Getting Started with the Teacher Information Management System (TIMS)

The state began the transition to a new web design in 2015. This document reflects the site as of April 14. We try to keep abreast of the changes and apologize for those we miss.

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Teacher Information Management System (TIMS)

How Will This Presentation Help Me?

This presentation is designed to help you:

- Access TIMS for the first time
- Introduce you to your TIMS profile and PPID
- Offer tips for maintaining and updating your profile
- Provide resources for assistance.

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What is TIMS?

An online certification process that offers:

- A system for submitting, processing and approving applications for educators, public librarians, Funeral Directors and Nursing Students.
- A link between an educator's certifications, designations, disciplinary actions, highly qualified teacher information, and other credential related data.
- A personalized "dashboard" for applicants, educators, LEAs and IHEs to better manage certification applications and requirements.
- The ability for users to complete payment transactions online.

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Terms and Abbreviations Used in TIMS

- **Dashboard** – your TIMS home page
- **Education Preparation Program** – the coursework you completed at a college, university or other provider that provides the training needed for certification.
- **Institution of Higher Education (IHE)** – college or university where you may complete a preparation program required for certification
- **Local Education Agency (LEA**) – your current or past employer, such as a school district, charter school, private school, vocational AVTS/CTC school or intermediate unit.
- **Pennsylvania Department of Education (PDE)**
- **PPID –** PA Professional Identification number used in certification and PERMS (continuing education)
- **Teacher Information Management System (TIMS)**

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Tip for Successfully Using TIMS

- **Provide only requested and relevant information.**
  - Specific information requirements are indicated by **blue text** on some screens. Do not enter extraneous information.
- If you cannot move to the next section of an application:
  - Read the information provided on the screen and under the help icon
  - Fill required fields denoted with a red asterisk (*)
  - Check for error messages which appear in **red** in the upper left corner.

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First-Time Process Summary

1. Establish a Pennsylvania Department of Education (PDE) "portal" log in – *Slide 7*.

2. Wait for registration confirmation, which may take up to 24 hours. Log in again – Slide 15

3. Establish a Teacher Information Management System (TIMS) Profile –*Slide 20*

4. Update your TIMS profile on your TIMS dash board –*Slide 23*

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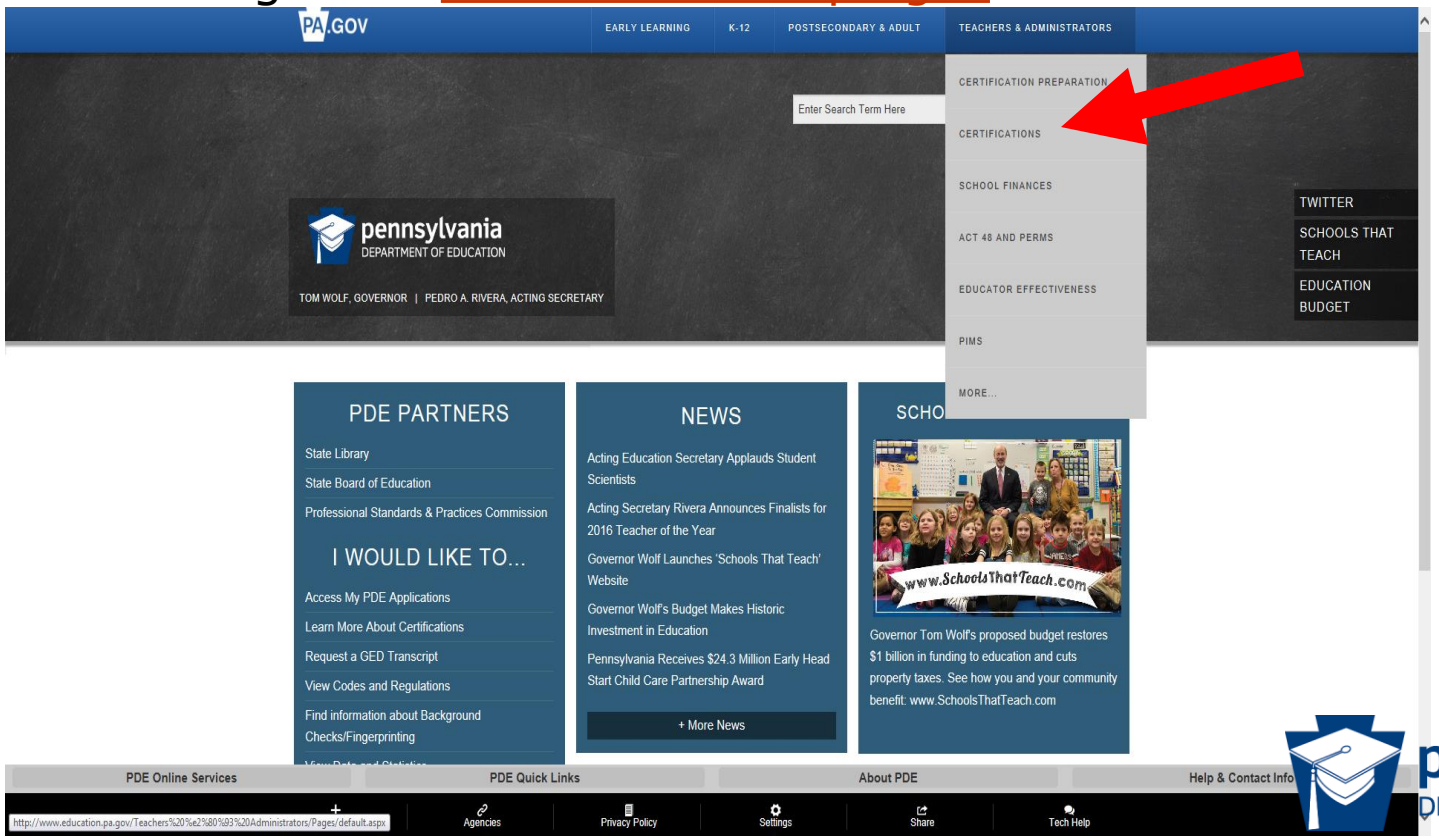
Establish PDE Portal Login

This is a ONE-TIME process.
If you already have a PDE log in, please skip to slide 15

1. Navigate to www.education.pa.gov



2. Select *Certifications* from the *Teachers & Administrators* menu in the upper right corner

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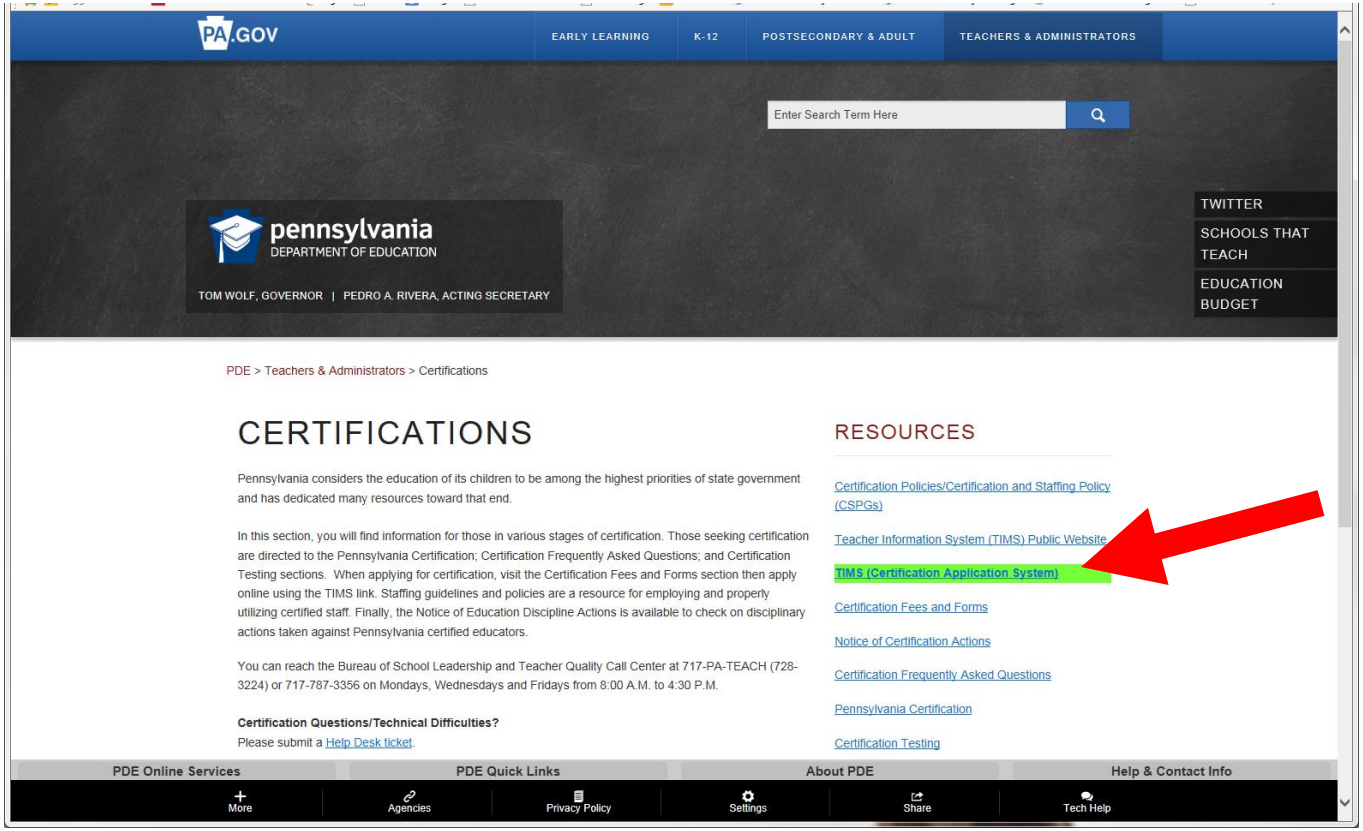
Select TIMS (Certification Application System)

