

# 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.**

# ▶ 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.

# Teacher Information Management System (TIMS)

## 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.

# Teacher Information Management System (TIMS)

## 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)**



**pennsylvania**  
DEPARTMENT OF EDUCATION

# Teacher Information Management System (TIMS)

## 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.

# Teacher Information Management System (TIMS)

## 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 dashboard –*Slide 23*

# Teacher Information Management System (TIMS)

## 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](http://www.education.pa.gov)

The screenshot shows the Pennsylvania Department of Education website. The top navigation bar includes 'PA.GOV' and categories: 'EARLY LEARNING', 'K-12', 'POSTSECONDARY & ADULT', and 'TEACHERS & ADMINISTRATORS'. A search bar is present with the text 'Enter Search Term Here'. A dropdown menu is open under 'TEACHERS & ADMINISTRATORS', listing: 'CERTIFICATION PREPARATION', 'CERTIFICATIONS', 'SCHOOL FINANCES', 'ACT 48 AND PERMS', 'EDUCATOR EFFECTIVENESS', 'PIMS', and 'MORE...'. A red arrow points to the 'CERTIFICATIONS' option. The main content area features the PDE logo, a search bar, and several sections: 'PDE PARTNERS' (State Library, State Board of Education, Professional Standards & Practices Commission), 'I WOULD LIKE TO...' (Access My PDE Applications, Learn More About Certifications, Request a GED Transcript, View Codes and Regulations, Find information about Background Checks/Fingerprinting), 'NEWS' (Acting Education Secretary Applauds Student Scientists, Acting Secretary Rivera Announces Finalists for 2016 Teacher of the Year, Governor Wolf Launches 'Schools That Teach' Website, Governor Wolf's Budget Makes Historic Investment in Education, Pennsylvania Receives \$24.3 Million Early Head Start Child Care Partnership Award), and 'SCHOOLS THAT TEACH' (Governor Tom Wolf's proposed budget restores \$1 billion in funding to education and cuts property taxes). The footer contains 'PDE Online Services', 'PDE Quick Links', 'About PDE', 'Help & Contact Info', and social media icons for Agencies, Privacy Policy, Settings, Share, and Tech Help.

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



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# Teacher Information Management System (TIMS)

