Security Questions tab opens, as shown in the following screenshot:

3. Type answers for the questions. Remember that the questions must be answered exactly the way they are typed.

4. Click **Save Changes**.

Removing Application Access

You may wish to remove some access to an application without removing the account itself. For example, perhaps you had two separate roles for an account and you no longer need one of them. Follow these steps to remove some access while retaining your account for that application:

1. If you don't have it selected already, click **Access Applications** from the **Self-Service** pane, or click the **Applications** tab to view the list of applications to which you have access.

2. Click **Add/Modify Access** for the applicable application.

3. Click the account entry you wish to remove.

4. Click **Remove Selected**.

5. Click **OK** to confirm that you wish to delete the access.

6. Click **Save Changes** to submit your modification to TEA.

Deleting Your Accounts

Deleting your account removes all access that has been granted for that TEA web application.

Complete the following steps to delete an account:

1. On the Home page, in the **Self-Service** pane, click **My Application Accounts**.

2. In the list of accounts, check the box for the account you wish to remove.

3. Click **Delete Account**.

4. Confirm that you wish to delete the account by selecting **OK**.

Managing Your User Information

Your profile, or user information, contains identifying information about you. You can choose whether to keep your profile up to date. The only required fields are your first and last name and e-mail address.

Updating Your User Information

Complete the following steps to update your information:

1. On the Home page, in the Self-Service pane, click **Edit My User Information**. The Edit My User Information page appears as shown in the following screenshot:

2. Complete or change the information as needed. If you select TEA Contractor for your **Organization Type**, you must supply your **Employing Organization**. In this case, your request is routed to the approver for your employing organization for approval before it can be implemented by TEA.

3. Click **Submit**.

Revoking Your Identity

In unusual circumstances, you may wish to revoke your identity. *Doing so will remove your access to any TEA applications using TEAL*. However, if you are leaving your organization, for example, you should revoke your identity just before you go. Complete the following steps to revoke your identity:

1. From the Self-Service pane, click **Edit My User Information**.

2. Scroll down to the bottom of the page and click **Revoke Identity**.

Linking to a TEASE Account

You can link your TEAL login account to your TEASE account to make it easier to move between TEAL and TEASE.

[Linking Your Account](#)
[Editing Your Account Alias](#)

Linking Your Account

Complete the following steps to link to your TEASE account:

1. In the Self-Service pane, click **Link TEASE Accounts**. The Link Tease Account tab opens, as shown in the following screenshot. Existing links appear in a list. The example below shows no links.

2. Click **Link a TEASE account**, as shown in the following screenshot:
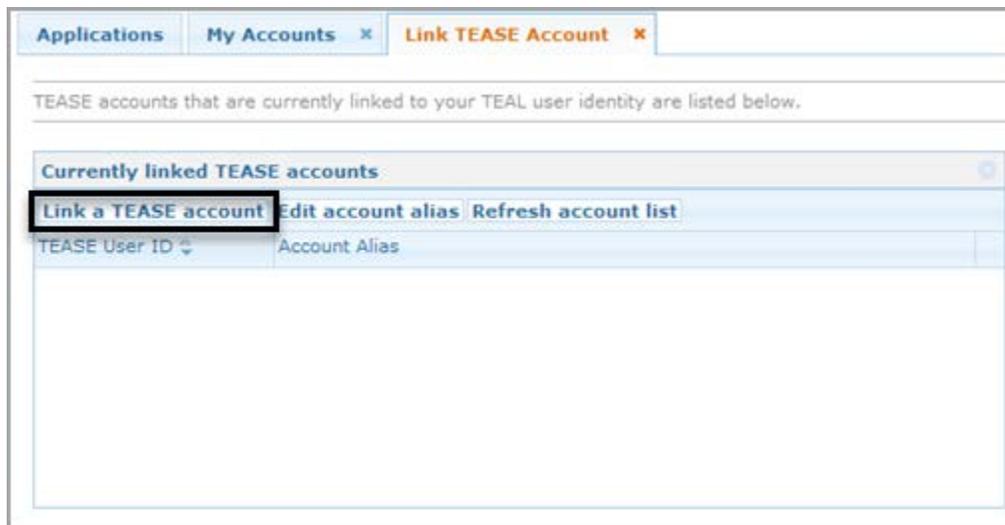
The Link Tease account dialog box appears, as shown in the following screenshot:

3. Type your TEASE user ID.

4. Type your TEASE password. (Click **Show Password** to show the password after you type it.)

5. Confirm your TEASE password by typing it again. (Click **Show Password** to show the password after you type it.)

6. If you wish, type an alias that will help you identify your account on the TEAL applications page.

7. Click **Submit**.

Editing Your Account Alias

If you have given your TEASE account an alias to help identify it on the TEAL application page, you can edit it.

1. In the Self-Service pane, click **Link TEASE Accounts**. The Link TEASE Account tab opens, as shown in the following screenshot:
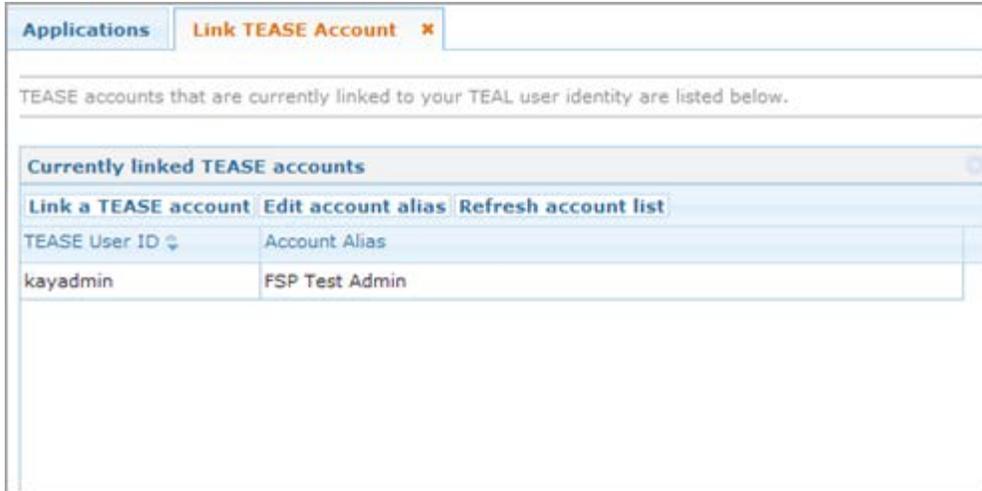
2. Select the account you wish to edit.

3. Click **Edit account alias**, as shown in the following screenshot:
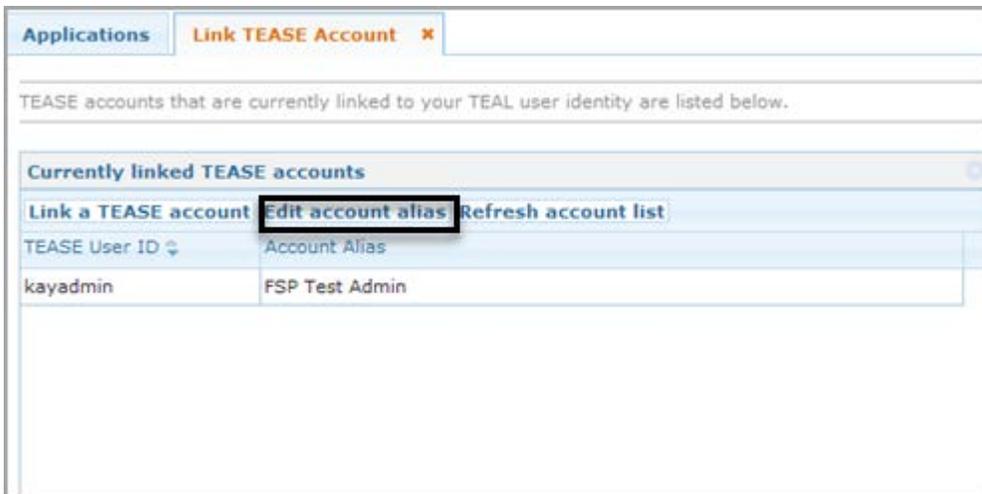
The Edit Account alias dialog box appears, as shown in the following screenshot:
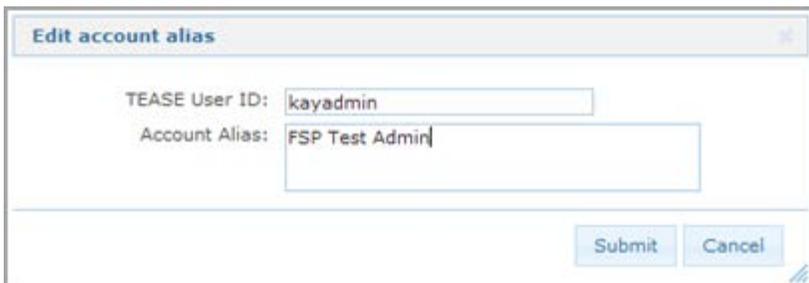
4. Type a new alias in the **Account Alias** box.