3. Select *TIMS (Certification Application System)*



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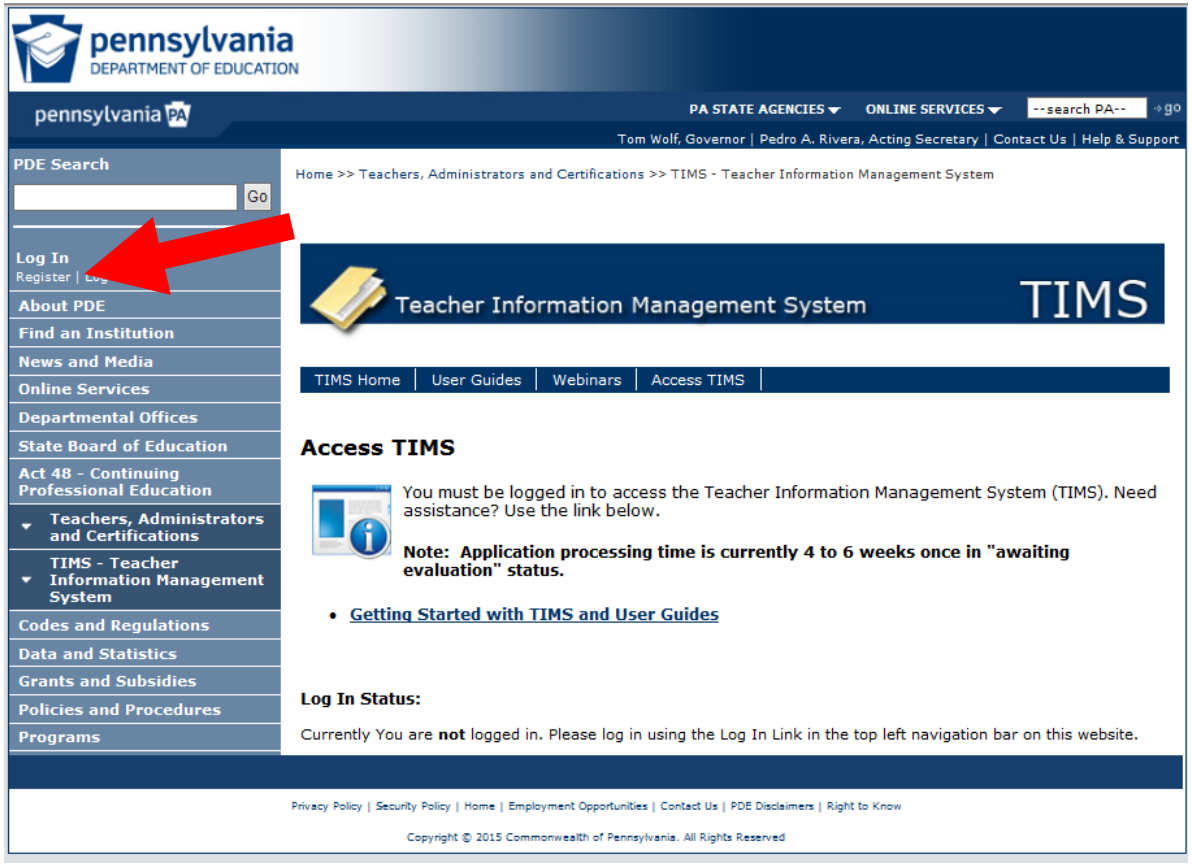
Establish PDE Portal Login

4. Click on the *Register* link



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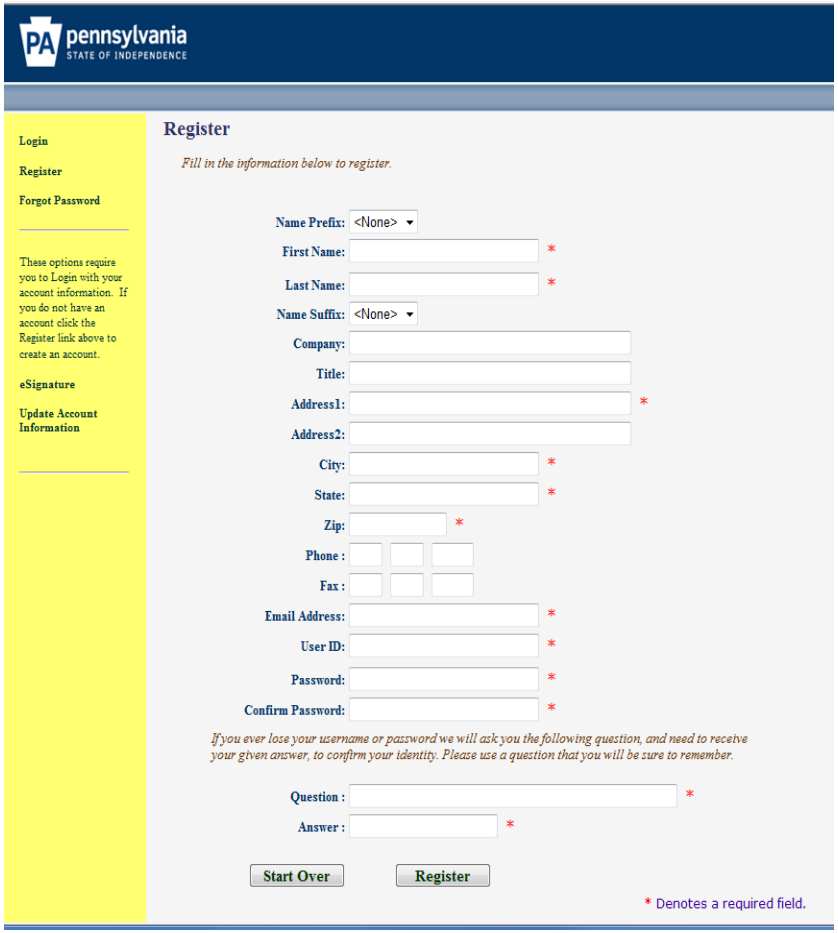
One-Time Registration Process

Complete the registration form.