## Select TIMS (Certification Application System)

### 3. Select *TIMS (Certification Application System)*

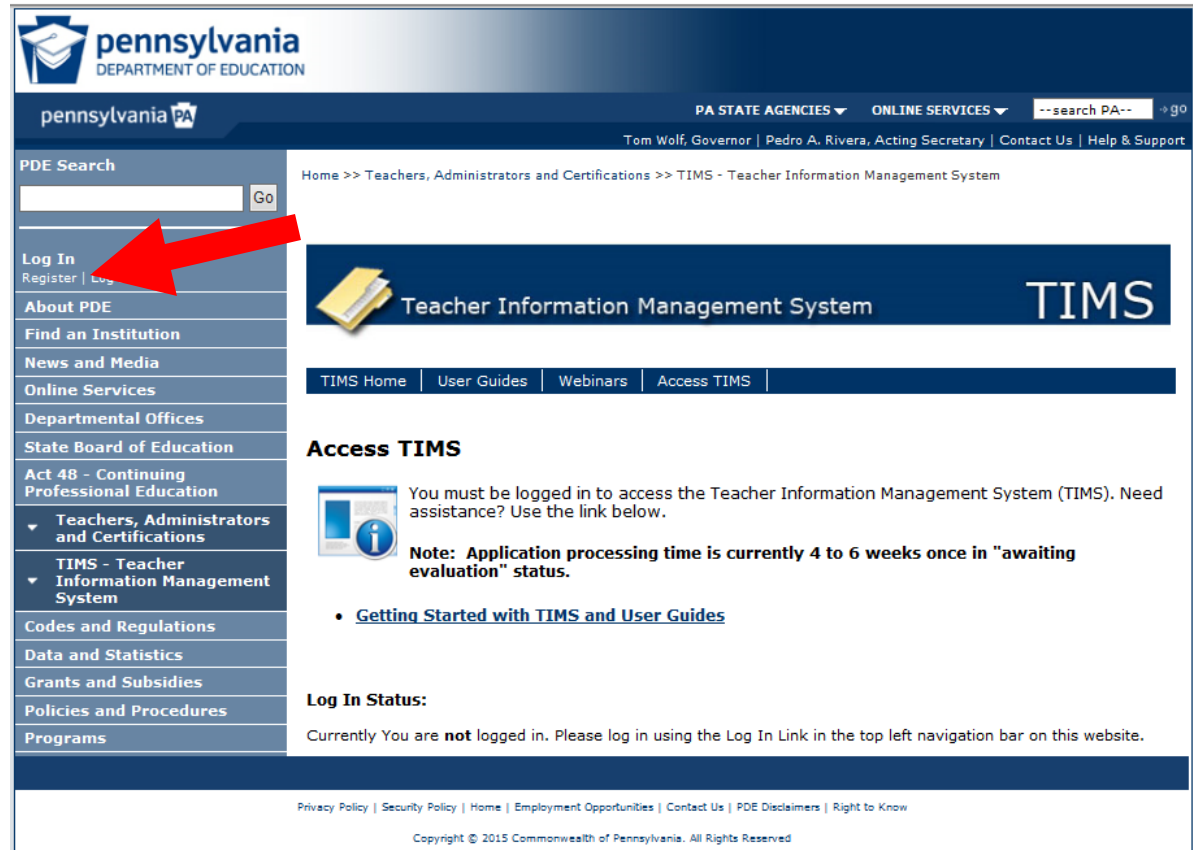
The screenshot displays the Pennsylvania Department of Education website. At the top, there is a navigation bar with the PA.GOV logo and menu items for EARLY LEARNING, K-12, POSTSECONDARY & ADULT, and TEACHERS & ADMINISTRATORS. Below the navigation bar is a search bar and a logo for the Pennsylvania Department of Education, featuring a graduation cap and the text "pennsylvania DEPARTMENT OF EDUCATION" along with the names of the Governor and Acting Secretary. On the right side, there are links for TWITTER, SCHOOLS THAT TEACH, EDUCATION, and BUDGET. The main content area is titled "CERTIFICATIONS" and includes a "RESOURCES" section. The link "TIMS (Certification Application System)" is highlighted in green, and a red arrow points to it. Other resources listed include "Certification Policies/Certification and Staffing Policy (CSPGs)", "Teacher Information System (TIMS) Public Website", "Certification Fees and Forms", "Notice of Certification Actions", "Certification Frequently Asked Questions", "Pennsylvania Certification", and "Certification Testing". The footer contains navigation links for PDE Online Services, PDE Quick Links, About PDE, and Help & Contact Info.



# Teacher Information Management System (TIMS)

## Establish PDE Portal Login

4. Click on the *Register* link



The screenshot displays the Pennsylvania Department of Education website. The header includes the state logo and navigation links for PA State Agencies, Online Services, and a search bar. The main content area is titled "TIMS - Teacher Information Management System" and features a "Log In" button with a red arrow pointing to it. Below the login button, there is a section for "Access TIMS" with a note about application processing time and a link to "Getting Started with TIMS and User Guides". The footer contains various policy links and copyright information.

Log In  
Register | Log In

**Access TIMS**

You must be logged in to access the Teacher Information Management System (TIMS). Need assistance? Use the link below.

**Note: Application processing time is currently 4 to 6 weeks once in "awaiting evaluation" status.**

- [Getting Started with TIMS and User Guides](#)

**Log In Status:**

Currently You are **not** logged in. Please log in using the Log In Link in the top left navigation bar on this website.

# Teacher Information Management System (TIMS)

## 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

The screenshot shows the registration page for the Pennsylvania State of Independence TIMS. The page has a blue header with the PA logo and the text 'pennsylvania STATE OF INDEPENDENCE'. On the left, there is a yellow sidebar with links for 'Login', 'Register', 'Forgot Password', 'eSignature', and 'Update Account Information'. The main content area is titled 'Register' and contains a form with the following fields: Name Prefix (dropdown), First Name (text), Last Name (text), Name Suffix (dropdown), Company (text), Title (text), Address1 (text), Address2 (text), City (text), State (text), Zip (text), Phone (text), Fax (text), Email Address (text), User ID (text), Password (text), and Confirm Password (text). Each required field is marked with a red asterisk. Below the form, there is a note: 'If you ever lose your username or password we will ask you the following question, and need to receive your given answer, to confirm your identity. Please use a question that you will be sure to remember.' This is followed by 'Question' and 'Answer' text boxes, both marked with a red asterisk. At the bottom, there are 'Start Over' and 'Register' buttons. A legend at the bottom right states '\* Denotes a required field.'

