2017-2018
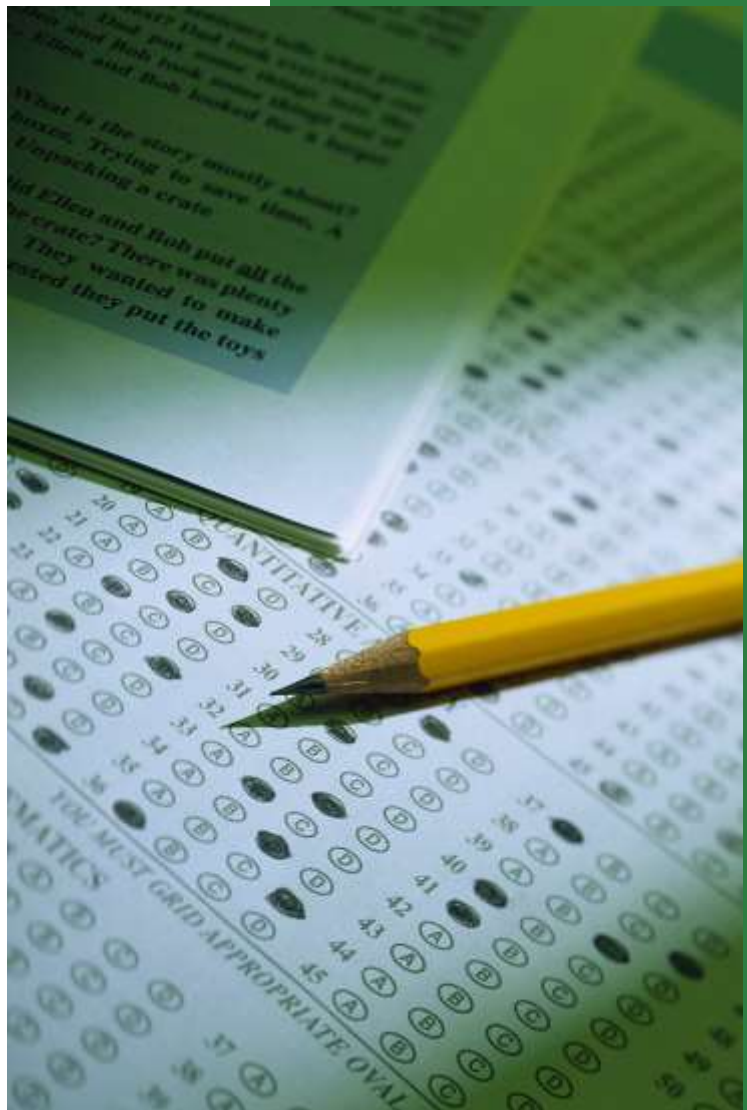
TEAL / ETS Registration Guide
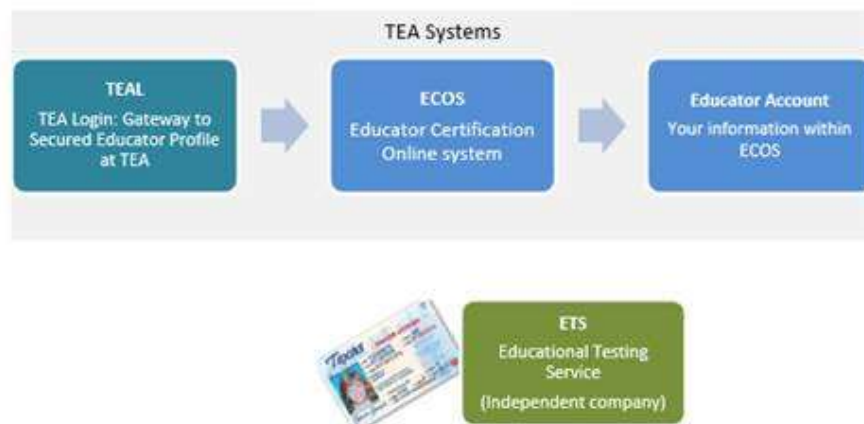
TExES Advising Office

University of North Texas

2017-2018

Table of Contents

TEAL (TEA Login) is the security gateway to TEA web resources. To access your Educator Account, you will need a TEAL profile that is set up with access to your profile in the Educator Certification Online System (ECOS).

IMPORTANT!!! Your name is used to connect all your records and is transmitted to ETS. If your name does not match **EXACTLY** on your Texas Driver's License/State ID card and on your Educator Certification profile, you will not be able to log in to your Educator Account or register for tests at the Educator Testing Service (ETS). If your name has changed or differs between these sources, **STOP**, and follow the **Name Change Information** at the end of this document.