- Information with a red * asterisk must be supplied.
- Use a permanent personal email address (not one issued by an employer or a college/university).
- Create your User ID
  - It should NOT have spaces
  - It is NOT case sensitive
  - Record this ID



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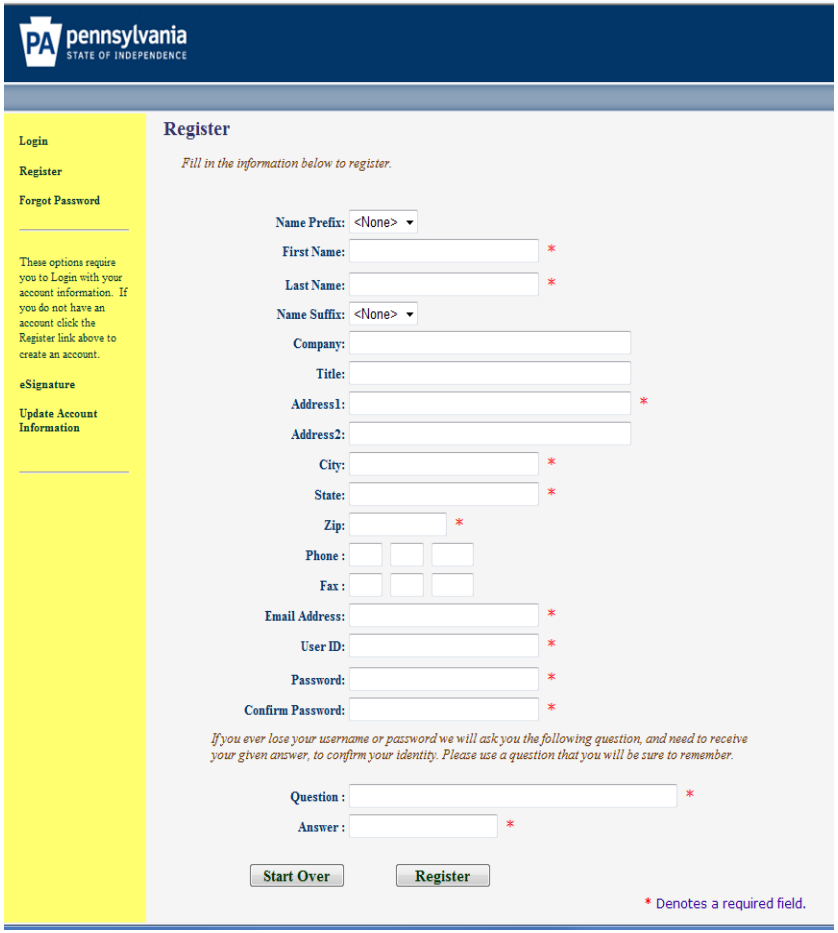
Registration Process Continued

- Create your Password
  - It IS case sensitive
  - It must have at least one:
    - Capital letter
    - Lower case letter
    - Number
    - Visible symbol
  - It should NOT have spaces
  - Record this password
- Create a very easy security question with an answer you will remember



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Post Registration Delay

After successfully completing and submitting the registration form you must

wait for a registration confirmation email

before you may log into TIMS for the first time.

It may take up to 24 hours to receive the confirmation.

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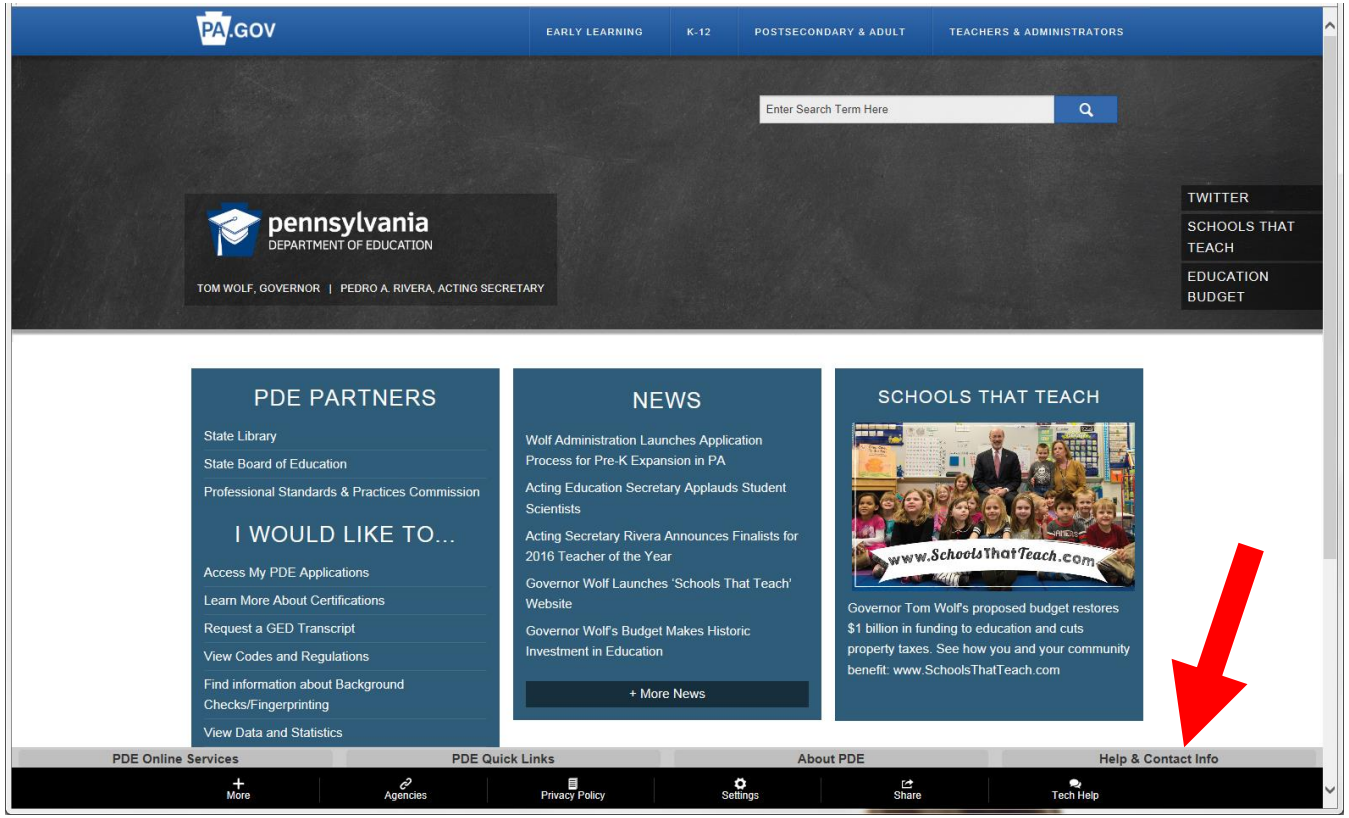
For Assistance With your PDE Log In

The *Help & Contact Info* link provides access to various types of assistance.



Select the *Help & Support* link for log in and provisioning assistance. (See the next slide.)

Note: This help desk only answers portal log in questions.

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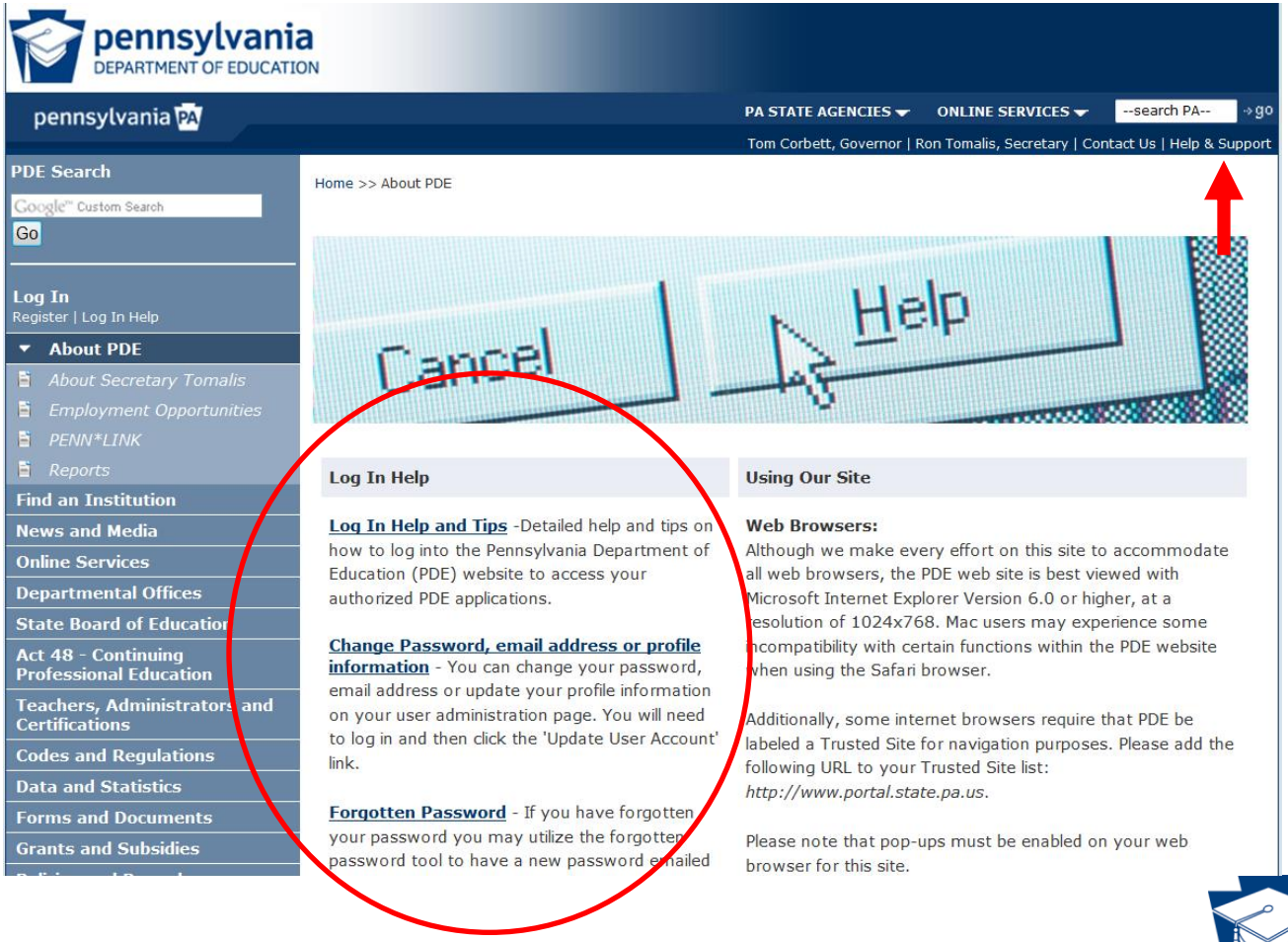
For Assistance With your PDE Log In