5. Click **Submit**. If your request was successful, a message appears at the top of the tab, as shown in the following screenshot:

Managing Requests as a TEAL Approver

Requesting Approver Access

If your job requires you to approve requests for access, you must request approver privileges.

Complete the following steps to request approver privileges:

1. On the Home page, In the Self-Service pane, click **Edit My User Information**. The Edit My User Information tab opens.

2. Scroll down to the bottom of the page and click **Manage Approver Status**. If you are not an approver for any applications, you will see a message to that effect.

The Current approver status view appears. Click **Request Approver Status**, as shown in the following screenshot:

The Approver Status Details page appears, as shown in the following screenshot:

3. Select the appropriate type of approver:

Approver Type	Approver Description
Primary Approver	You are the person at your organization who is responsible for approving requests for access.
Alternate Approver	You are the Primary Approver's designated alternate. Note: Alternate Approvers for independent school districts must submit school board meeting minutes that authorize delegation of Primary Approver authority to TEA's Computer Access team. For more information, refer to the

	TEAL Quick Reference for Organization Approvers, available on the TEA web site.
Limited Approver	You are a person at your organization who is responsible for approving requests to a specific application, for example, you approve access to Educator Certification at the University of Texas.
Service Approver	You are the person at TEA who is responsible for granting access to a specific application for any organization.

Depending upon the type of approver and application, the rest of the parameters may be different. Complete the ones that appear for your request.

4. For **Organization whose users' requests you will approve**, type the number or name of the organization for which you will be an approver. As you type, organizations appear in the list. Select the organization. If you are selecting access to be a Primary Approver, click **Add** to add it to the **Selected Organizations** list. To select another organization, repeat this process. (Remove organizations from the list by clicking on them and selecting **Remove**.)

5. Type any comments that are applicable. This box may also be used by TEA Computer Access staff returning comments about the status of your request.

6. Click **Submit**. The request begins processing.

7. Click **Done** when you are finished working on the **Edit My User Information** page.

After you submit your request, it follows a different path depending upon the type of approver request.

- If you are asking to be a Primary Approver, your request goes to TEA's Computer Access department, which routes it to the Information Security Officer (ISO) for approval.

- If you are asking to be an Alternate Approver, your request goes to the Primary Approver for approval first, and then to the Computer Access department and the ISO.

- If you are asking to be a Limited Approver or a Service Approver, your request goes to Primary Approver and then directly to the ISO.

You will receive an email notification once your request has been approved or denied.

Approving or Rejecting a Request

If you are a TEAL approver, you can use your to-do items to track your pending tasks and approve or reject requests. If you are not an Approver, you will not see My To-Do Items in the Self-Service pane. To use your My To-Do Items, complete the following steps:

1. On the Home page, in the Self-Service pane, click **My To-Do Items**. The My To-Do Items tab opens, as shown in the following screenshot:
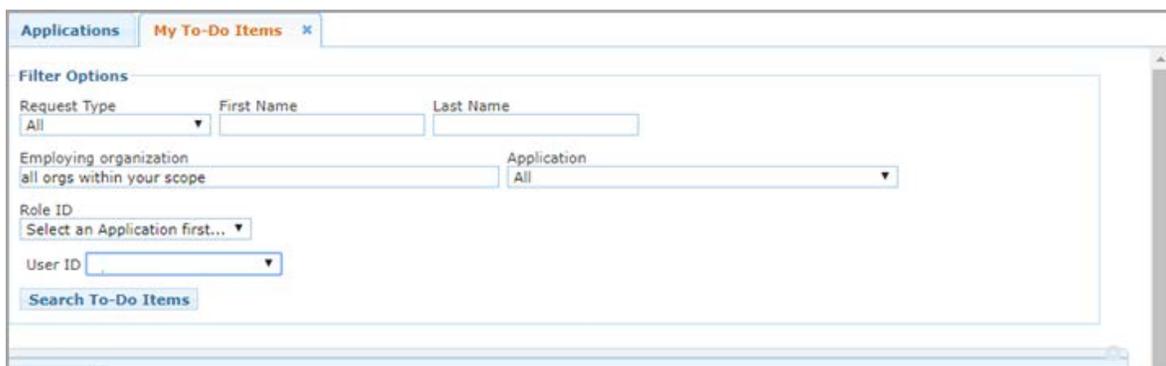
2. Click on an item in the list. Click **View Details**, as shown in the following screenshot:
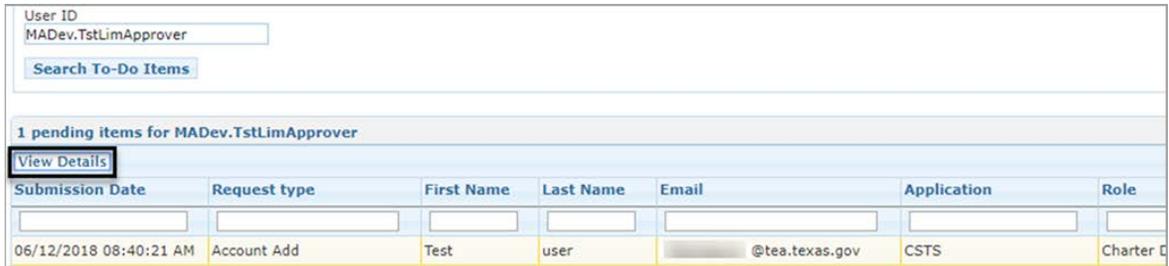
3. The Item Details page appears, as shown in the following screenshot:
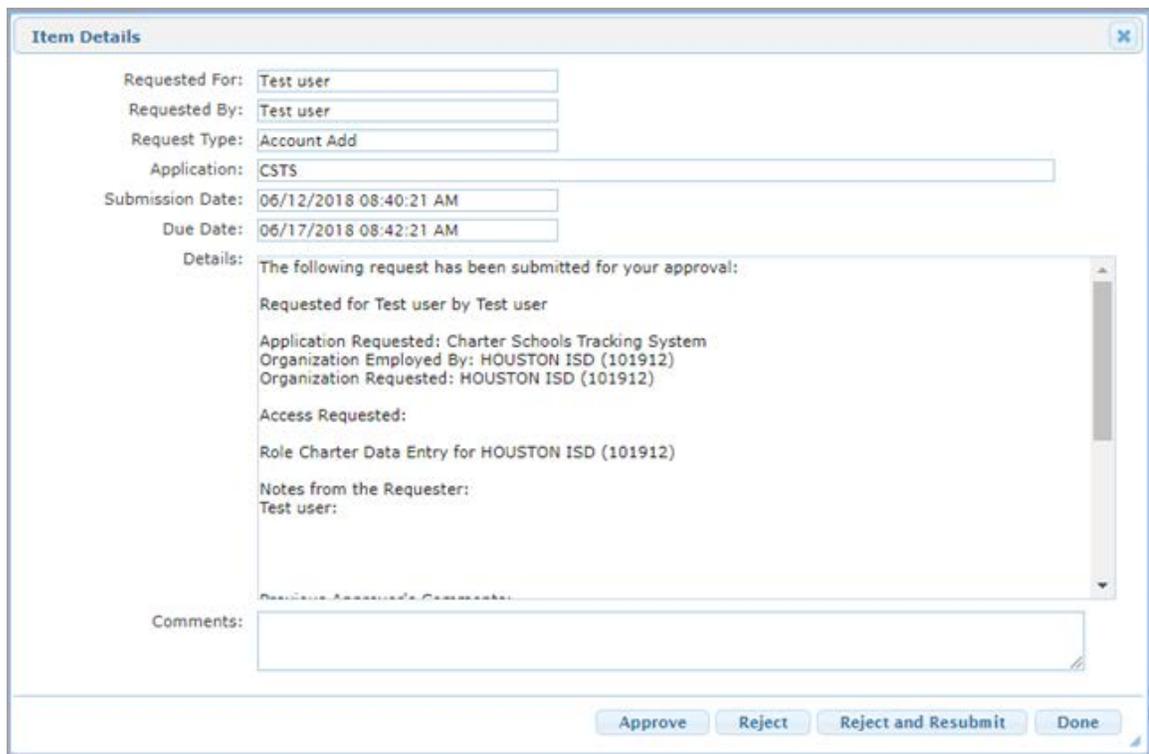
4. Click **Approve** to approve the request or **Reject** to reject it. If a request needs to be modified before it can be approved, click **Reject and Resubmit.** Type any comments needed to explain your decision.