# Teacher Information Management System (TIMS)

## 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

PA pennsylvania  
STATE OF INDEPENDENCE

Login  
Register  
Forgot Password

These options require you to Login with your account information. If you do not have an account click the Register link above to create an account.

eSignature  
Update Account Information

Register  
Fill in the information below to register.

Name Prefix: <None> ▾  
First Name: \*  
Last Name: \*  
Name Suffix: <None> ▾  
Company:  
Title:  
Address1: \*  
Address2:  
City: \*  
State: \*  
Zip: \*  
Phone: [ ][ ]  
Fax: [ ][ ]  
Email Address: \*  
User ID: \*  
Password: \*  
Confirm Password: \*

If you ever lose your username or password we will ask you the following question, and need to receive your given answer, to confirm your identity. Please use a question that you will be sure to remember.

Question: \*  
Answer: \*

Start Over Register

\* Denotes a required field.

# Teacher Information Management System (TIMS)

## 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.**

# Teacher Information Management System (TIMS)

## For Assistance With your PDE Log In

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

The screenshot shows the Pennsylvania Department of Education website. At the top, there is a navigation bar with links for 'EARLY LEARNING', 'K-12', 'POSTSECONDARY & ADULT', and 'TEACHERS & ADMINISTRATORS'. Below this is a search bar with the placeholder text 'Enter Search Term Here'. The main content area is divided into three columns: 'PDE PARTNERS' (listing State Library, State Board of Education, and Professional Standards & Practices Commission), 'NEWS' (listing recent news items), and 'SCHOOLS THAT TEACH' (featuring a photo of a group of people and a banner for 'www.SchoolsThatTeach.com'). A red arrow points to the 'Help & Contact Info' link in the bottom navigation bar. The bottom navigation bar also includes 'PDE Online Services', 'PDE Quick Links', 'About PDE', and 'Tech Help'.

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.



# Teacher Information Management System (TIMS)

## For Assistance With your PDE Log In

The screenshot shows the Pennsylvania Department of Education website. The header includes the logo and navigation links for PA State Agencies, Online Services, and a search bar. A red arrow points to the 'Help & Support' link in the top right. The main content area features a 'Log In Help' section, which is circled in red. This section contains links for 'Log In Help and Tips', 'Change Password, email address or profile information', and 'Forgotten Password'. A red circle highlights the 'Log In Help' section, and a red arrow points to the 'Help & Support' link in the top right corner.

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.