# Setting Up Your TEAL Educator Profile

STEP 1:

Upon admittance into the Teacher Education program, you should have received two emails in your Eagleconnect account from TEA/TEAL Support containing your username and a temporary password to access the TEAL system. Please retrieve the information from these emails in order to log into the TEAL system. Hint: When you log into your Eagleconnect email account, type the word "TEAL" into the search.

If you no longer have these emails, or did not receive them when you were admitted to the program, please call TEAL Support at 512-936-8400 (Option 2) and request your TEAL username and password. You can also create a ticket online at https://txeduagency.zendesk.com.

STEP 2:

To log into your account, go to https://pryor.tea.state.tx.us/.
You can also access this link from the TEA main page by clicking **TEAL Login**.
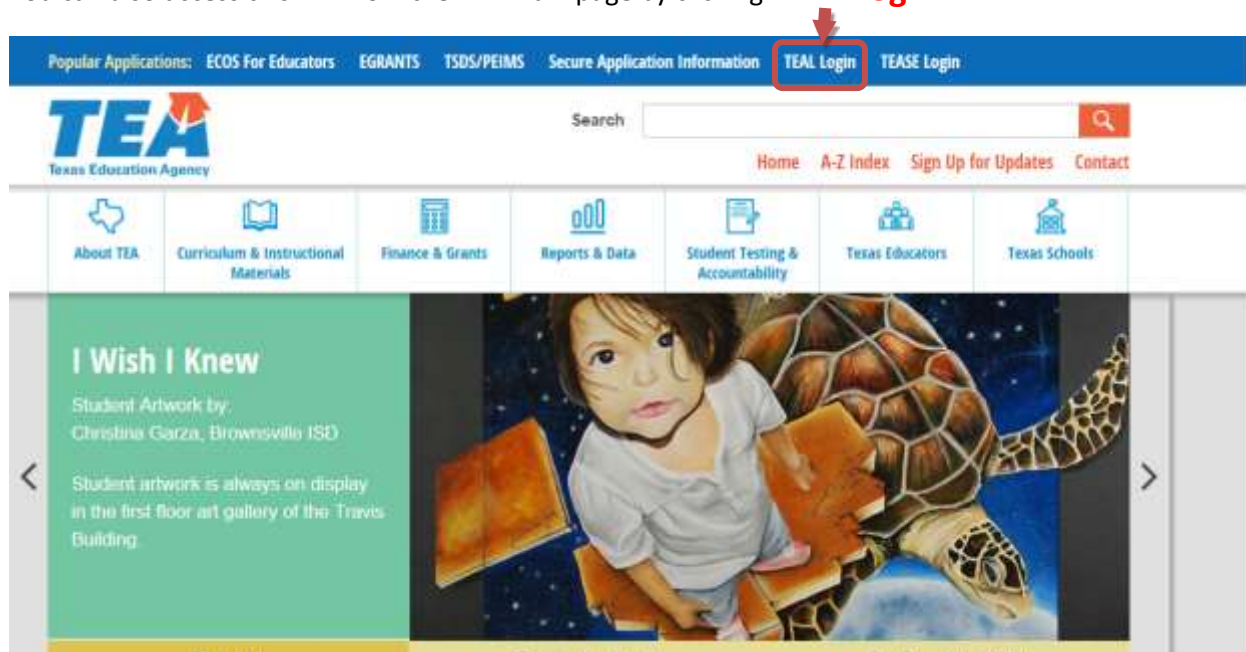
NOTE: The TEAL web application is currently only fully compatible with IE 8, IE 9 and IE 10.   If you are using a different web browser, you may experience errors while entering passwords, clicking buttons, or navigating pages. The site is not compatible with mobile phones or the Safari browser used on the iPAD.

STEP 3:

Enter the user name and password you received from TEAL emails or TEAL Administrator.

Click **Login.**

NOTE: It is suggested that you copy and paste the temporary password into the password box.

STEP 4:

When you log in for the first time, you will need to create a new password.

Before setting the new password, consider the password guidelines:
- Must be 8-30 characters
- Must contain the following character types: letters, numbers, and special characters (for example - #, *, $, or @)
- Must not include your username
- Must not contain variations of the word "password"
- Must not contain a character repeated more than 2 times
- Must not be the same as your previous ten passwords

Click in the **Current Password** text box to enter the password you received by e-mail or from the TEAL Administrator.

Type and retype a new password in the **New Password** and **Confirm New Password** fields.

Click the **Submit** button.