The status changes in the **Pending Items** list. Once you refresh the list, items that you have already handled disappear from it.

Viewing All Requests

If you have the correct privileges, you can view requests made by others, and you can use this page to cancel them. The following users can view this page:

- All approvers

- Users in TEAL's Human Resources permissions group

- Users in the Information Security Office permissions group

- Users in the Computer Access permissions group

- TEAL administrators

[Viewing Requests](#)

[Cancelling a Request](#)

Viewing Requests

1. If you are an approver, on the Home page, under the **Self-Service** pane, click **View Requests**. If you are an Administrator, click **View All Requests** under **Administration**. The requests you can see may be limited by your privileges. The View Requests tab opens, as shown in the following screenshot:

2. Set one or more of the **Filter Options** to find the requests you wish to view as follows:

- To view requests in a specific status, select the status from the **Request Status** list.

- To view requests of a specific type, select the type from the **Request Type** list.

- To view the requests for a particular ID, type the ID into the **Requested For** box. As you type, the names matching the letters you've typed appear. Select the correct ID.

- To view the requests made by a particular person, type the person's name into the **Requested By** box. As you type, the names matching the letter's you enter appear. Select the correct name.

- To view the requests made in a different time period than today, select the time period. If you want to view the requests within a specific date range, select **Specific Date Range** and type the dates or use the calendar to pick them, as shown in the following screenshot. You can search for up to one year at a time.

3. Click **Search Requests**, as shown in the following screenshot. If no results appear, try changing your filter options or selecting only one. Be sure not to enter any spaces after you enter information in a field.

TEAL Help

If you have a lot of results, you can use the paging tool at the bottom of the screen to type in a specific page or show more results on one page.

4. Click on the request you wish to view.

5. Click **View Details**, as shown in the following screenshot.

A page like the following appears:

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6. Click **Done** when you are finished.

Cancelling a Request

To cancel a request, follow the steps above to view the request, then click **Cancel Request** on the **Request Details** page.

Revoking Your Own Approver Status

Complete the following steps to revoke your own approver status. This removes you as an approver, but does not remove your access. For security purposes, it's necessary to remove approver privileges when you leave an organization or no longer need to approve requests. This protects you and the organization's data.

1. On the Home page, under the Self-Service pane, click **Edit My User Information**.

2. Select the status you wish to revoke from the list.

3. Click **Revoke Selected Status**.

4. Confirm that you wish to revoke the status by clicking **OK**.

5. Click **Done**.

Managing Service Account Access

Requesting Service Account Manager Status

Some TEA applications require access to a Service Account. For security purposes, it is necessary to authenticate each web service and data transfer utility through the use of a TEAL service account with a password. In order to request a service account, your organization must have at least one employee with a Service Account Manager status. An employee with this status can create and manage service accounts in TEAL; however, these accounts do not provide access to TEAL, only to the Data Transfer Utility and various web services for TEA applications. Once the person with the service account management status requests a service account, a machine-generated login is produced for the TEA system to use.

Complete the following steps to request a Service Account Manager status, so that you can create and administer service accounts:

1. On the Home page, under the Self-Service pane, click **Edit My User Information**.

2. At the bottom of the page, click the **Service Account Manager Status** link, as shown in the following screenshot:

3. The Current Service Account Manager Status view appears. Click **Request Service Account Manager Status**, as shown in the following screenshot:

4. Begin typing the name of your organization and click in the box to select the organization from the pull-down menu, as shown in the following screenshot:

5. Click **Submit**. If your request is successfully submitted, a message appears in green at the top of the page. This request is routed for approval to the organization approver for the organization for which you requested access. The approval process used is the same as for a service account request.

Revoking Service Account Manager Status

If you have Service Account Manager status, you can revoke the Service Account Manager status for yourself or others. This does not remove access or application accounts but simply removes the employee as a service account manager.

1. On the Home page, under the Self-Service pane, click **Edit My User Information**.

2. Scroll down to the bottom of the page and click **Service Account Manager Status**.

3. Select the status you wish to revoke from the list.

4. Click **Revoke Selected Status**.

5. Confirm that you wish to revoke the status by clicking **OK**.

6. Click **Done** when you are finished working on the page.

Managing Service Accounts

Managing Service Accounts

Once you have requested access and been approved for Service Account Manager status, you can manage service accounts for your organization. When you are approved, you will get an profile change notification email. Log out and log back into your TEAL account.

Note: You must log out of TEAL and log back in to see this **Manage Service Accounts** link.

To Manage Service accounts, complete the following steps:

1. On the Home page, under Administrator, click the **Manage Service Accounts** link, as shown in the following screenshot:
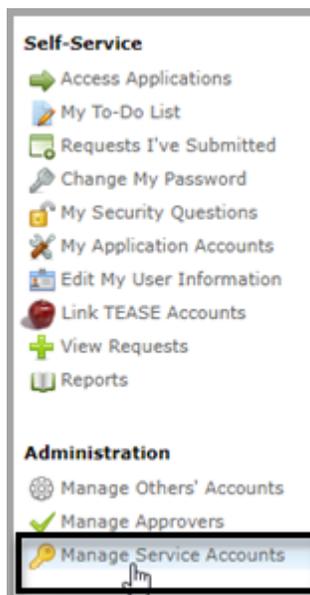
Clicking Manage Service Accounts link opens the **Manage Service Accounts** tab, as shown in the following screenshot:

From this page you can do the following:

- [Search for a service account](#)

- [Request a new service account](#)

- [Reset a service account password](#)

- [Change a service account email address](#)

- [Delete the account](#)

> **Note:** ***Service accounts passwords are valid for one year***. If you have Service Account Manager status, you will receive messages during the last month before account passwords expire reminding you to reset your service account passwords in order to maintain access to the web services.

Searching for Service Accounts

As a Service Account Manager, you can work with service accounts created by any other service account manager. To view service accounts, complete the following steps:

1. On the Home page, under Administration, click **Manage Service Accounts**, as shown in the following screenshot:
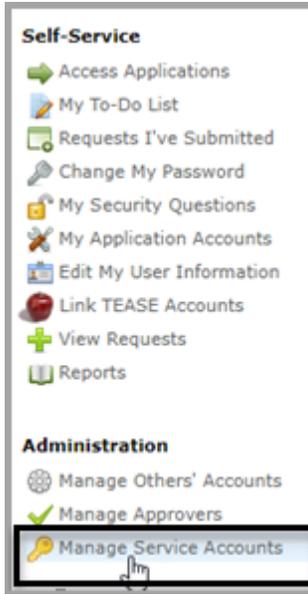
The **Manage Service Accounts** tab opens, as shown in the following screenshot:
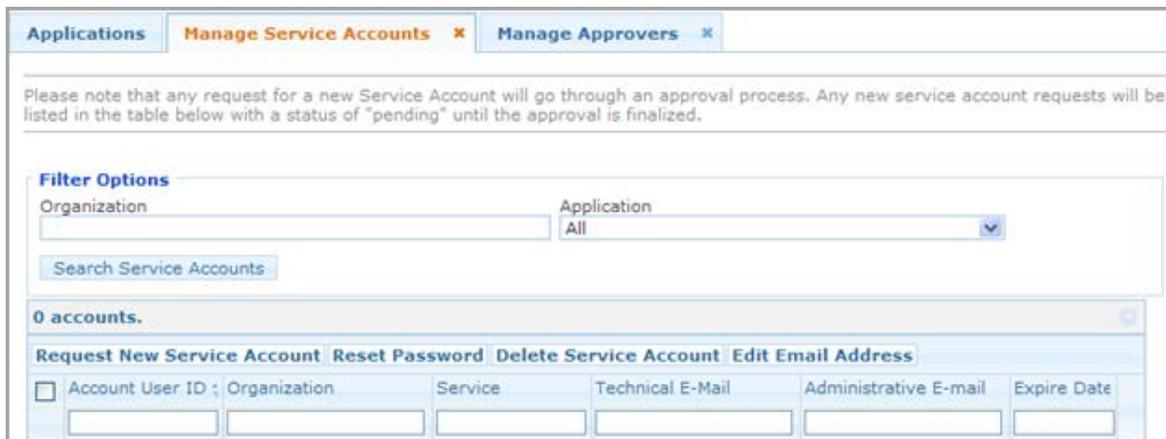
2. If you have access to more than one organization, select the appropriate organization from the menu.