The *Help & Support* link provides log in and provisioning assistance.

The portal help desk may be reached at (717) 506-2317, (888) 498-8129.

Scroll down for provisioning documentation.

Note: This help desk only answers portal log in questions.

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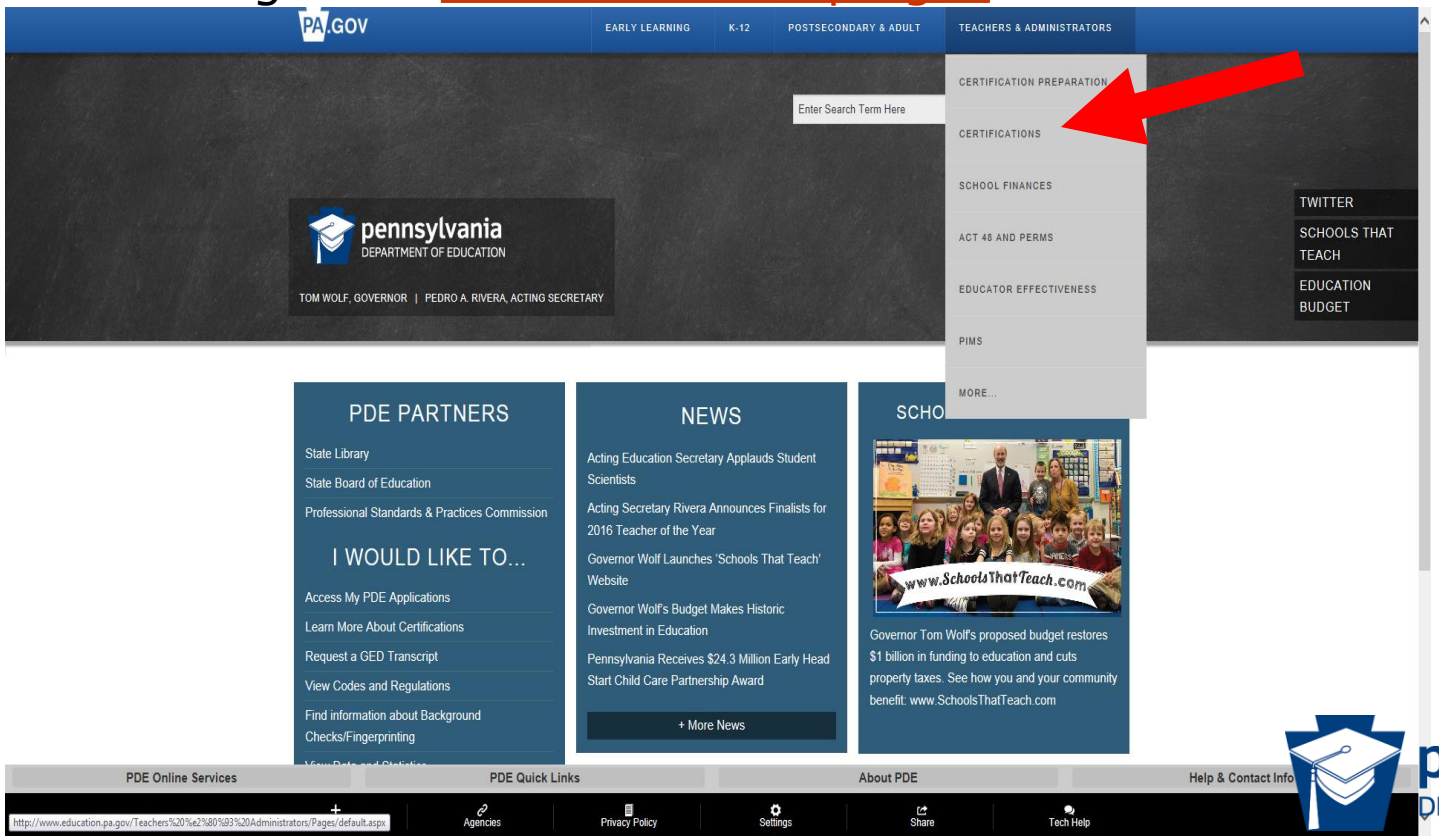
Accessing TIMS After Login Registration

Log into the PDE portal using the information entered and recorded in the registration process:

1. Navigate to www.education.pa.gov



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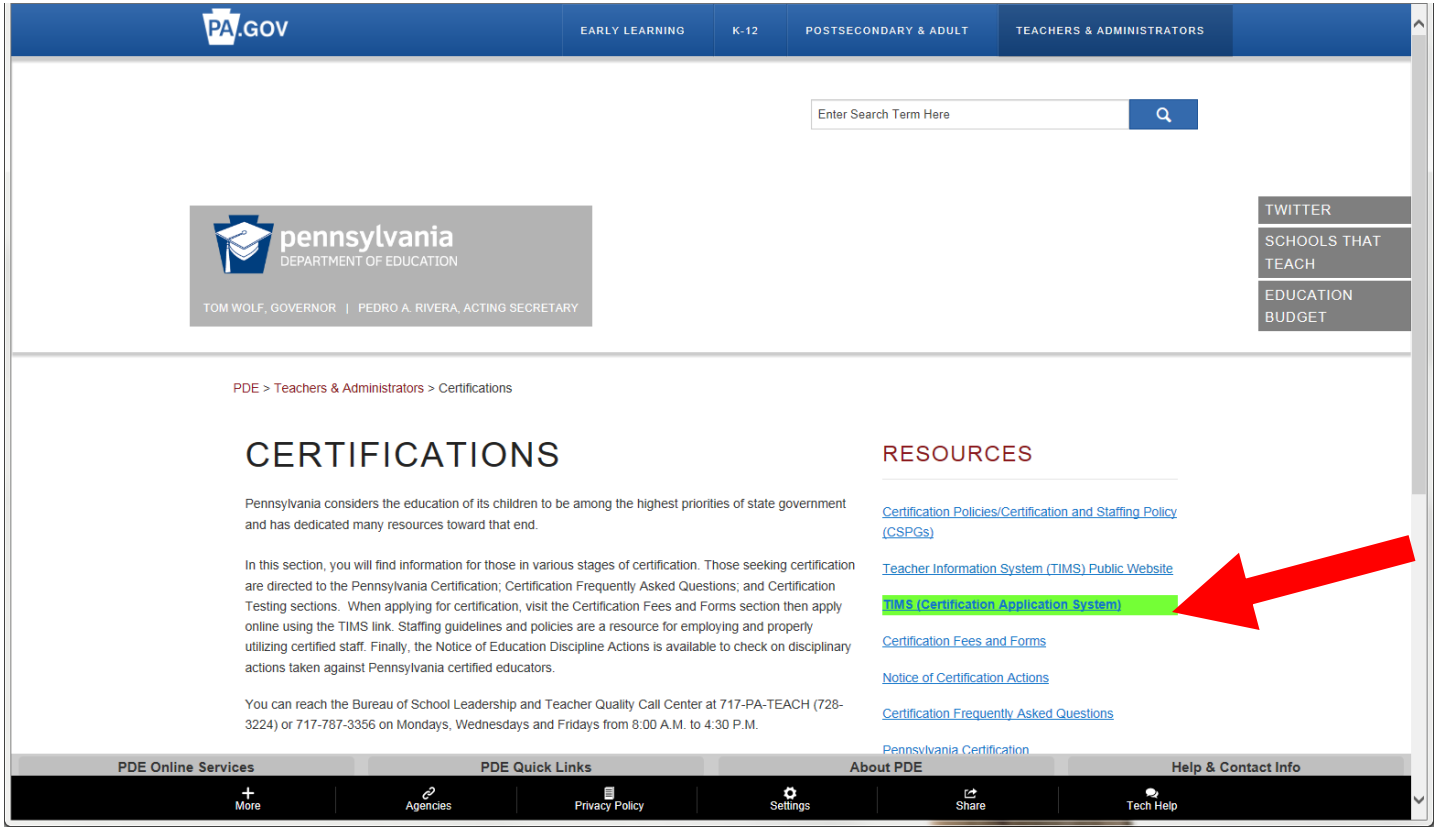