NOTE: If you receive a message that the password has been rejected for policy reasons, it means that you did not follow the guidelines for the password. Improve your password, and try again.
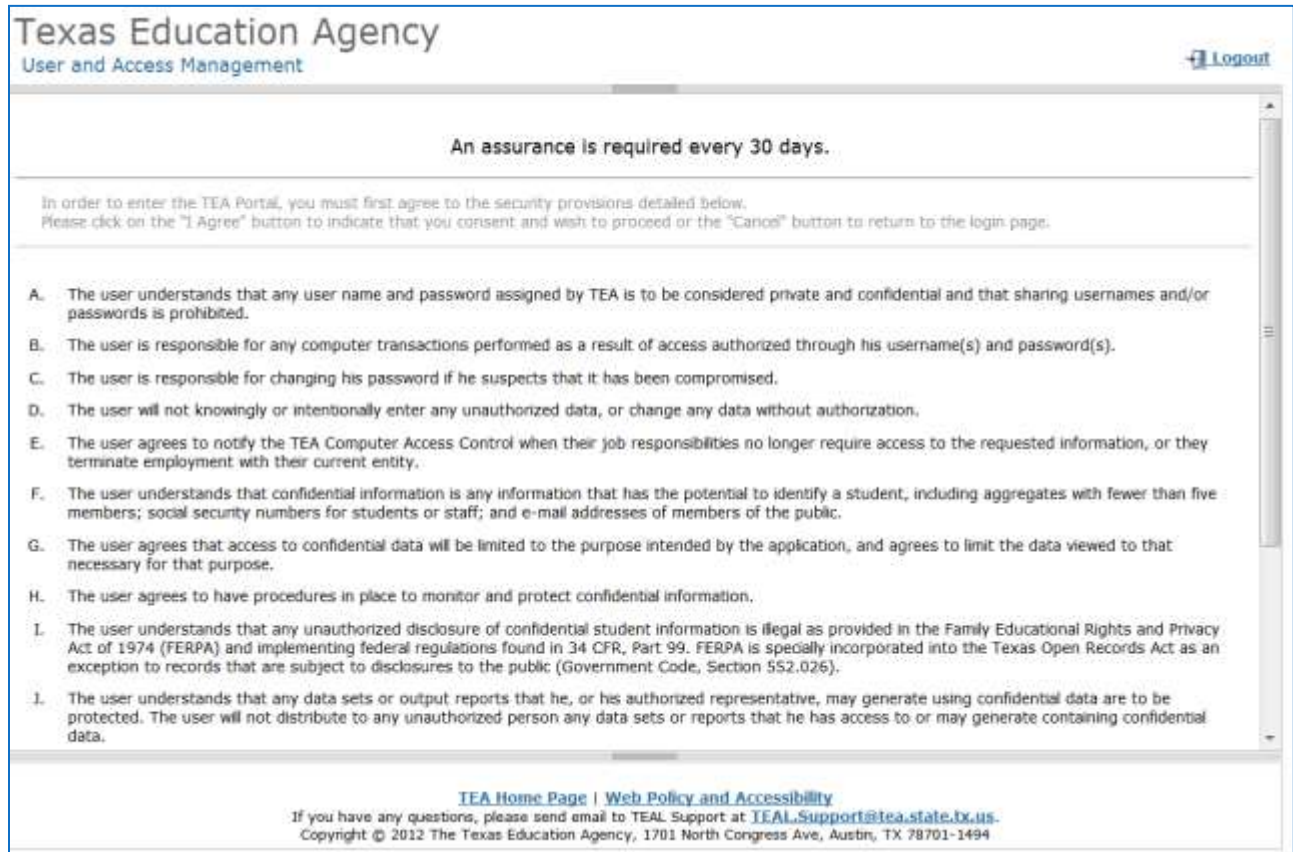
STEP 5:

After your password has been changed, a **Statement for Assurance** of security provisions will appear. You must agree to these provisions to continue. The same provisions will appear at login every 30 days.

Read the assurance provisions and click the I Agree button at the bottom of the page.

If you do not agree to the security provisions, click **Cancel** to exit the application. However, you will be unable to access your educator profile in the TEAL system.