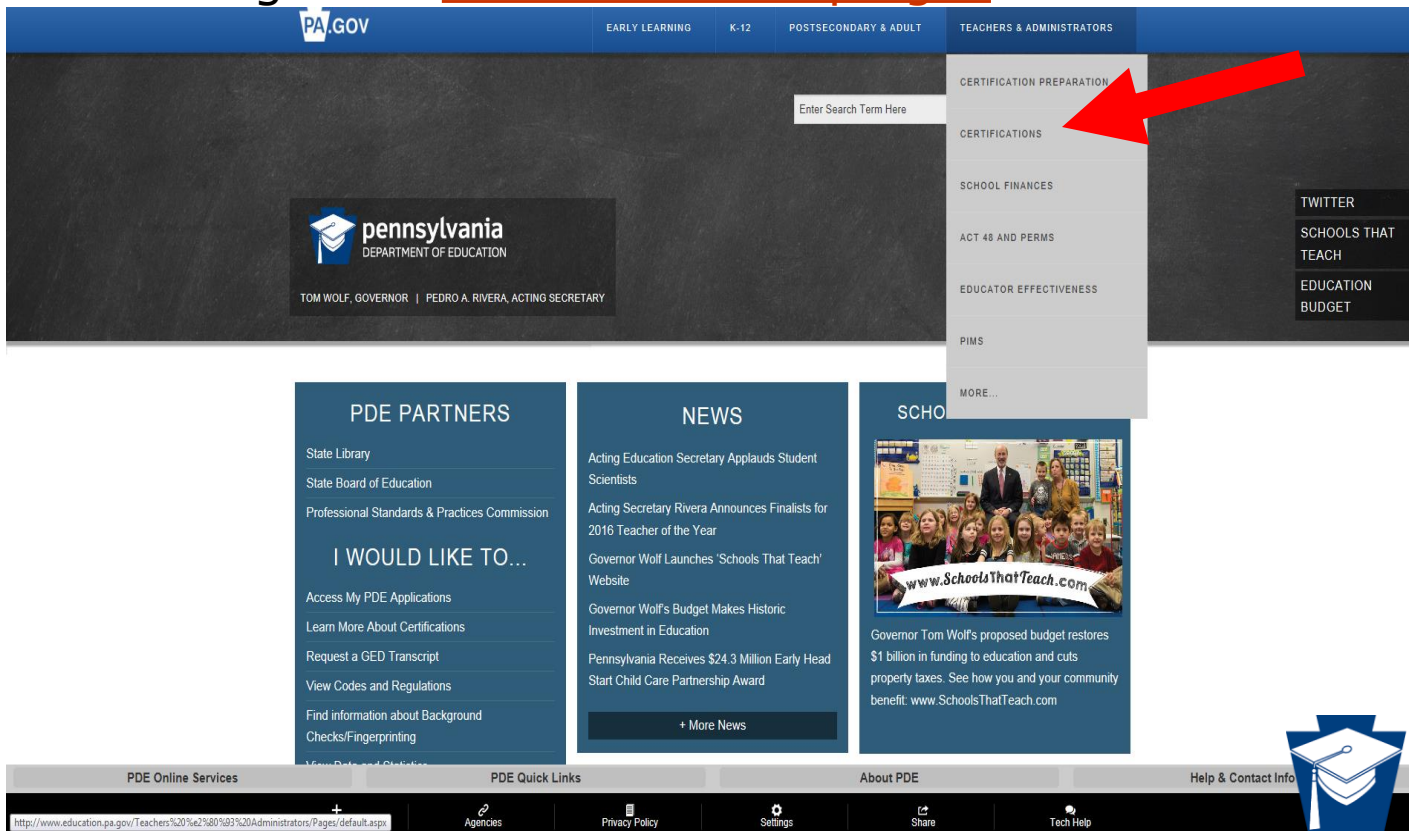


# Teacher Information Management System (TIMS)

## 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](http://www.education.pa.gov)



The screenshot shows the PDE website interface. At the top, there is a navigation bar with tabs for 'EARLY LEARNING', 'K-12', 'POSTSECONDARY & ADULT', and 'TEACHERS & ADMINISTRATORS'. The 'TEACHERS & ADMINISTRATORS' tab is selected, and a dropdown menu is open, showing options: 'CERTIFICATION PREPARATION', 'CERTIFICATIONS', 'SCHOOL FINANCES', 'ACT 48 AND PERMS', 'EDUCATOR EFFECTIVENESS', 'PIMS', and 'MORE...'. A red arrow points to the 'CERTIFICATIONS' option. Below the navigation bar, there is a search bar with the text 'Enter Search Term Here'. The main content area features a large banner with the PDE logo and the text 'pennsylvania DEPARTMENT OF EDUCATION' and 'TOM WOLF, GOVERNOR | PEDRO A. RIVERA, ACTING SECRETARY'. Below the banner, there are three columns of content: 'PDE PARTNERS' with links to 'State Library', 'State Board of Education', and 'Professional Standards & Practices Commission'; 'I WOULD LIKE TO...' with links to 'Access My PDE Applications', 'Learn More About Certifications', 'Request a GED Transcript', 'View Codes and Regulations', and 'Find information about Background Checks/Fingerprinting'; 'NEWS' with a list of recent news items and a '+ More News' button; and 'SCHOOLS THAT TEACH' with a photo of a group of people and a banner that says 'www.SchoolsThatTeach.com'. At the bottom of the page, there is a footer with 'PDE Online Services', 'PDE Quick Links', 'About PDE', and 'Help & Contact Info'. The PDE logo and name are also present in the bottom right corner.