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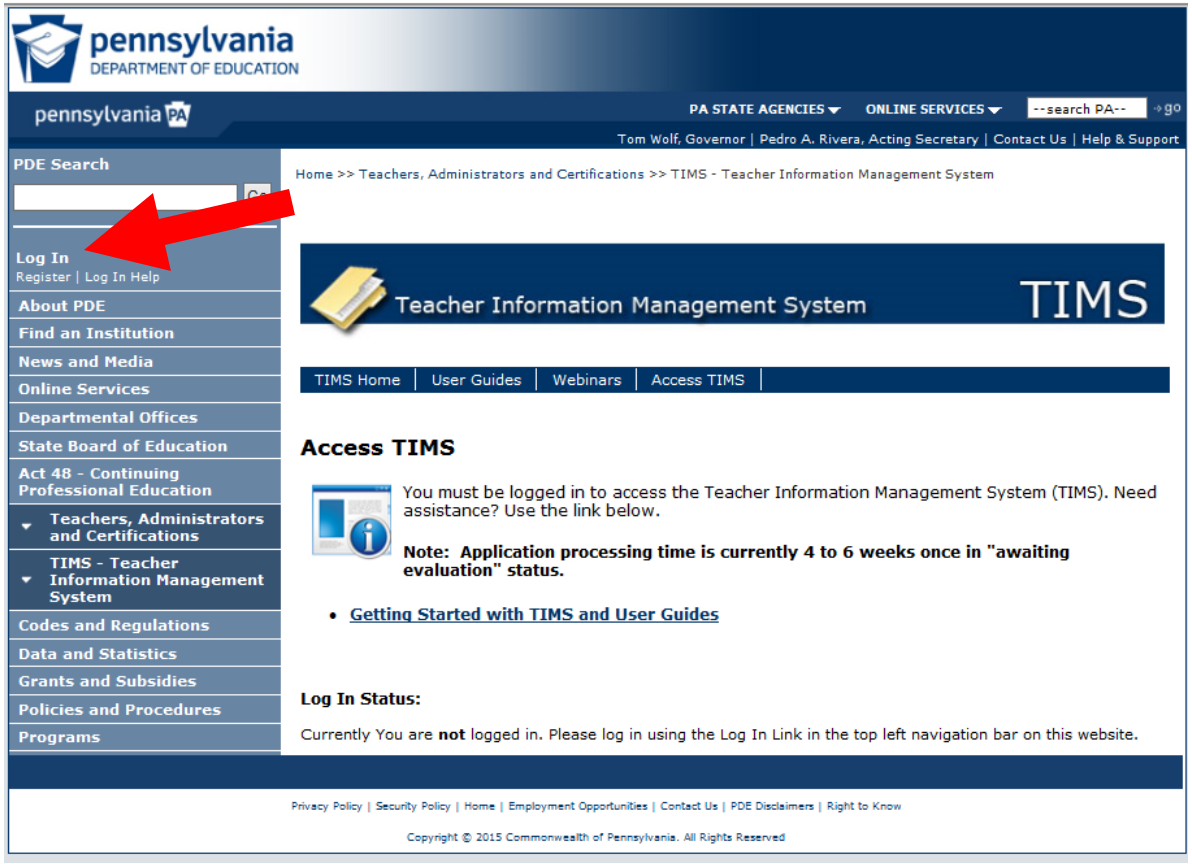
Log in Using the Name and Password Previously Established

4. Click on the *Log In* link



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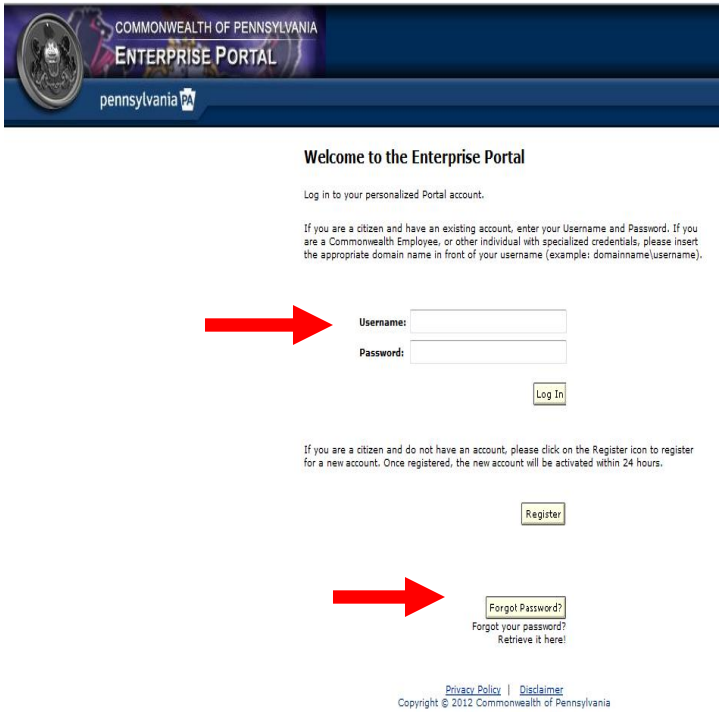
Log Into the PDE Portal

1. Enter the User Id you created
2. Enter your Password - remember it is case sensitive

Caution: If you fail to log in 3 times your account locks for 30 minutes, so…

- Use the Forgot Password button.
  You will receive two emails:
  - The first will contain your User Id
  - The second will have a new password.



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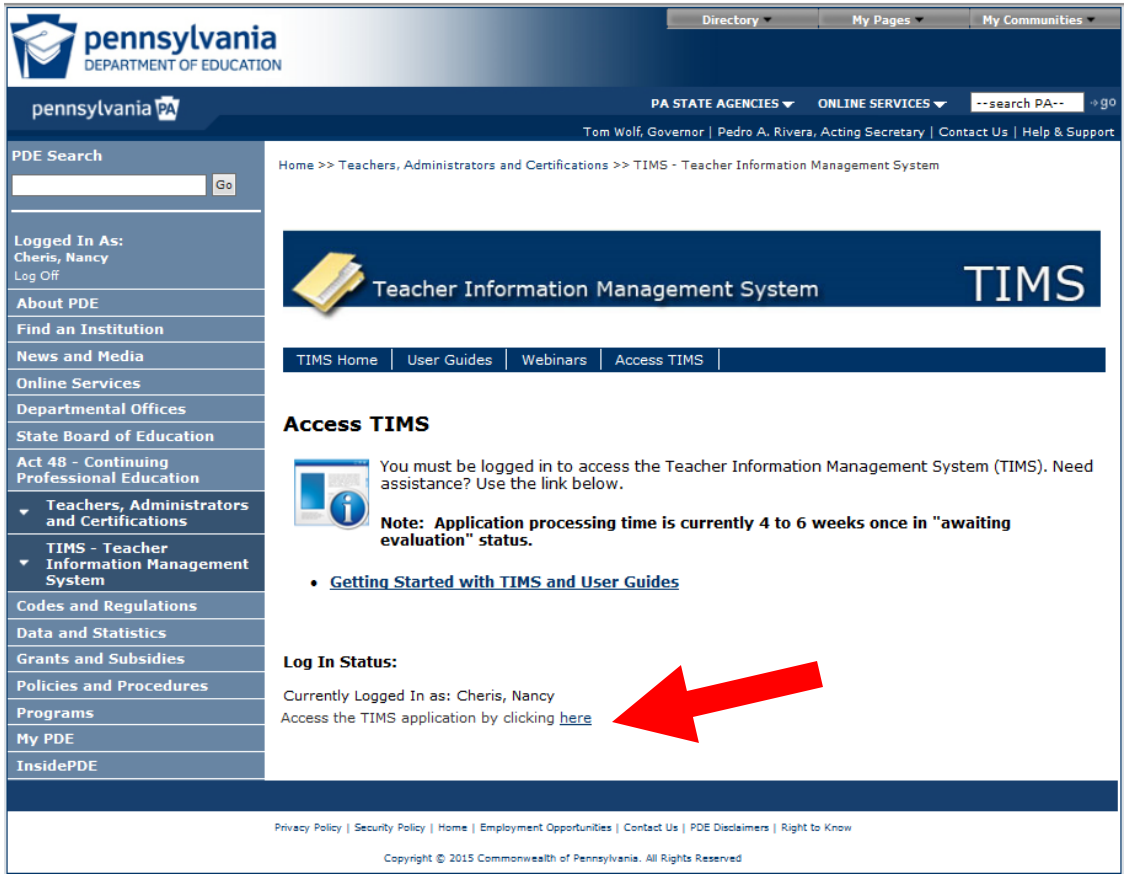
Log in Using the Name and Password Previously Established