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.
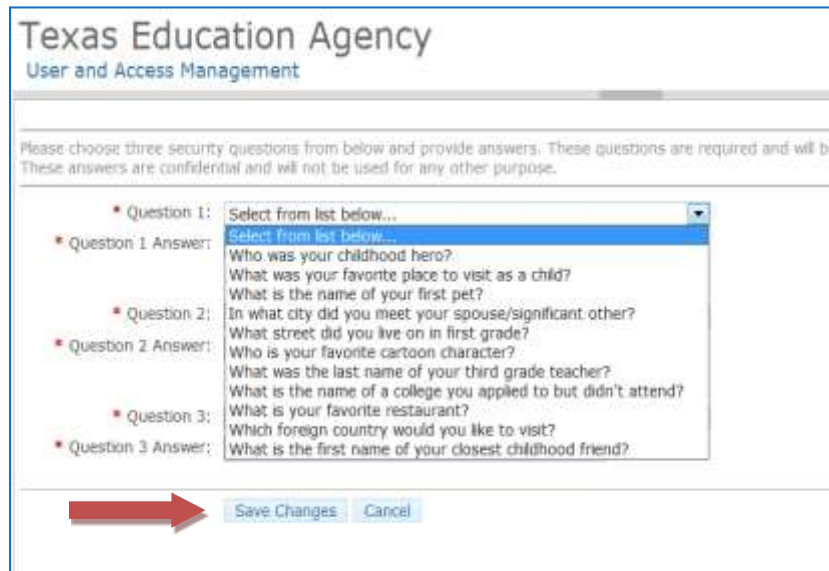
A. The user understands that any user name and password assigned by TEA is to be considered private and confidential and that sharing usernames and/or passwords is prohibited.

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.

H. The user agrees to have procedures in place to monitor and protect confidential information.

I. The user understands that any unauthorized disclosure of confidential student information is illegal as provided in the Family Educational Rights and Privacy Act of 1974 (FERPA) and implementing federal regulations found in 34 CFR, Part 99. FERPA is specially incorporated into the Texas Open Records Act as an exception to records that are subject to disclosures to the public (Government Code, Section 552.026).

J. The user understands that any data sets or output reports that he, or his authorized representative, may generate using confidential data are to be protected. The user will not distribute to any unauthorized person any data sets or reports that he has access to or may generate containing confidential data.

TEA Home Page | Web Policy and Accessibility
If you have any questions, please send email to TEAL Support at TEAL.Support@tea.state.tx.us.
Copyright © 2012 The Texas Education Agency, 1701 North Congress Ave, Austin, TX 78701-1494

STEP 6:

After you agree to the assurance provisions, the **security questions** page **should** appear. If it does not, please skip to Step 7 in order to establish your security questions.

The answers to these three questions will be used to recover your password if you forget or lose it. The answers are confidential and will not be used for any other purpose. Be sure to note the exact answer 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, you type the answer Fort Davis, Texas or Ft. Davis, TX, the computer will not recognize that answer as correct.

After you select and answer all three security questions, click the **Save Changes** button.

A **GREEN** message appears at the top of the page security questions have been updated. After 5 seconds, the page should refresh and you can **move on to Step 8**. You can also click the 'x' in the upper right corner to close the confirmation message and return to the main menu.
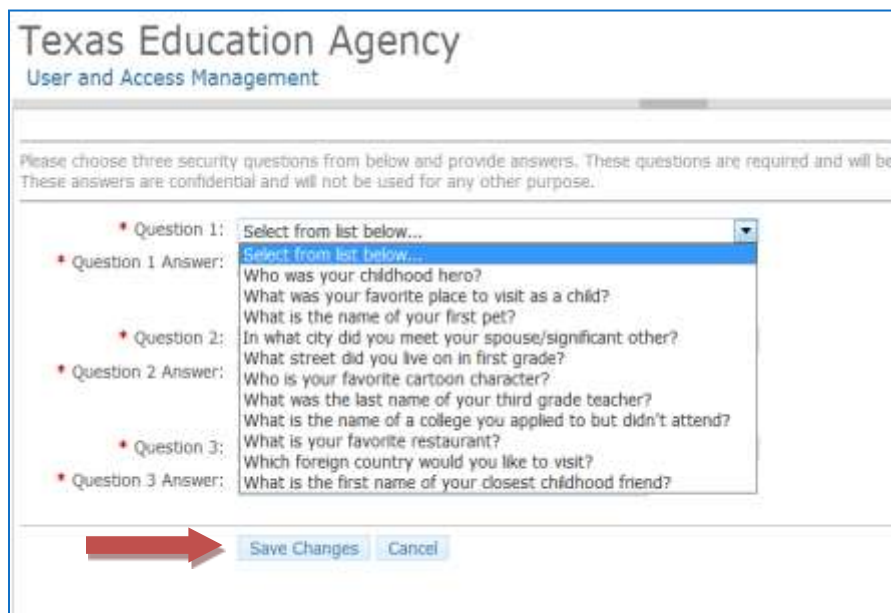
STEP 7:

If you were not prompted to set up security questions, you will need to do so now.