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

# Teacher Information Management System (TIMS)

## Select TIMS (Certification Application System)

### 3. Select *TIMS (Certification Application System)*

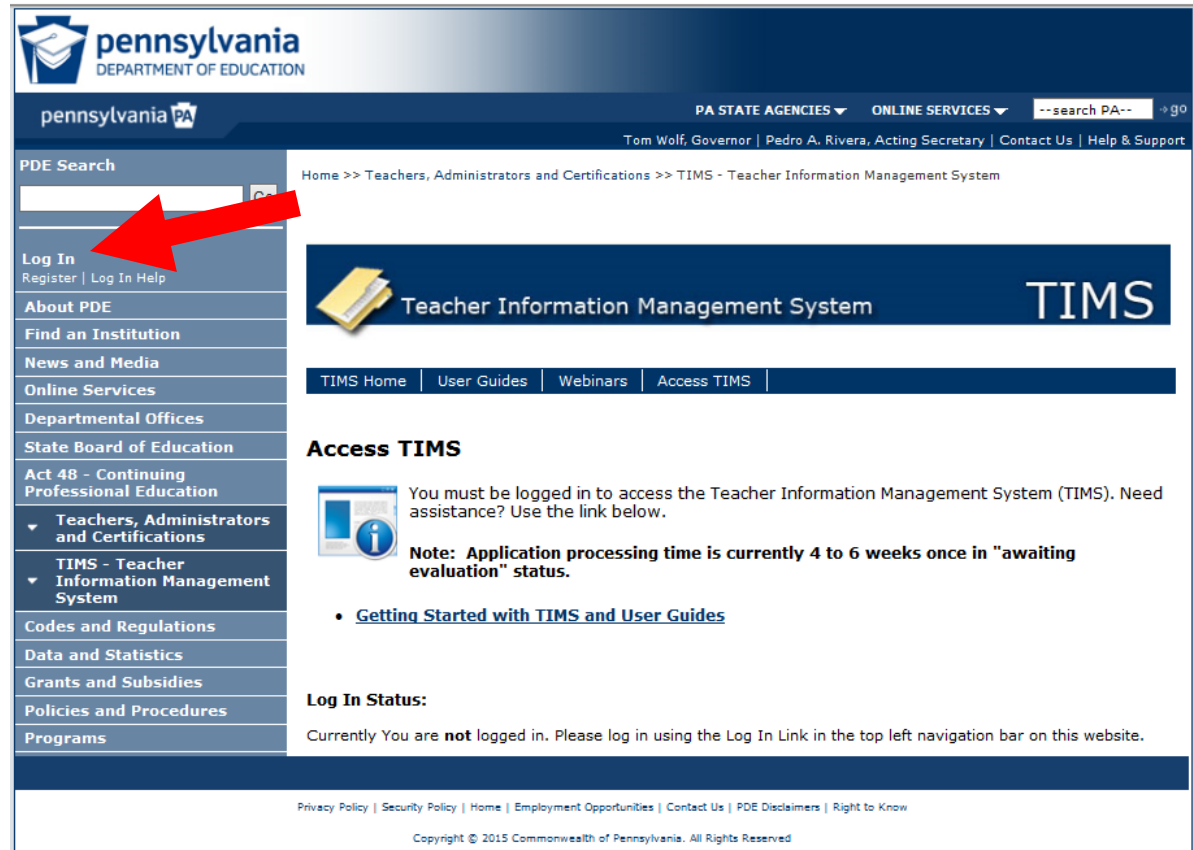
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# Teacher Information Management System (TIMS)

## Log in Using the Name and Password Previously Established

4. Click on the *Log In* link



The screenshot displays the Pennsylvania Department of Education website. The header includes the state logo and navigation links for PA State Agencies, Online Services, and a search bar. The main content area is titled "TIMS - Teacher Information Management System" and features a "Log In" link in the left sidebar, highlighted by a red arrow. The main content area also contains a "Log In Status" message indicating that the user is not logged in and should use the "Log In Link" in the top left navigation bar. A note about application processing time (4 to 6 weeks) is also visible.

Home >> Teachers, Administrators and Certifications >> TIMS - Teacher Information Management System

**Log In**  
Register | Log In Help

**Access TIMS**

You must be logged in to access the Teacher Information Management System (TIMS). Need assistance? Use the link below.