4. Click on the *here* link at the bottom of the Access TIMS page



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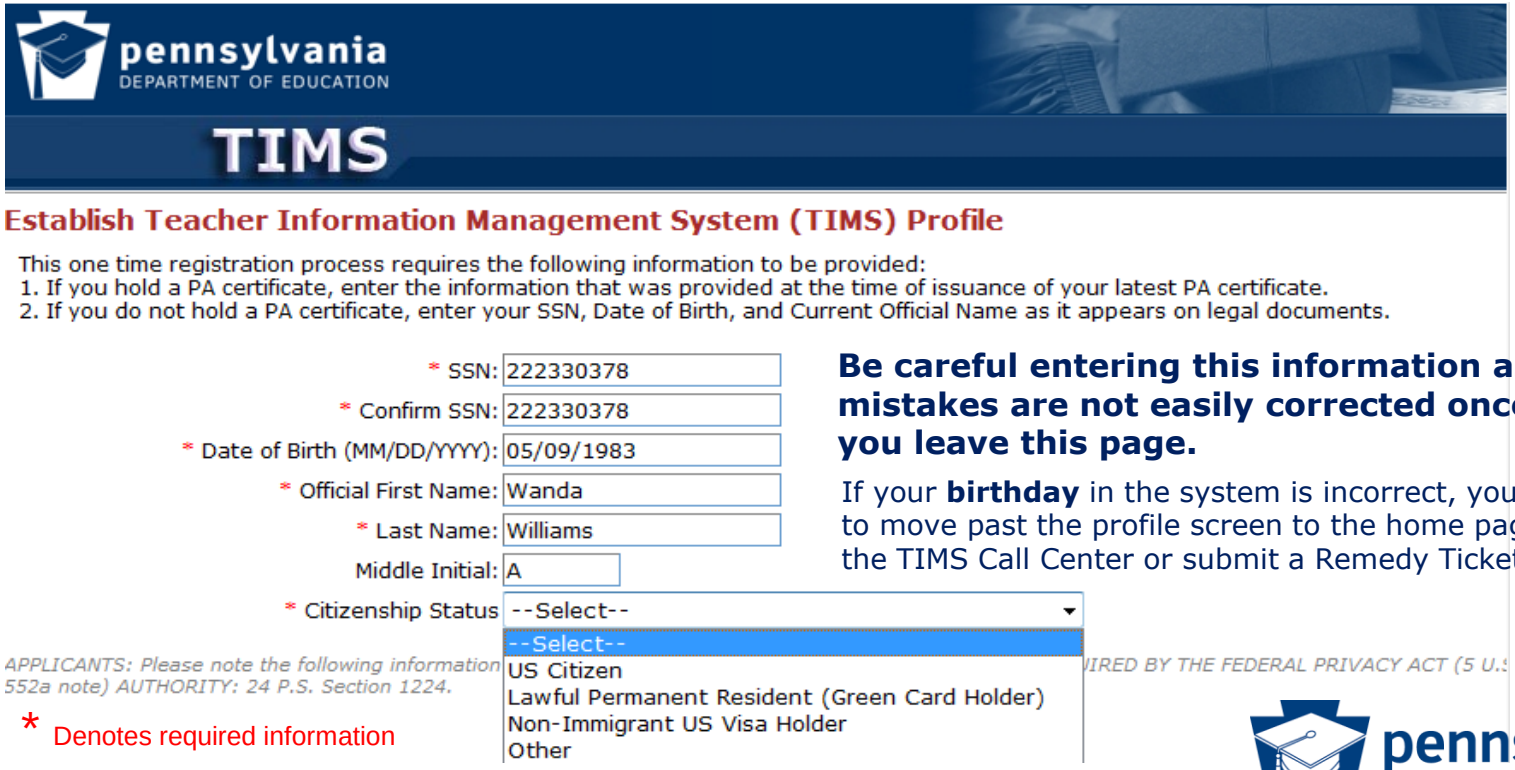
Establish Your TIMS Profile

- **This is a ONE-TIME process.** (You will proceed directly to the dashboard on future visits.)
- Read both notes before entering information
- Click on the Continue button (not shown).



Be careful entering this information as mistakes are not easily corrected once you leave this page.

If your **birthday** in the system is incorrect, you may not be able to move past the profile screen to the home page until you call the TIMS Call Center or submit a Remedy Ticket.

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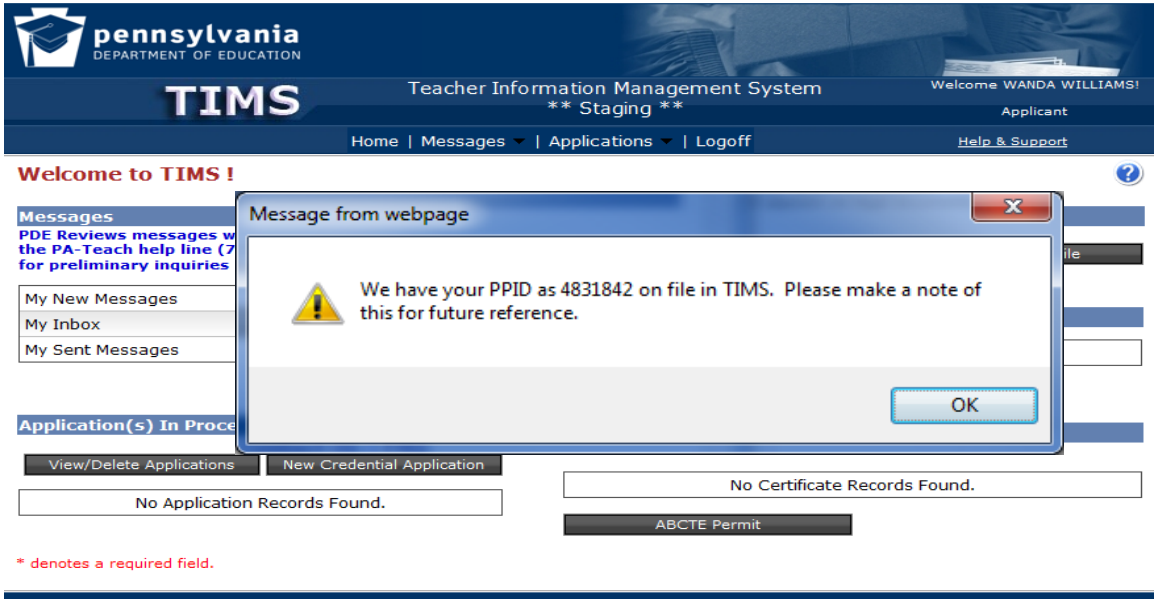
PPID Notification and Citizenship Message (if applicable)

- Your PPID is displayed upon completion of the profile. **Write down 7-digit number for future reference**.
- If your citizenship status selected in the profile differs from prior records, there will be an additional paragraph on the message box (not displayed below) advising you to complete a citizenship status change.



Click on the OK button to continue

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Citizenship Issues:

- If your **citizenship** was not established in the prior system, you will be classified as "Unknown/Other" in TIMS.
  - You may be prevented from applying for many certificates until you submit a no-fee citizenship status change application.
  - If you have always been a U.S. citizen, you will not be required to send any proof documents with the citizenship status change application.
  - If you are not a U.S. citizen, you will be required to submit a copy of your immigration documentation. Permanent Residents ("green card" holders) should also sign a Declaration of Intent form available on the Teachers, Administrators & Certifications website.