Click on the **My Security Questions** link under the Self-Service menu on the left hand side of the screen.
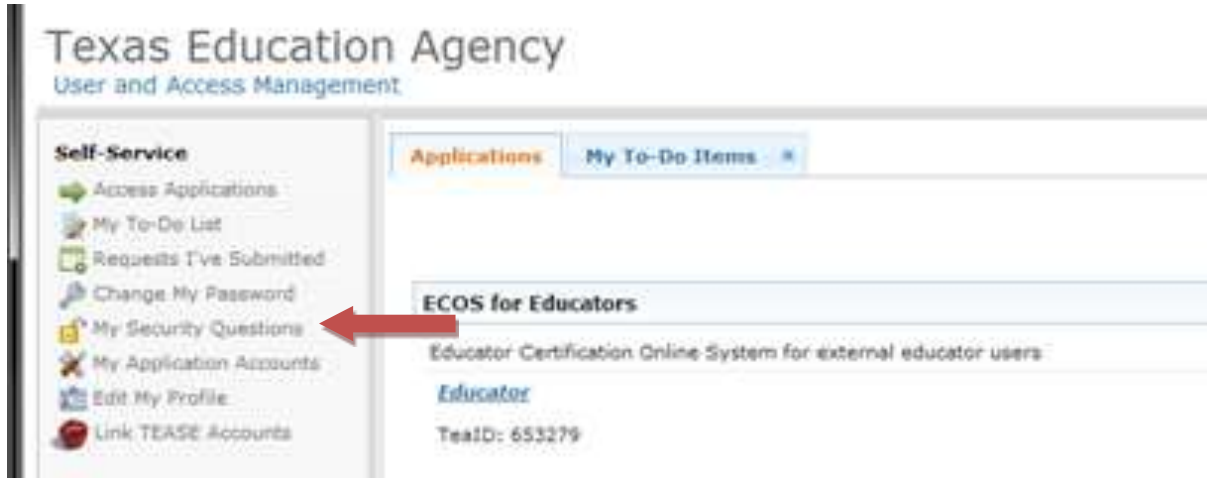
Select and answer the three security questions on the next screen. The answers are confidential and will not be used for any other purpose. Be sure to note the exact answer because the computer needs the exact response. For example, suppose you use the question "In what city did you meet your spouse/significant other?" and type the answer Ft. Davis, Texas. If, you type the answer Fort Davis, Texas or Ft. Davis, TX, the computer will not recognize that answer as correct.

After you select and answer all three security questions, click the **Save Changes** button.

A **GREEN** message should appear at the top of the page after security questions have been updated. After 5 seconds, the page should refresh and you can **move on to Step 8**. You can also click the 'x' in the upper right corner to close the confirmation message and return to the main menu.

STEP 8:

The page should refresh after 5 seconds and display the Texas Education Agency's User and Access Management portal (the TExES Advising Office refers to this screen as "The White Screen").

NOTE: The White Screen is the portal that will take you to your TEA profile. Using the **Self-Service** menu on the left hand side of the White Screen, you can update your personal information (address, phone number, email) by clicking on **Edit My Profile**. You can also utilize the **Change My Password** and **My Security Questions** features if you need to change or update any of your login information.

If the page does not refresh, click on the Access Applications link under the Self-Service menu.

When you first see the White Screen, you will see one of two options.

OPTION 1: Under the **Access Applications** tab, you will see a blue link that says Educator with your TEA ID number beneath it. If you do not see this, go to OPTION 2 on page 9.

If you see the educator link, write down your TEA ID number in a secure place. You will need this number throughout your program.

Proceed to the next section of this guide, Accessing Your TEA Educator Profile, on page 12.

OPTION 2: Under the **Access Applications** tab you will see a blue link that says **Apply for Access**.

If you see this link, click on **Apply for Access**.

The next screen is the Application Accounts which allows you to request access to your educator profile.