3. Under Application, leave the menu set at **All** to find all accounts, or select the name of the specific web service accounts.

4. Click **Search Service Accounts**, as shown in the following screenshot:
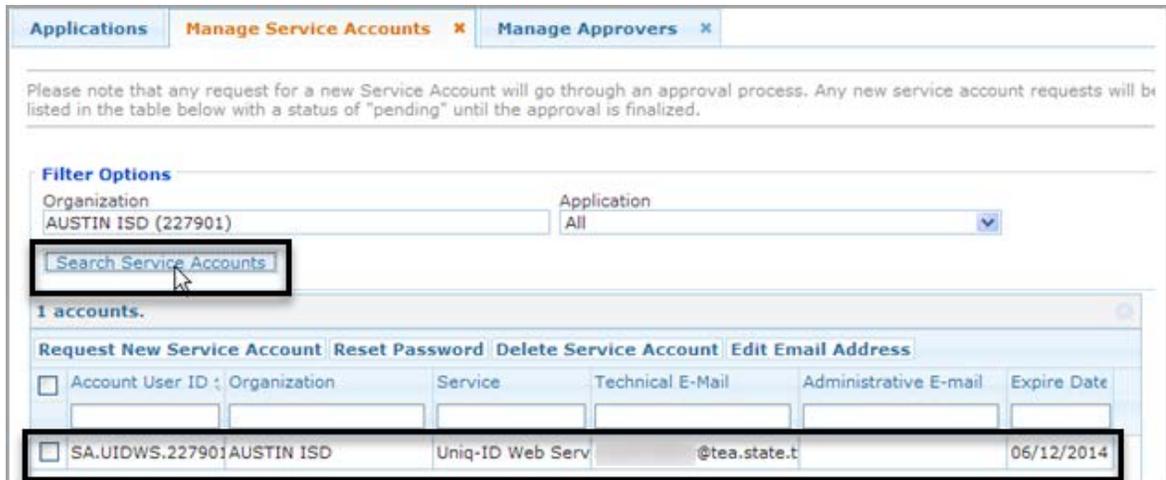
The results appear in the bottom pane, as shown above.

From this view, you can select an account to change or delete the account password, or you can request a new account.

Requesting a New Service Account

A Service Account Manager can request a new service account for the various TEA applications that require one.

Procedure

Approval Workflow

Procedure

Complete the following steps to request a new service account:

1. On the Home page, under Administration, click **Manage Service Accounts**. The Manage Service Accounts tab opens.

2. Click **Request New Service Account**, as shown in the following screenshot:
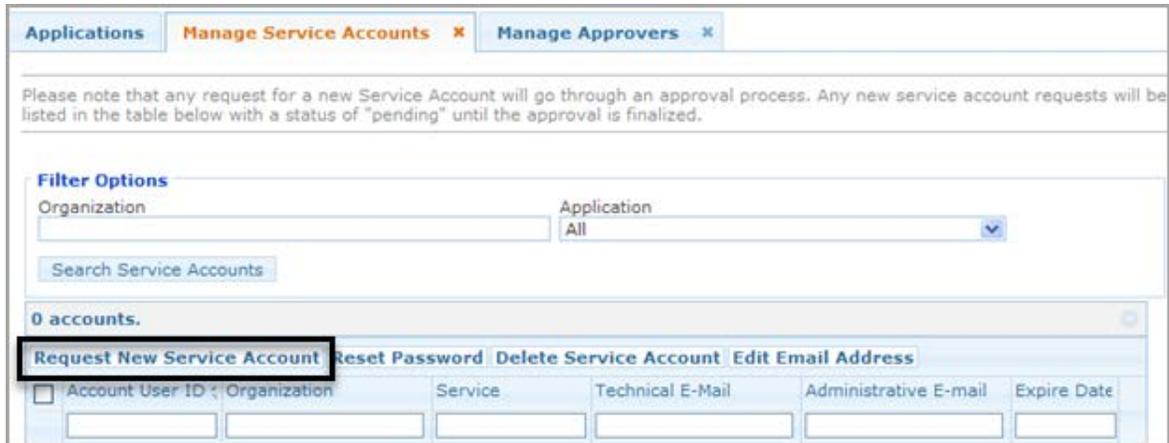
3. The Request Service Account Details page appears, as shown in the following screenshot:
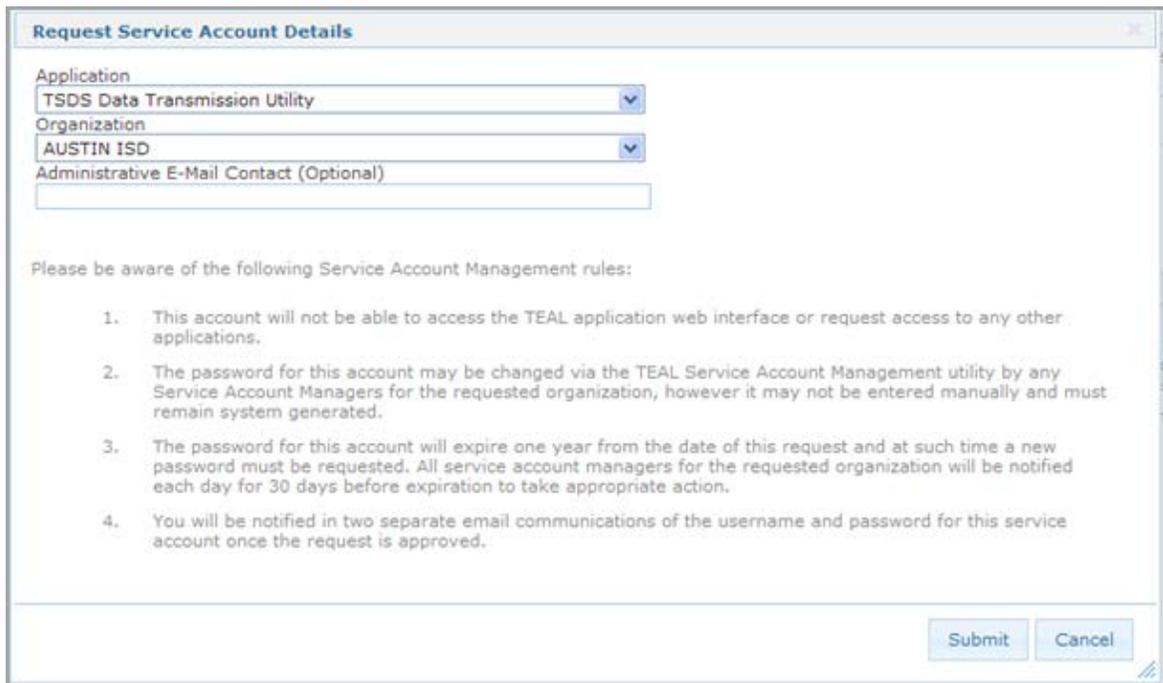
4. Select the appropriate application.

5. If you have access to more than one organization, select the appropriate organization from the menu.

6. Type an administrative e-mail contact, if you wish to send an e-mail notification to an additional person besides yourself.

7. Click **Submit.** If the request was successful, a message appears in green at the top of the page. The request goes through the approval process for service accounts. New service account requests are listed as **Pending** until they are approved.