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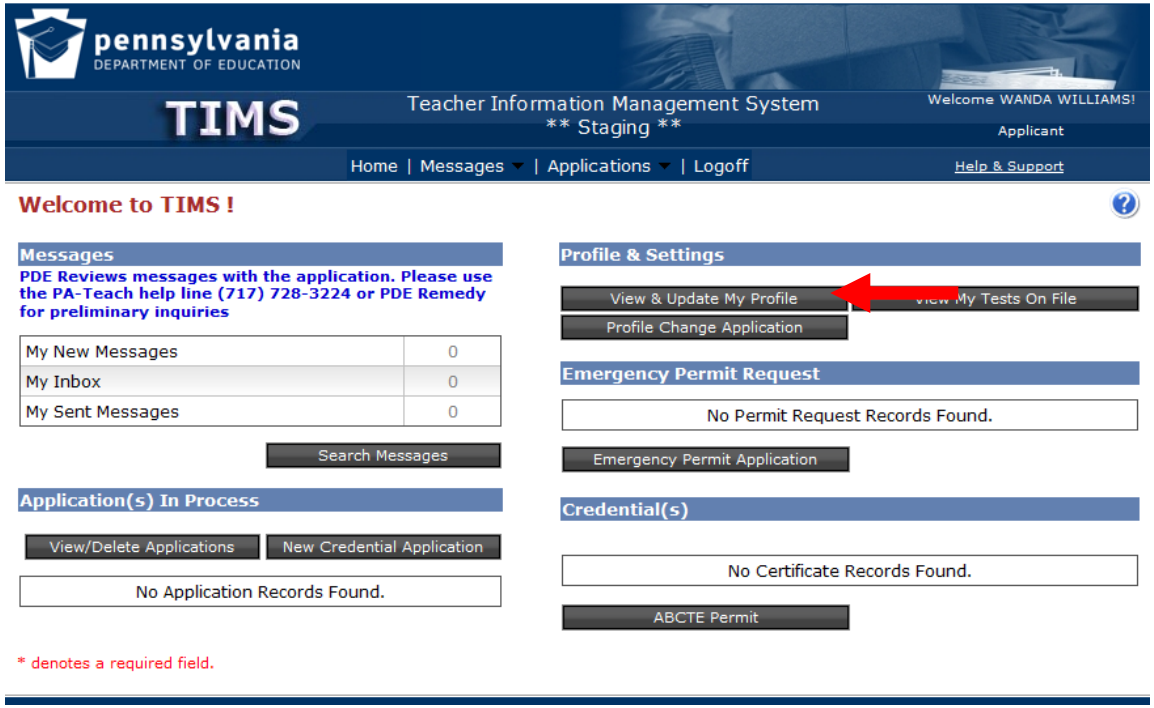
Welcome to the TIMS "Dashboard" (Home Page)

- Click on "View & Update My Profile" to update your personal information.



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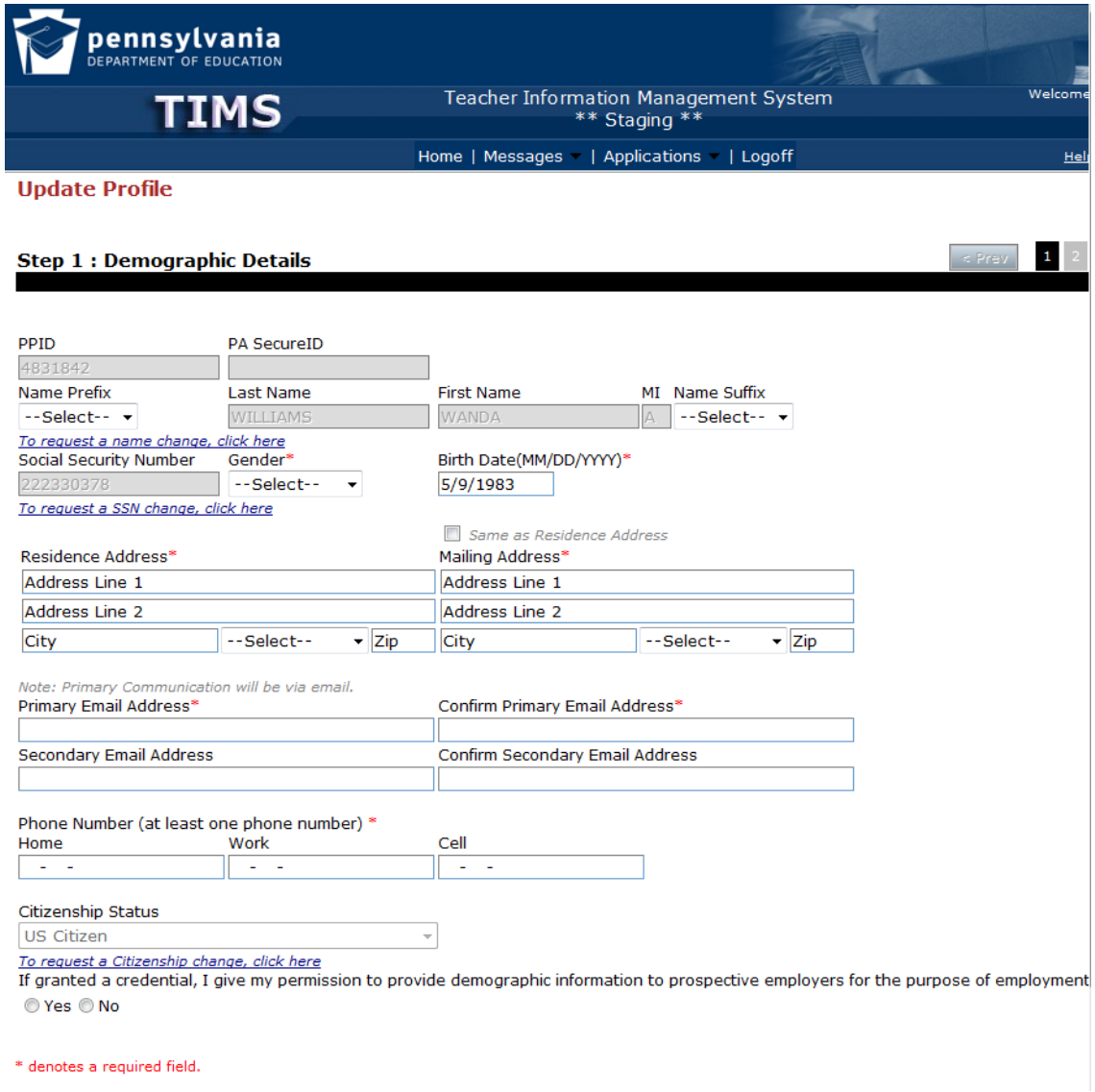

Update Your Profile

- Grayed out fields, such as your name, social security number and citizenship, may be changed using the link(s) provided.
- Gender, Address, email address, phone number and an employment participation response is required.

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Initiating a Profile Change Application

Social Security Number, Name and Citizenship changes require an application:

- Click on the link included on the Profile Update page (Figure 1)

OR

- Select the Profile Change Application button on the dashboard (Figure 2)

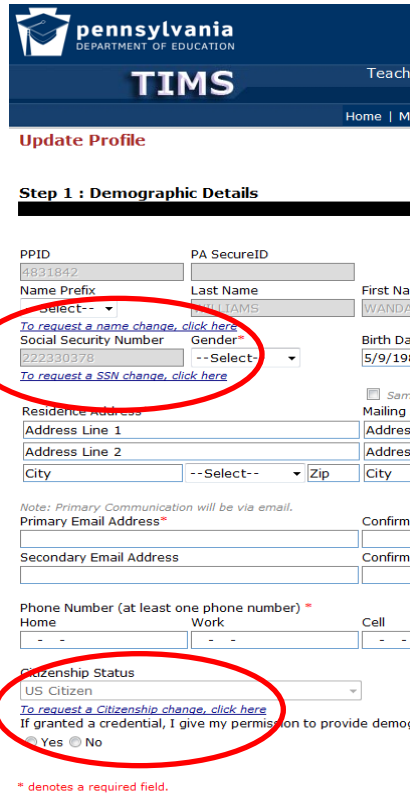

Figure 1

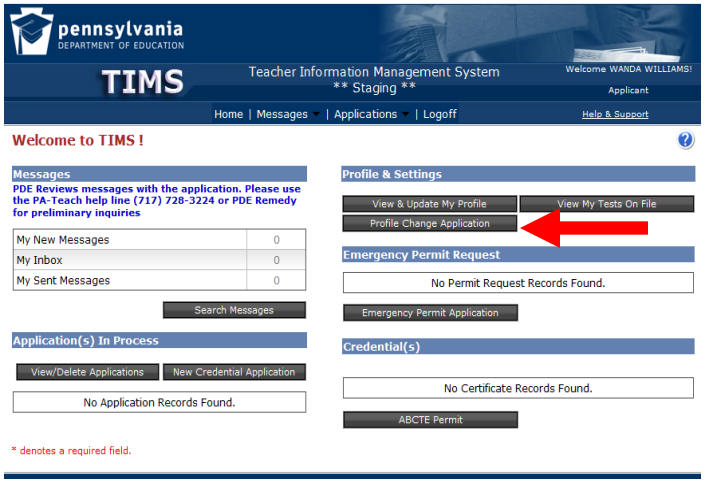

Figure 2

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Completing Your Profile Change Application