1. Click **Request New Account** button (B).
2. Click on **ECOS for Educators** row in the list of available applications (C).
3. Click **Go to Account Details Form** button at bottom of page (D).
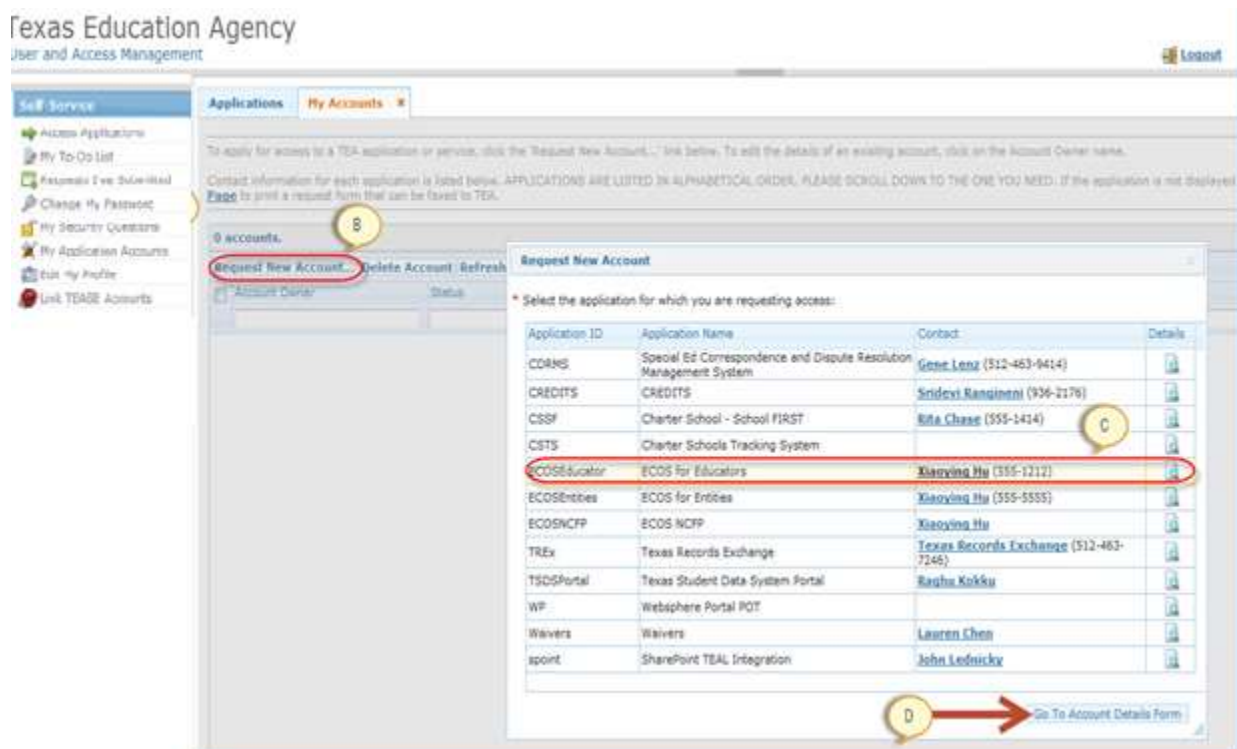
You will see a screen that will ask for your personal information, such as Social Security Number and birth year.

- Provide the requested information.
- Under the Organization Type, select **Educator**.
- If you do not know your TEA ID number, leave it blank.
- Click the **Create** button.

A **GREEN** message will be displayed indicating your credentials were successfully created and TEAL will create a new Educator account.

A **RED** error message means the attempt to create a new account failed.

NOTE: Please contact TEAL Support at 512-936-8400 (Option 2) regarding any error messages, or submit a ticket at https://txeduagency.zendesk.com.

Once your Educator account has been successfully created, you should now see the following screen when clicking on Access Applications.

If you <u>do not</u> see the blue **Educator** link, call TEAL Support at 512-936-8400 (Option 2) for assistance.

If you see the blue **Educator** link, write down your TEA ID number in a secure place. You will need this number throughout your program.

Proceed to the next section of this guide, <u>Accessing Your TEA Educator Profile</u>, on page 12.

Accessing Your TEA Educator Profile

STEP 1:

Click on the **Educator** link above your TEA ID number on the Texas Education Agency User and Access Management screen (White Screen).
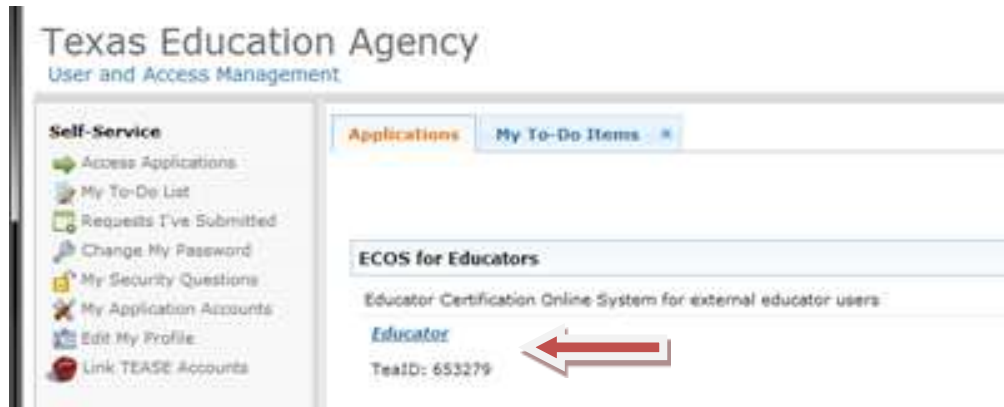
STEP 2:

You will be directed to the State Board for Educator Certification screen. The TExES Advising Office calls this the "Blue Screen." When you access the Blue Screen, you will see a screen requesting you to update your personal information.