**Note: Application processing time is currently 4 to 6 weeks once in "awaiting evaluation" status.**

- [Getting Started with TIMS and User Guides](#)

**Log In Status:**  
Currently You are **not** logged in. Please log in using the Log In Link in the top left navigation bar on this website.

# Teacher Information Management System (TIMS)

## 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.

COMMONWEALTH OF PENNSYLVANIA  
ENTERPRISE PORTAL  
pennsylvania PA

Welcome to the Enterprise Portal

Log in to your personalized Portal account.

If you are a citizen and have an existing account, enter your Username and Password. If you are a Commonwealth Employee, or other individual with specialized credentials, please insert the appropriate domain name in front of your username (example: domainname/username).

Username:

Password:

Log In

If you are a citizen and do not have an account, please click on the Register icon to register for a new account. Once registered, the new account will be activated within 24 hours.

Register

Forgot Password?  
Forgot your password?  
Retrieve it here!

[Privacy Policy](#) | [Disclaimer](#)  
Copyright © 2012 Commonwealth of Pennsylvania

# Teacher Information Management System (TIMS)

## Log in Using the Name and Password Previously Established

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

The screenshot displays the Pennsylvania Department of Education's TIMS login page. The page header includes the Pennsylvania Department of Education logo and navigation links for Directory, My Pages, and My Communities. Below the header, there are links for PA State Agencies, Online Services, and a search bar. The main content area features a 'TIMS' banner and a navigation bar with links for TIMS Home, User Guides, Webinars, and Access TIMS. The 'Access TIMS' section contains a message stating that users must be logged in to access the system and provides a link to 'Getting Started with TIMS and User Guides'. The 'Log In Status' section shows the user is currently logged in as 'Cheris, Nancy' and provides a link to 'Access the TIMS application by clicking here'. A red arrow points to this 'here' link.

# Teacher Information Management System (TIMS)

## 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).



### Establish Teacher Information Management System (TIMS) Profile

This one time registration process requires the following information to be provided:

1. If you hold a PA certificate, enter the information that was provided at the time of issuance of your latest PA certificate.
2. If you do not hold a PA certificate, enter your SSN, Date of Birth, and Current Official Name as it appears on legal documents.

\* SSN:

\* Confirm SSN:

\* Date of Birth (MM/DD/YYYY):

\* Official First Name:

\* Last Name:

Middle Initial:

\* Citizenship Status:

- Select --
- US Citizen
- Lawful Permanent Resident (Green Card Holder)
- Non-Immigrant US Visa Holder
- Other

**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.

*APPLICANTS: Please note the following information (552a note) AUTHORITY: 24 P.S. Section 1224.*

\* Denotes required information

*PROTECTED BY THE FEDERAL PRIVACY ACT (5 U.S.C. 552a)*



# Teacher Information Management System (TIMS)

## 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.

The screenshot displays the TIMS (Teacher Information Management System) web application interface. At the top, the Pennsylvania Department of Education logo is visible on the left, and the text "TIMS Teacher Information Management System" is centered. A user greeting "Welcome WANDA WILLIAMS! Applicant" is on the right. Below the header, there are navigation links: "Home | Messages | Applications | Logoff" and "Help & Support".

The main content area shows a "Welcome to TIMS!" message. On the left, there are sections for "Messages" (with a link to "PDE Reviews messages w the PA-Teach help line (7 for preliminary inquiries)") and "Application(s) In Proce". Below these are buttons for "View/Delete Applications" and "New Credential Application".

A modal dialog box titled "Message from webpage" is open in the center. It contains a yellow warning icon and the text: "We have your PPID as 4831842 on file in TIMS. Please make a note of this for future reference." An "OK" button is located at the bottom right of the dialog box.

Below the dialog box, there are two status messages in white boxes: "No Application Records Found." and "No Certificate Records Found." Below these is a button labeled "ABCTE Permit".

At the bottom left, a red asterisk indicates "\* denotes a required field."