Approval Workflow

The following workflow diagram depicts the approval process for the service account request. The Service Account Manager submits the request to the Alternate Organization Approver, if one exists. If there is no Alternate Organization Approver, the request goes to the Organization Approver. If there is an Alternate Organization Approver but no approver responds within five days, the request is forwarded to the Primary Approver for the organization. If there are no approvers for the organization or the request is denied, the response it sent to the Service Account Manager. If the request is approved, the account is created and information is forwarded to the Service Account Manager.
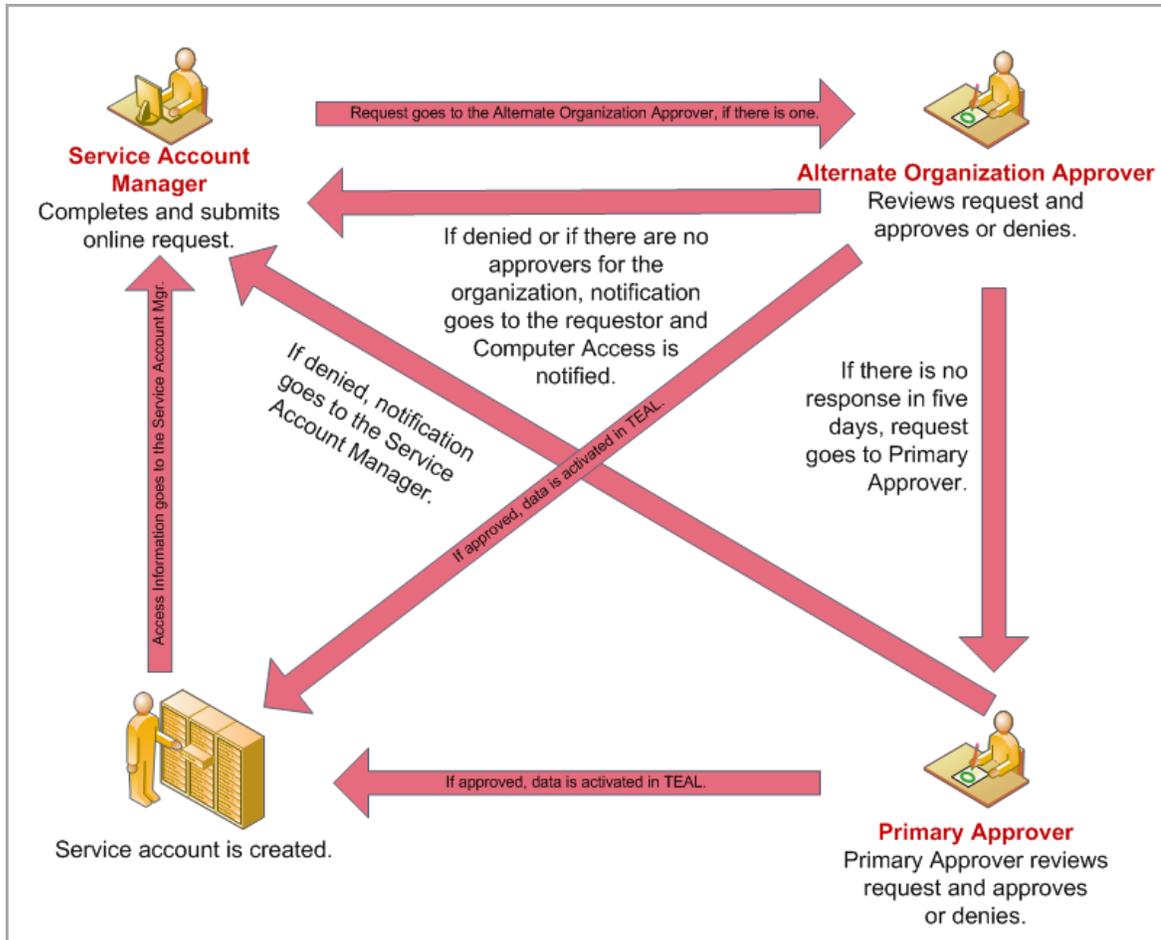
Changing a Service Account Password

As long as an account is not in Pending Approval status, you can change its password. To change a password for the account, complete the following steps:

1. On the Home page, under Administration, click **Manage Service Accounts**.

2. Use the **Filter Options** to view the service account, as instructed in [Searching for Service Accounts](#).

3. Select the account and click **Reset Password**, as shown in the following screenshot:

4. Verify that you want to reset the password by clicking **OK,** or cancel the request by clicking **Cancel.**

If the request was successfully submitted, a message appears like the following:
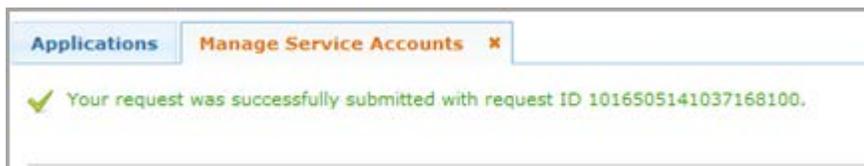
You will receive an email notification containing the new password.

Changing a Service Account Email Address

If the email address for the person associated with the service account changes, you can edit it. To edit the email address, complete the following steps:

1. On the Home page, under Administration, click **Manage Service Accounts**.

2. Use the **Filter Options** to view the service account, as instructed in [Searching for Service Accounts](#).

3. Select the account.

4. Click **Edit Email Address**, as shown in the following screenshot:

5. The Edit Email Address dialog appears, as shown in the following screenshot. Edit the technical email address or the administrative email address as needed.

6. Click **Save**.

Deleting a Service Account

If you are a service account manager, you can delete any service account, as long as it is not in **Pending** status. Complete the following steps to delete an account:

1. On the Home page, under Administration, click **Manage Service Accounts**.

2. Use the **Filter Options** to view the service account, as instructed in Searching for Service Accounts.

3. Select the account.

4. Click **Delete Account**.

5. Confirm that you wish to delete the account by clicking **OK**, or cancel the request by clicking **Cancel**.

If your request was successful, a message appears in green at the top of the page. The system verifies that the account is a service account and sends you an e-mail indicating that the account has been deleted. To verify that the account is gone from the list, click **Search Service Accounts** again.

Administering the Portal

Managing Other Users

If you have administrator access, you can create new user IDs, edit profiles for other users, delete users, suspend user logins, and restore suspended users.

[Creating a New User](#)
[Editing User Information](#)
[Resetting a Password](#)
[Suspending a User's Login ID](#)
[Suspending and Deleting a User](#)
[Deleting a User](#)
[Restoring an ID](#)

Creating a New User

Complete the following steps to create a user ID for someone else:

1. On the Home page, under Administration, click **Manage Other Users** (or if it is open, click the **Manage Users** tab). The Manage Users tab opens, as shown in the following screenshot:

2. Click **Create New User** as shown above. A standard page for requesting a user account appears.

3. Complete the page for the user.

4. Click **Submit**.

Note: The example above shows the status of the last user as **incomplete**. This means that the user exited out of a request for access before completing it. Although the request is active in the system, it cannot be processed or completed. It can only be suspended, deleted, have its profile edited, or its password reset.

Editing User Information

Complete the following steps to edit or correct a user informations for another user:

1. On the Home page, under Administration, click **Manage Other Users**.

2. Use the **Filter Options** to find the user as follows:

3. Type all or the first few letters of the **User ID**, **First Name**, **Last Name**, or **Email Address** to find users whose information matches.

4. Select an **Organization Type** to find all of the users for a type of organization.

5. Select a **Status** to find all users with that status (inactive or active).

6. Select an **Application** to find all the users for a specific application.

7. Select a group of users from the **Admin Groups** filter, if necessary (available only to TEA developers and support).

8. Click **Search Users**, as shown in the following screenshot:

9. Click the box next to the user's ID.

> **Note:** Once you have used this method to select a user, you can access **Manage Others' Accounts** or **Manage Approvers** to make changes for the user's accounts or approver privileges.

10. Click **Edit User Profile**, as shown above.

11. Make changes as needed.

12. Click **Submit**.

Resetting a Password

If a user has been locked out of TEAL, you can reset the user's password:

1. On the Home page, under Administration, click **Manage Other Users**.

2. Use the **Filter Options** to find the user in question.

3. Check the box next to the user's ID.

4. Click **Reset Password**.

5. Confirm that you want to reset the user's password by clicking **OK**.

Suspending a User's Login

There may be several reasons why you might want to suspend a user's login ID instead of deleting the user. For example, a temporary worker's contract may have expired, but you expect that worker to return to work. You can suspend the ID so that it is temporarily inactive.