You will need to fill in any field that has a RED asterisk (*) next to it. If you fail to fill out the profile, you will not be able to create a testing account for your exams. Fields that are greyed out can only be changed by a TEAL administrator.

Make sure that every field has been filled in, then click **Continue** at the bottom of the page.

STEP 3:

After you have successfully filled in all the biographical fields, your screen should look like the following:

You will only use the Blue Screen to apply for certifications, view issued certificates, and view which TExES exams you have been approved for by navigating the menu on the left hand side of the page. **You will not use the Blue Screen to register for your exams.**

You are now ready to obtain your TEA ID number and create your ETS Testing Account to register for certification exams.

Proceed to the <u>Obtaining Your TEA ID Number</u> section on page 14 of this guide.

Obtaining Your TEA ID Number

STEP 1:

You can access your TEA ID Number on either the **User and Access Management** (White Screen) **portal**, or the **State Board for Educator Certification** (Blue Screen) **page**.

Your TEA ID Number is assigned to you upon acceptance into the Teacher Education Program. Like your Social Security Number, you should take time to memorize this number, as it will follow you throughout the rest of your career as an educator.

To view your TEA ID Number through the White Screen, click on the on the **Access Applications** tab.

Your TEA ID Number will be listed under the blue **Educator** link
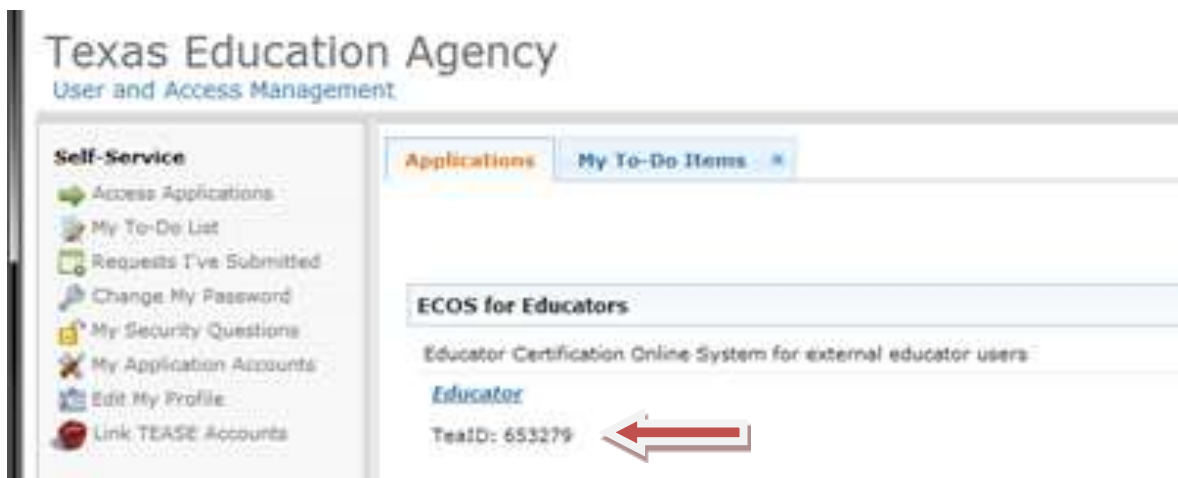
To view your TEA ID Number through the Blue Screen, click on the on the blue **Educator** link from the User and Access Management (White Screen) portal.

Your TEA ID Number will be in the center of the screen at the top of the page, next to your name.

You are now ready to create your ETS testing account for your certification exams.
Proceed to the Creating Your ETS Account section on page 15 of this guide.

Creating Your ETS Account

STEP 1:

Before you begin, please make sure you have completed all steps of Accessing your TEA Educator Profile on pages 12-13. If you have not completed your profile, you will not be able to create your testing account.

Once you have completed your TEA Educator Profile and obtained your TEA ID Number, go to the ETS Testing company's website at http://www.texes.ets.org. You will use this website to register for all TExES certification exams.

Click on **Your Account** located along the top of the page above "Welcome".