Click on the OK button to continue

# Teacher Information Management System (TIMS)

## 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.

# Teacher Information Management System (TIMS)

## Welcome to the TIMS "Dashboard" (Home Page)

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

**pennsylvania**  
DEPARTMENT OF EDUCATION

**TIMS** Teacher Information Management System  
\*\* Staging \*\*

Welcome WANDA WILLIAMS!  
Applicant

Home | Messages | Applications | Logoff [Help & Support](#)

**Welcome to TIMS !**

**Messages**  
PDE Reviews messages with the application. Please use the PA-Teach help line (717) 728-3224 or PDE Remedy for preliminary inquiries

My New Messages	0
My Inbox	0
My Sent Messages	0

[Search Messages](#)

**Application(s) In Process**

[View/Delete Applications](#) [New Credential Application](#)

No Application Records Found.

**Profile & Settings**

[View & Update My Profile](#) [View My Tests On File](#)  
[Profile Change Application](#)

**Emergency Permit Request**

No Permit Request Records Found.

[Emergency Permit Application](#)

**Credential(s)**

No Certificate Records Found.

[ABCTE Permit](#)

\* denotes a required field.

# Teacher Information Management System (TIMS)

The screenshot shows the 'Update Profile' page in the TIMS system. The page header includes the Pennsylvania Department of Education logo and the text 'TIMS Teacher Information Management System \*\* Staging \*\*'. The main heading is 'Update Profile'. Below it, a progress bar indicates 'Step 1 : Demographic Details'. The form contains several fields: PPID (4831842), PA SecureID, Name Prefix (dropdown), Last Name (WILLIAMS), First Name (WANDA), MI (A), Name Suffix (dropdown), Social Security Number (222330378), Gender (dropdown), Birth Date (5/9/1983), Residence Address (Address Line 1, 2, City, Zip), Mailing Address (Address Line 1, 2, City, Zip), Primary Email Address, Confirm Primary Email Address, Secondary Email Address, Confirm Secondary Email Address, Phone Number (Home, Work, Cell), and Citizenship Status (US Citizen). A note at the bottom states: 'If granted a credential, I give my permission to provide demographic information to prospective employers for the purpose of employment'. There are radio buttons for 'Yes' and 'No'.

**Update Profile**

**Step 1 : Demographic Details**

PPID: 4831842 PA SecureID: [ ]

Name Prefix: --Select-- Last Name: WILLIAMS First Name: WANDA MI: A Name Suffix: --Select--

[To request a name change, click here](#)

Social Security Number: 222330378 Gender: --Select-- Birth Date(MM/DD/YYYY)\*: 5/9/1983

[To request a SSN change, click here](#)

Same as Residence Address

Residence Address\* Mailing Address\*

Address Line 1 Address Line 1

Address Line 2 Address Line 2

City --Select-- Zip City --Select-- Zip

Note: Primary Communication will be via email.

Primary Email Address\* Confirm Primary Email Address\*

Secondary Email Address Confirm Secondary Email Address

Phone Number (at least one phone number) \*

Home Work Cell

Citizenship Status

US Citizen

[To request a Citizenship change, click here](#)

If granted a credential, I give my permission to provide demographic information to prospective employers for the purpose of employment

Yes  No

\* denotes a required field.

## 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.



# Teacher Information Management System (TIMS)

## 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)

**Update Profile**

**Step 1 : Demographic Details**

PPID: 8831842 PA SecureID: [Field]  
Name Prefix: [Field] Last Name: WILLIAMS First Name: WANDA  
Social Security Number: 22230378 Gender: [Field] Birth Date: 5/9/19[Field]  
Residence Address: [Field] Address Line 1: [Field] Address Line 2: [Field] City: [Field] Zip: [Field]  
Phone Number (at least one phone number): Home: [Field] Work: [Field] Cell: [Field]  
Citizenship Status: US Citizen  
If granted a credential, I give my permission to provide demographic information: Yes No

\* denotes a required field.

Figure 1

**Welcome to TIMS!**

**Profile & Settings**

- View & Update My Profile
- Profile Change Application
- View My Tests On File

**Emergency Permit Request**

No Permit Request Records Found.

**Credential(s)**

No Certificate Records Found.