1. On the Home page, under Administration, click **Manage Other Users**.

2. Use the **Filter Options** to find the user in question.

3. Check the box next to the user's ID.

4. Click **Suspend User**.

5. Click **OK** to confirm you want to suspend the user's ID. After the action is processed, the user's status changes to **inactive**.

Suspending and Deleting a User

Suspending and deleting a user removes the user's access to TEAL after five days. If you suspend and delete a user and the five days passes, the user will have to reapply for a user ID in order to access applications with TEAL.

Complete the following steps to delete a user:

1. On the Home page, under Administration, click **Manage Other Users**.

2. Use the **Filter Options** to find the user in question.

3. Check the box next to the user's ID.

4. Click **Suspend & Delete User**.

Deleting a User

You can delete a user when necessary, such as when the user has set up a TEAL ID that is incorrect or is a duplicate. Use caution when deleting TEAL IDs. In most cases, when a user has application access, it is more appropriate to suspend the ID.

Complete the following steps to delete a user:

1. On the Home page, under **Administration**, click **Manage Other Users**.

2. Use the **Filter Options** to find the user in question.

3. Check the box next to the user's ID.

4. Click **Delete User**.

5. Click **OK** to delete the user. After the request is processed, the ID has a line drawn through it and the user's status changes to **deleted**.

Restoring an ID

Complete the following steps to restore a suspended or deleted user's login. The deleted user must be restored within five days of the deletion.

1. On the Home page, under **Administration**, click **Manage Other Users**.

2. Select a **Status** of **inactive**. You can use other **Filter Options** to filter your request further.

3. Click **Search Accounts**.

4. Check the box next to the user's ID.

5. Click **Restore User**. After the action is processed, the user's status changes to **active**.

Managing Others' Accounts

If you are an administrator, you can request a new account for an existing user, suspend an account, restore a suspended account, and delete an account.

[Requesting a New Account](#)

[Suspending an Account](#)

[Restoring an Account](#)

[Deleting an Account](#)

Requesting a New Account

> **Note:** If you already used the **Manage Other Users** page to select the user whose accounts you want to manage, the user is still selected for work on this page. You do not need to select the user again.

Complete the following steps to request a new account for an existing user:

1. On the Home page, under **Administration**, click **Manage Others' Accounts**. The Manage Account tab opens.

2. Click **Request New Account**, as shown in the following screenshot:
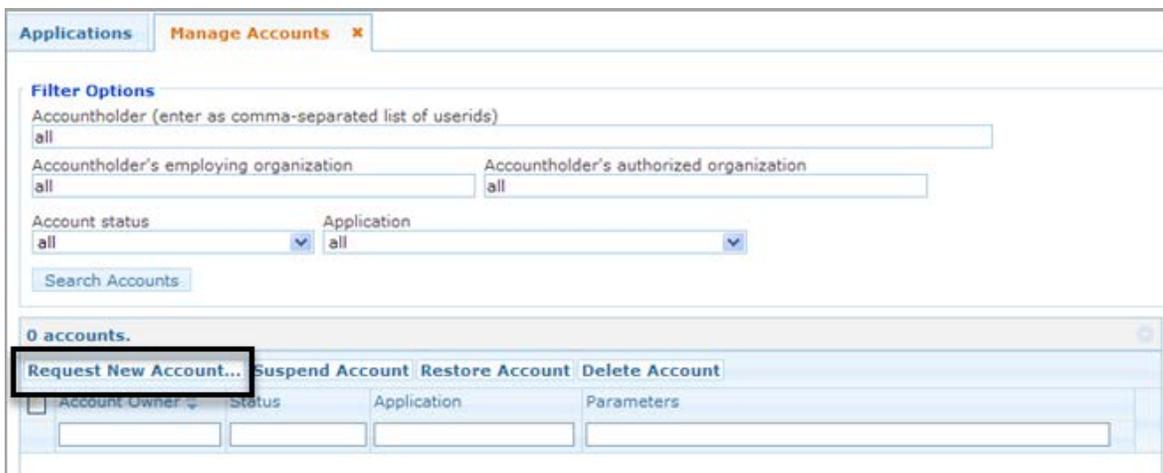
The Request New Account page opens, as shown in the following screenshot:
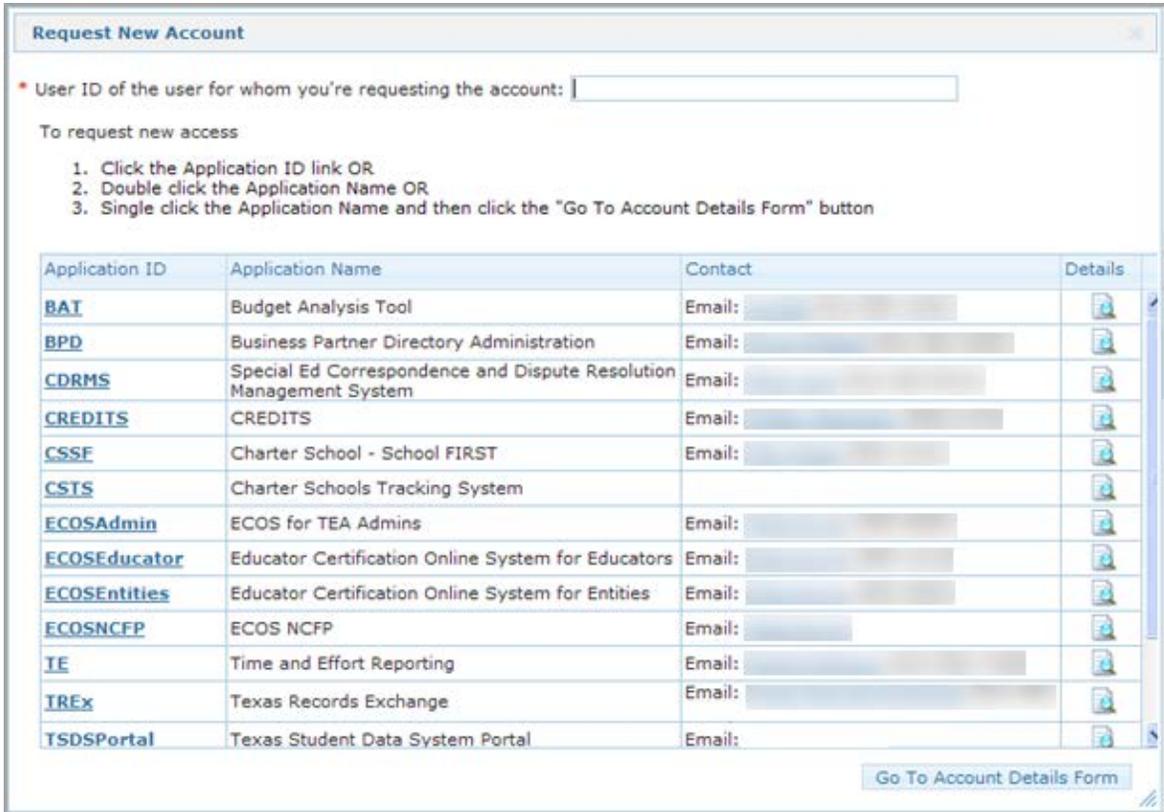
3. Type the user ID for the user. As you type, a list of IDs appear that match what you've typed. Select the name from the list.

4. Click the application. The view refreshes to something like the following. Click **Add Access**, as shown in the following screenshot:
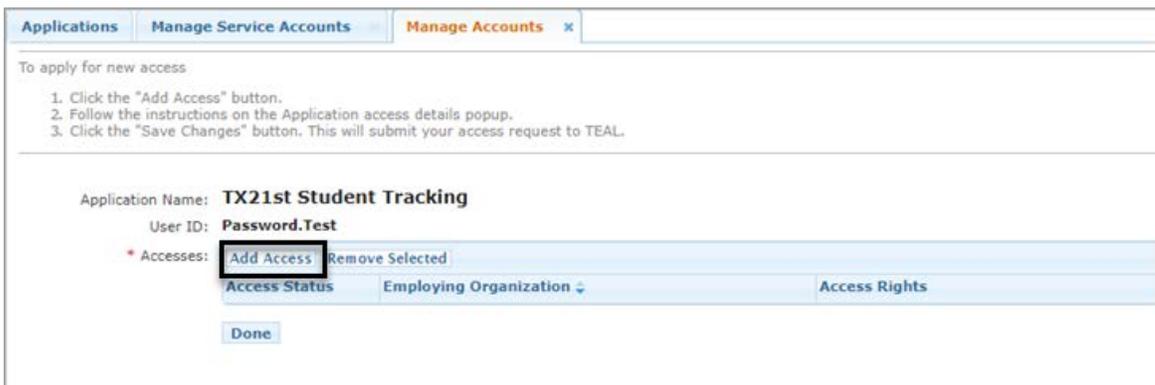
5. An Application access details dialog box pops up, as shown in the following screenshot, requesting the user's employing organization and listing the other parameters, as shown in the following screenshot:

Begin typing the organization ID or name. When you type a number or name, the list goes to the organizations matching what you have typed. Click on the organization name. The organization appears in **Your Parameter Selections** on the right.