1. **Providing Proof Items**
   - Upload required proof items when applicable… AND/OR
   - Mail required supporting documentation with a cover sheet printed from the dashboard

2. **Check the status of the application on your dashboard for:**
   - Pending Additional Documentation: one or more proof items has not been received and scanned into TIMS (allow 5 days for mail; 5 business days for scanning)
   - Waiting for Evaluation: applications will be processed in the order received
   - Assigned: the evaluation is in progress
   - Approved!

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Next Steps

- If you seek a credential use the "Create a New Application" button on your TIMS dashboard.

- If a school district has instructed you to apply for an emergency permit, use the "Initiate an Emergency Permit request" button on your TIMS dashboard.

- If you are support staff logging into TIMS for the sole purpose of obtaining a PPID – Congratulations, you were successful! If not, please contact the PIMS help desk or submit a Remedy ticket (refer to the instructions on the next slide). The PIMS team cannot answer your TIMS or certification questions.

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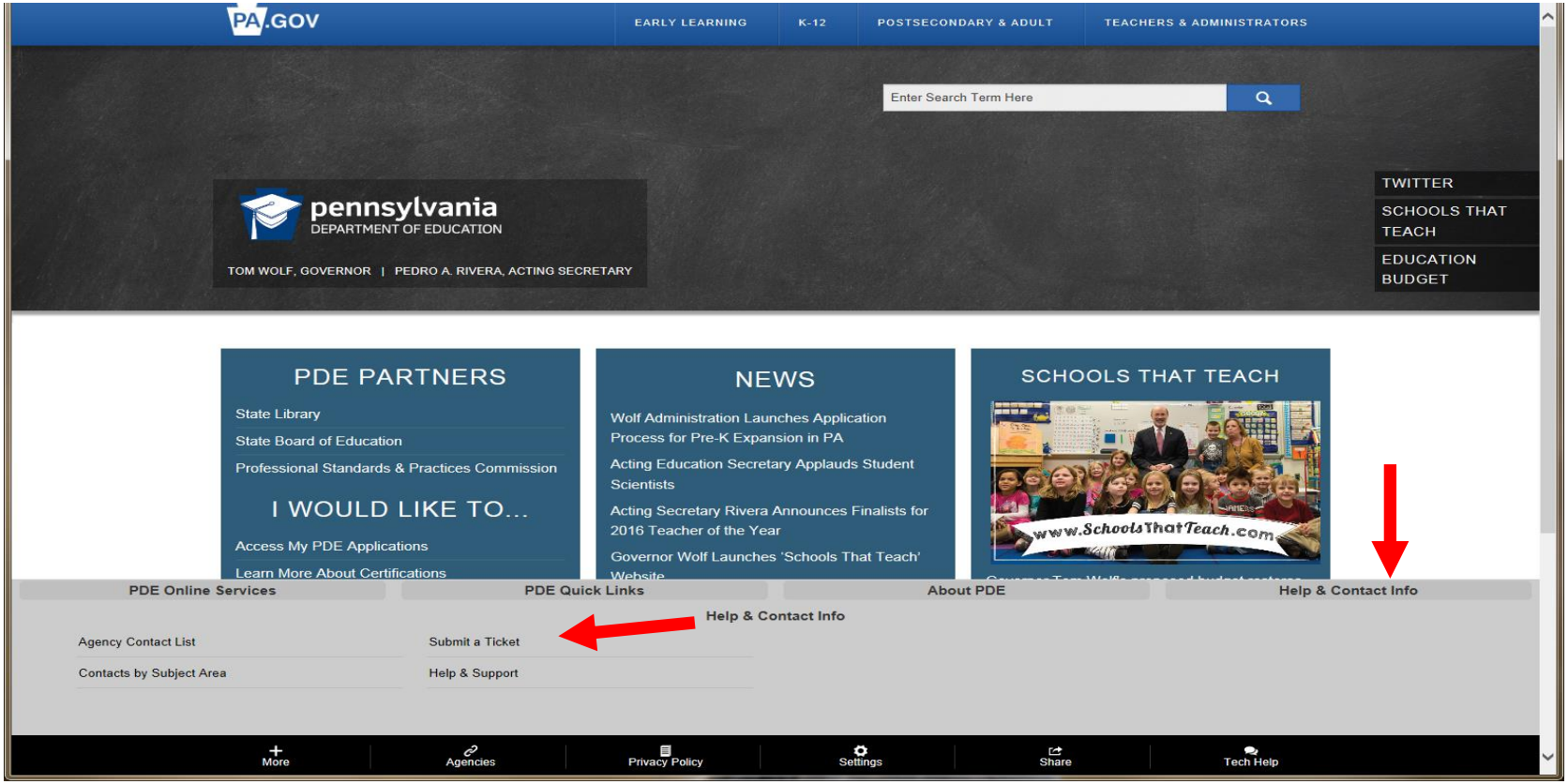
For TIMS and Certification Assistance

The *Help & Contact Info* link also lets you *Submit a Ticket*.



Expect a ticket response within 1-2 business days.

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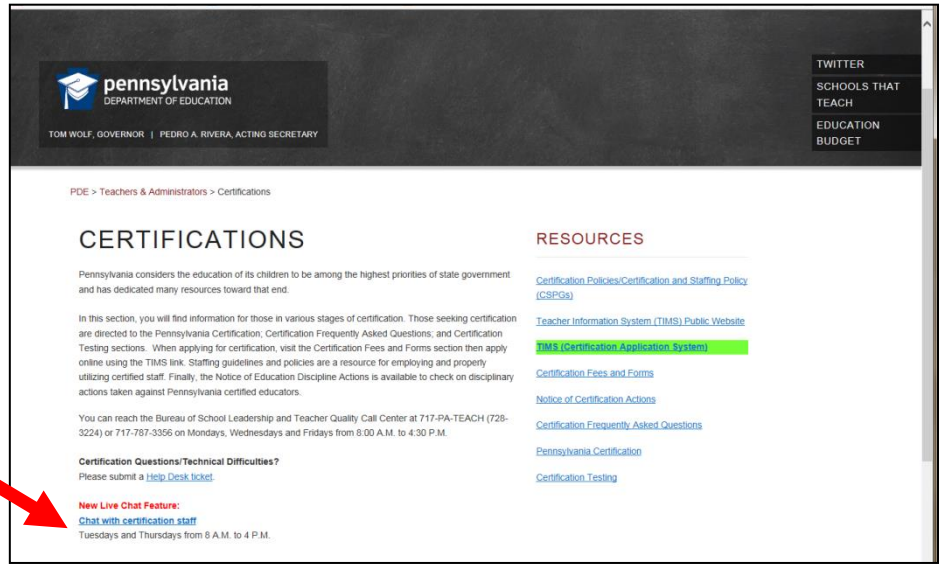
For Assistance TIMS

Certification Assistance Information is on the website:

- Call Center is open Monday, Wednesday and Friday from 8:00 AM – 4:30 PM. The center is closed on state holidays and during emergency closings. Call 717-PA-TEACH (717-728-3224) or 717-787-3356.
- Live Chat is available Tuesday and Thursday from 8:00 AM – 4:00 PM. The chat link is on the Certifications Page (Teachers & Administrators > Certifications)



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For more information on TIMS please visit PDE's website at www.education.pa.gov

The mission of the department is to academically prepare children and adults to succeed as productive citizens. The department seeks to ensure that the technical support, resources and opportunities are in place for all students, whether children or adults, to receive a high quality education.

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