ABCTE Permit

Figure 2

# Teacher Information Management System (TIMS)

## 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!

# Teacher Information Management System (TIMS)

## 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.

# Teacher Information Management System (TIMS)

## For TIMS and Certification Assistance

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

The screenshot displays the Pennsylvania Department of Education website. At the top, there is a navigation bar with 'PA.GOV' and categories: 'EARLY LEARNING', 'K-12', 'POSTSECONDARY & ADULT', and 'TEACHERS & ADMINISTRATORS'. A search bar is located below the navigation bar. The main content area features a 'pennsylvania DEPARTMENT OF EDUCATION' logo and the names of the Governor and Acting Secretary. To the right, there are links for 'TWITTER', 'SCHOOLS THAT TEACH', 'EDUCATION BUDGET', and 'EDUCATION BUDGET'. Below this, there are three main sections: 'PDE PARTNERS' (listing State Library, State Board of Education, and Professional Standards & Practices Commission), 'NEWS' (listing recent announcements), and 'SCHOOLS THAT TEACH' (featuring a photo of students and a banner for 'www.SchoolsThatTeach.com'). At the bottom, there is a navigation bar with 'PDE Online Services', 'PDE Quick Links', 'About PDE', and 'Help & Contact Info'. Under 'PDE Quick Links', there are links for 'Agency Contact List', 'Contacts by Subject Area', 'Submit a Ticket', and 'Help & Support'. A red arrow points from the 'Help & Contact Info' link in the navigation bar to the 'Submit a Ticket' link in the 'PDE Quick Links' section. Another red arrow points from the 'SCHOOLS THAT TEACH' section down to the 'Help & Contact Info' link in the navigation bar.

Expect a ticket response within 1-2 business days.

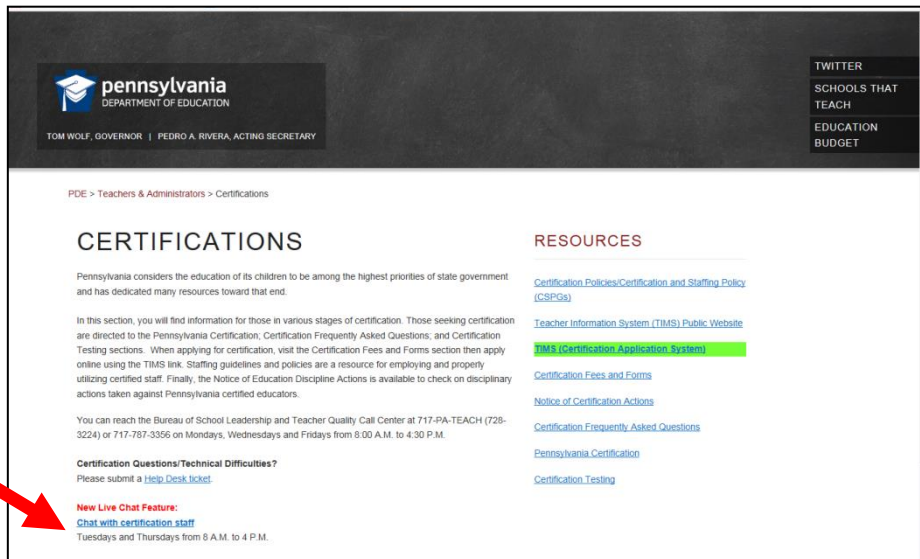


# Teacher Information Management System (TIMS)

## 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)



The screenshot shows the Pennsylvania Department of Education website. The header includes the state logo and navigation links for Twitter, Schools That Teach, Education Budget, and the Governor/Secretary. The main content area is titled 'CERTIFICATIONS' and contains introductory text, a 'RESOURCES' list, and contact information. A red arrow points to the 'New Live Chat Feature' link, which is highlighted in green in the original image.

**RESOURCES**

- [Certification Policies/Certification and Staffing Policy \(CSPGs\)](#)
- [Teacher Information System \(TIMS\) Public Website](#)
- [TIMS \(Certification Application System\)](#)**
- [Certification Fees and Forms](#)
- [Notice of Certification Actions](#)
- [Certification Frequently Asked Questions](#)
- [Pennsylvania Certification](#)
- [Certification Testing](#)

**New Live Chat Feature:**  
[Chat with certification staff](#)  
Tuesdays and Thursdays from 8 A.M. to 4 P.M.

For more information on TIMS please visit PDE's website at  
[www.education.pa.gov](http://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.*