6. Select the appropriate role for that user.

7. Complete any other parameters requested for that application.

8. Type any comments needed.

9. Click **Done**. The view refreshes to something like the following showing the new status:
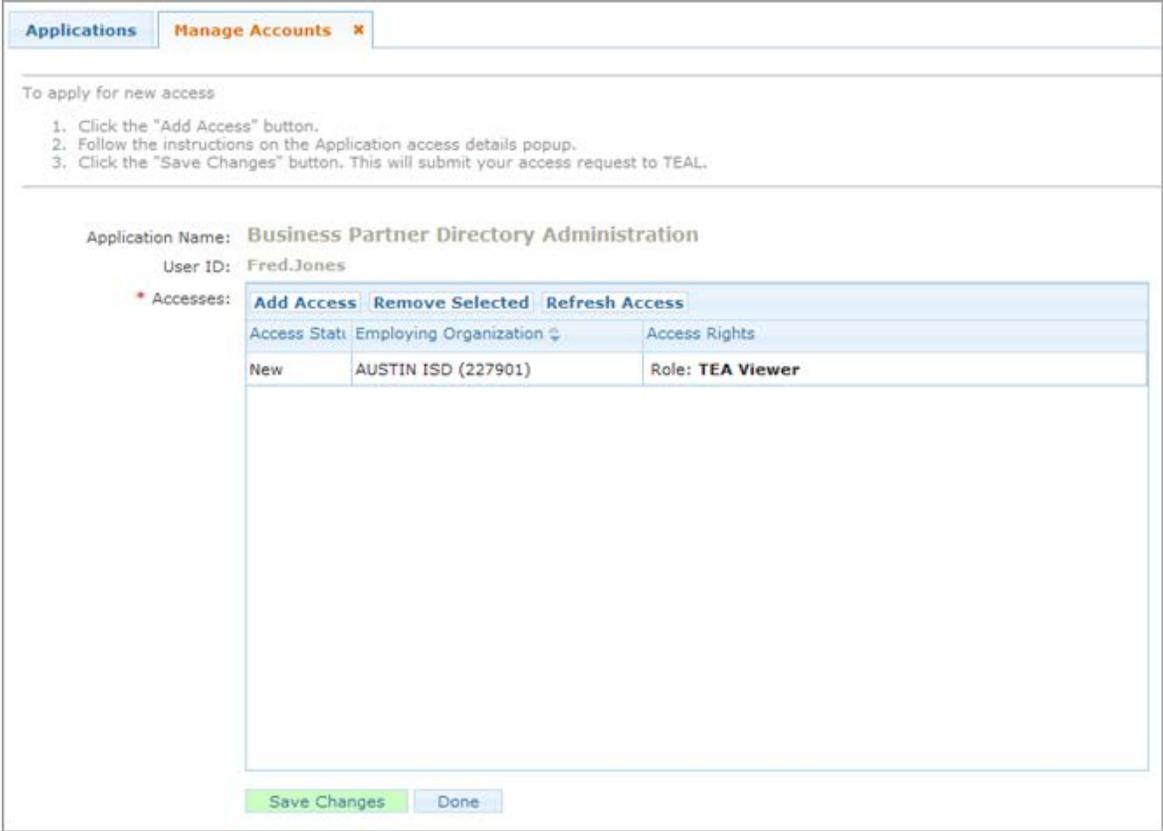
10. Click **Save Changes** to save the information. The system reports if your request was successfully submitted.
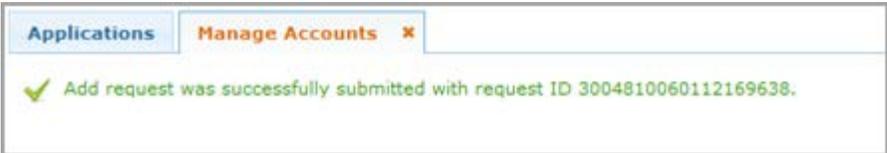
Suspending an Account

There may be several reasons why you would want to suspend a user's account rather than delete it. For example, perhaps the application provides confidential information, and the organization temporarily wants to lock down that information except for a few users. Complete the following steps to suspend an account for an existing user:

1. On the Home page, under **Administration**, click **Manage Others' Accounts**.

2. Use the **Filter Options** to find the account or accounts as follows:

- To search for specific accounts, type one or more user IDs under **Accountholder**.

- To find all the IDs for people employed by a specific organization, begin typing the name or county-district number in **Accountholder's employing organization**. As you type, organizations matching the criteria appear in the list, select the organization.

- To find all the IDs for people authorized by a specific organization, begin typing the name or county-district number in **Accountholder's employing organization**. As you type, organizations matching the criteria appear in the list, select the organization.

- To find all the IDs in a specific status, select the status under **Account status**.

- To find all the ID's for a specific application, select the application from the list.

3. Once you have selected the appropriate combination of options, click **Search Accounts**.

4. Check the box to select one or more IDs.

5. Click **Remove Account**.

6. Click **OK** to confirm that you want to suspend the account. The user's status changes to **inactive**.

Restoring an Account

Complete the following steps to restore a suspended account:

1. On the Home page, under **Administration**, click **Manage Others' Accounts**.

2. Select an **Account status** of **suspended**. You can use other **Filter Options** to filter your request further.

3. Click **Search Accounts**.

4. Check the box next to the ID of the account owner.

5. Click **Restore Account**. After the action is processed, the user's status changes to **active**.

Deleting an Account

Complete the following steps to remove access to an account for a user:

1. On the Home page, under **Administration**, click **Manage Others' Accounts**.

2. Use the **Filter Options** to find the account or accounts.

3. Select one or more accounts.

4. Click **Delete Account**. After the action is processed, the user's status changes to **inactive**.

Managing Approvers

If you are an administrator, you can assign new approvers for an application, edit the information for a specific approver, or revoke approver privileges.

Assigning a New Approver

Editing an Approver

Revoking Approver Privileges

Assigning a New Approver

To assign a new approver, complete the following steps:

> **Note:** If you already used the **Manage Other Users** page to select the user whose approver privileges you want to manage, the user is still selected for work on this page. You do not need to select the user again.

1. On the Home page, under **Administration**, select **Manage Approvers**. The Manager Approvers tab opens, as shown in the following screenshot:

2. Use the **Filter Options** to find an approver as follows:

- To find approvers of a specific type, for example, all primary approvers, select an **Approver Type**.

- To select the approvers for a specific organization, start typing the organization name or number. The system finds all of the entries that match what you have typed. Select an organization.

- To find organizations without approvers, click **Find Orgs Without Approvers**.

- To find applications without approvers, click **Find Apps Without Approvers**.

3. Click **Search Approvers**, as shown above.

4. Click **Assign New Approver**, as shown in the following screenshot:
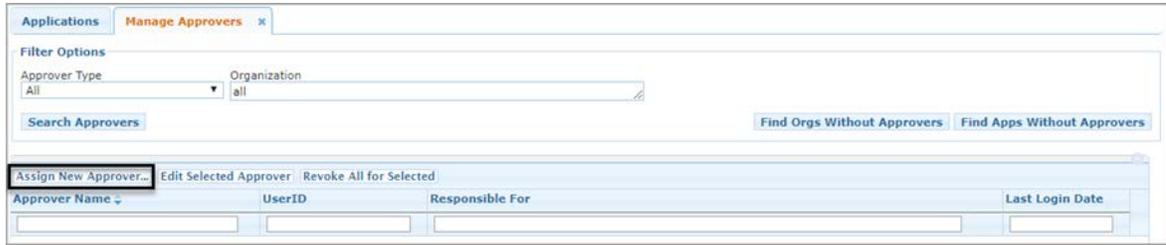
A page like the following appears.
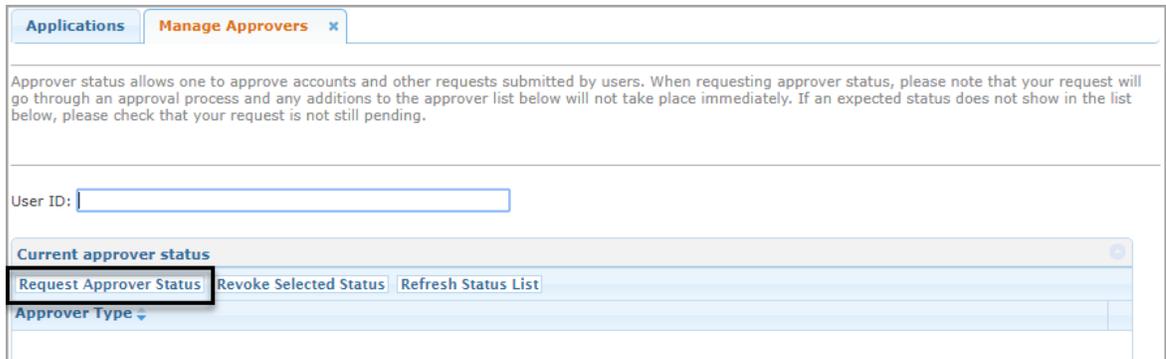
5. In the User ID field, type the user ID of the person you want to make an approver. As you begin typing the ID, the ID may complete itself. The person's ID appears at the top of the page with a list of organizations the person is an approver for, if any.

6. Click **Request Approver Status**, as shown above.

7. If you forgot to select a user ID, a box pops up asking you to provide it. Otherwise, the Approver Status Details page appears, as shown in the following screenshot:

8. Select the appropriate type of approver, as described in the following table:

Approver Type	Approver Description
Primary Approver	You are the person at your organization who is responsible for approving requests for access.
Alternate Approver	You are the Primary Approver's designated alternate.
	Note: Alternate Approvers for independent school districts must submit school board meeting minutes that authorize delegation of Primary Approver authority to TEA's Computer Access team. For more information, refer to the *TEAL Quick Reference for Organization Approvers*, available on the TEA web site.
Limited	You are a person at your organization who is responsible for approving

Approver	requests to a specific application, for example, you approve access to Educator Certification at the University of Texas.
Service Approver	You are the person at TEA who is responsible for granting access to a specific application for any organization.

The parameters you must complete depend upon the application and the type of approver.

9. Begin typing the name or county-district number of the organization whose requests the user will approve. A list appears with matching entries. Select the organization from the list. If you are selecting access for a Primary Approver, click **Add** to add it to the **Selected Organizations** list. To select another organization, repeat this process. (Remove organizations from the list by clicking on them and selecting **Remove**.)

10. If requested, select the application for which the person will approve requests.

11. Type any comments about the approver status. These comments will be included on the email that goes to the user.

12. Click **Submit**. TEAL submits it for processing. If it is approved, the person receives notification of approver status.

13. Click **Done** when you are finished working on this page.

Editing an Approver

To edit an approver, complete the following steps:

1. In the **Administration** pane, select **Manage Approvers**.

2. Use the **Filter Options** to find a specific approver by type of approver or organization name or both.

3. Select a specific type of approver to search by approver type.

4. Begin typing the name or county-district number for the organization. When the list of matching organizations appears, select the organization from the list.

5. Click **Search Approvers**.

6. Select the approver you wish to edit.

7. Click **Edit Selected Approver**. The Manage Approvers tab opens, as shown in the following screenshot:

Applications	**Manage Approvers** ×

Approver status allows one to approve accounts and other requests submitted by users. When requesting approver status, please note that your request will go through an approval process and any additions to the approver list below will not take place immediately. If an expected status does not show in the list below, please check that your request is not still pending.

User ID:

Current approver status

Request Approver Status Revoke Selected Status Refresh Status List

Approver Type

Primary Approver for TEA - Information Technology (organization ID 701611)

8. From this page, you can request approver status for a different application or you can revoke a selected status.

Revoking Approver Privileges

You can revoke all approver privileges from a selected approver or group of approvers, or you can revoke specific approver privileges for one person.

Revoking Specific Approver Privileges

To revoke a user's approver privileges for a specific application or organization, complete the following steps. Revoking a user's approver privileges does not remove any accounts, IDs, or any privileges the user has to approve requests for other applications or organizations.

1. Complete the steps above to [edit a specific approver](#).

2. Select the specific privilege you want to revoke.

3. Click **Revoke Selected Status**.

4. Click **OK** to confirm you want to revoke the privilege. A message informs you that your request is submitted for processing.

5. Click **Done** when you are finished working on the page.

Revoking All Approver Privileges

To revoke all of a user's approval privileges, complete the following steps. Revoking a user's approval privileges does not remove any accounts or IDs.

1. On the Home page, in the **Administration** pane, select **Manage Approvers**.

2. Use the **Filter Options** to find a specific approver by type of approver or organization name or both.

3. Click **Search Approvers**.

4. Select the ID of the person or people whose approver privileges you wish to revoke.

5. Click **Revoke All for Selected**.

6. Click **OK** to confirm you want to revoke all approver privileges. A message informs you that your request is submitted for processing.

Searching and Exporting Search Results

From the **Manage Users**, **Manage Approvers**, **Manage Accounts**, or **View Requests** pages, administrators can search for specific user information, and export the results of a search to a Microsoft Excel file, resulting in a list of users, approvers, or accounts.

1. On the Home page, under Administration, click **Manage Other Users**, **Manage Others' Accounts**, **Manage Approvers**, or **View All Requests**.

2. Use the **Filter Options** to find the users or accounts as follows:

- To select the approvers for a specific organization, start typing the organization name or number. The system finds all of the entries that match what you have typed. Select an organization.

- To find organizations without approvers, click **Find Orgs Without Approvers**.

- To find applications without approvers, click **Find Apps Without Approvers**.

3. Click **Export Search Results**.

4. The **File Download** dialog box appears, asking you if you want to save the Excel file. Click **Open** to open the file or **Save** to save it.

Once the information is in an Excel spreadsheet, you will probably have to format the fields to suit your presentation needs and to present some of the data correctly. Consult the Excel Help system for information on formatting fields.

Viewing All Requests

If you have the correct privileges, you can view requests made by others, and you can use this page to cancel them. The following users can view this page:

- All approvers

- Users in TEAL's Human Resources permissions group

- Users in the Information Security Office permissions group

- Users in the Computer Access permissions group

- TEAL administrators

[Viewing Requests](#)

[Cancelling a Request](#)

Viewing Requests

1. If you are an approver, on the Home page, under the **Self-Service** pane, click **View Requests**. If you are an Administrator, click **View All Requests** under **Administration**. The requests you can see may be limited by your privileges. The View Requests tab opens, as shown in the following screenshot:

2. Set one or more of the **Filter Options** to find the requests you wish to view as follows:

- To view requests in a specific status, select the status from the **Request Status** list.

- To view requests of a specific type, select the type from the **Request Type** list.

- To view the requests for a particular ID, type the ID into the **Requested For** box. As you type, the names matching the letters you've typed appear. Select the correct ID.

- To view the requests made by a particular person, type the person's name into the **Requested By** box. As you type, the names matching the letter's you enter appear. Select the correct name.

- To view the requests made in a different time period than today, select the time period. If you want to view the requests within a specific date range,

select **Specific Date Range** and type the dates or use the calendar to pick them, as shown in the following screenshot. You can search for up to one year at a time.

3. Click **Search Requests**, as shown in the following screenshot. If no results appear, try changing your filter options or selecting only one. Be sure not to enter any spaces after you enter information in a field.

If you have a lot of results, you can use the paging tool at the bottom of the screen to type in a specific page or show more results on one page.

4. Click on the request you wish to view.

5. Click **View Details**, as shown in the following screenshot.

A page like the following appears:

6. Click **Done** when you are finished.

Cancelling a Request

To cancel a request, follow the steps above to view the request, then click **Cancel Request** on the **Request Details** page.