STEP 2:

Scroll to the bottom of the page and click on **New User**.
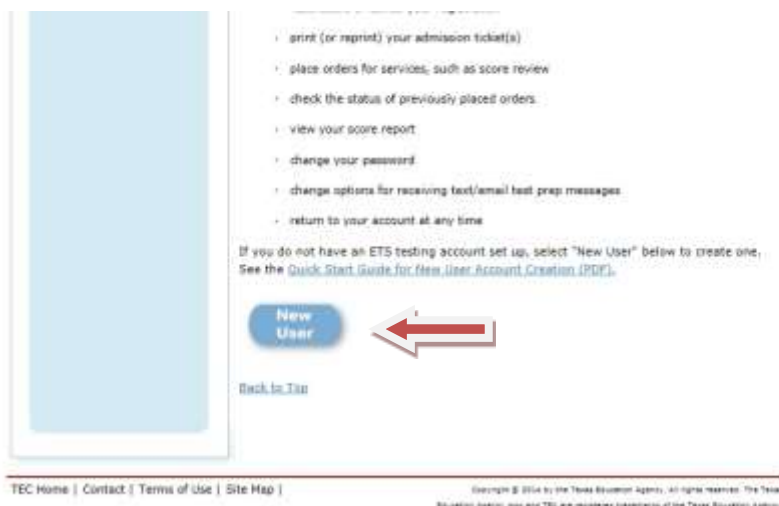
STEP 3:

You will then be directed to the New User account setup page (all information must match what was entered in your TEA account).

- Enter your TEA ID#
- First Name
- Middle Initial (optional)
- Last Name
- Date of Birth
- Email Address

Click **Next** when all information is entered. You will be directed to the Personal Information screen.

Verify that all of your Personal Information (name, address, etc.) is correct and answer the language questions at the bottom of the page. You may also opt to receive updates by email or text message. After you make your selections, click **Next**.

STEP 4:

You will need to create a personal Username, Password and Password Reminder. The Password Reminder may be a single word or phrase that will help you remember your password. You may use the same username and password as your TEAL login if it helps keep things simple, or you may create one that is easier to remember.

Once you have your desired username and password, Click **Create**.

Once you have successfully created your ETS username and password, you will be directed back to a Welcome screen, with you information in the middle of the page and a menu bar to the left.

You are now ready to begin registering for your TExES exams, as demonstrated in the **Registering for Certification Exams** **section of this guide on page 18.**

Registering for Certification Exams

STEP 1:

You will need to access the ETS Testing website (http://texes.ets.org) each time you need to register for a TExES exam. If you are not already logged into your ETS account, go ahead and log in now by clicking on **Your Account** at the top of the page, and then clicking on **Go to Login**.

Enter the username and password you created for your testing account.

STEP 2:

To register for your certification exams click **Register for a Test** (located in the middle of the screen as well as on the left-hand side).

STEP 3:

Each time you register for an exam, you will see the Online Registration, Cell Phone Policy, and Alternative Testing Arrangements informational page. Read and review this page, then click **Register** at the bottom of the screen.

STEP 4:

Read the Compliance with Rules information and check all boxes to indicate your acceptance to comply with the testing rules. You cannot proceed to the registration screen until all boxes have been checked. Click **Next** after all boxes are checked.

STEP 5:

You will now be asked to locate your desired testing center. A pop up window may appear asking if you would like the website to identify your current location. You can either accept or deny based on your preference.

Choose if you would like to keep a narrow search within 100 miles of your desired center (or current location, if you chose to allow the website to identify your location) or by any distance by selecting the appropriate radio button.

STEP 6:

Under **Step 1: Test Location**, if you have not allowed the website to identify your current location, select the city/state you want to be closest to by clicking on the drop down arrow, then clicking on the appropriate city/state.

For instance, if you want to take the exam at the Denton, Texas center, select DENTON TX USA from the drop down list.

NOTE: You may test anywhere you would like, so if you live in Tulsa, Oklahoma and you want to take the exam at a center close to where you live, select the city closest to you.

STEP 7:

After you have selected the test location, move on to **Step 2: Tests** by clicking the drop down arrow next to that selection and clicking on the name of the exam you would like to take.

NOTE: You may only take certification exams that are related to your program, so you will only see the exams that the State of Texas requires for certification within your chosen field. You will not be able to take additional certification exams until after you hold your initial teaching certificate. This means that if English as a Second Language is not part of your certification program at UNT, you will not be able to take the ESL Supplemental exam until AFTER you complete your program and are certified. There are no exceptions to this rule.

STEP 8:

After you have selected the exam you would like to take, click the arrow for the drop down box next to **Step 3: Test Date**.

STEP 9:

A pop-up calendar will appear for you to select a test date. Dates that are greyed out cannot be selected, as there are no testing sites available for your selected criteria.

Scroll through the available dates and **select the date you wish to test**. Click **OK** when finished if selection does not automatically populate in Step 3 box.
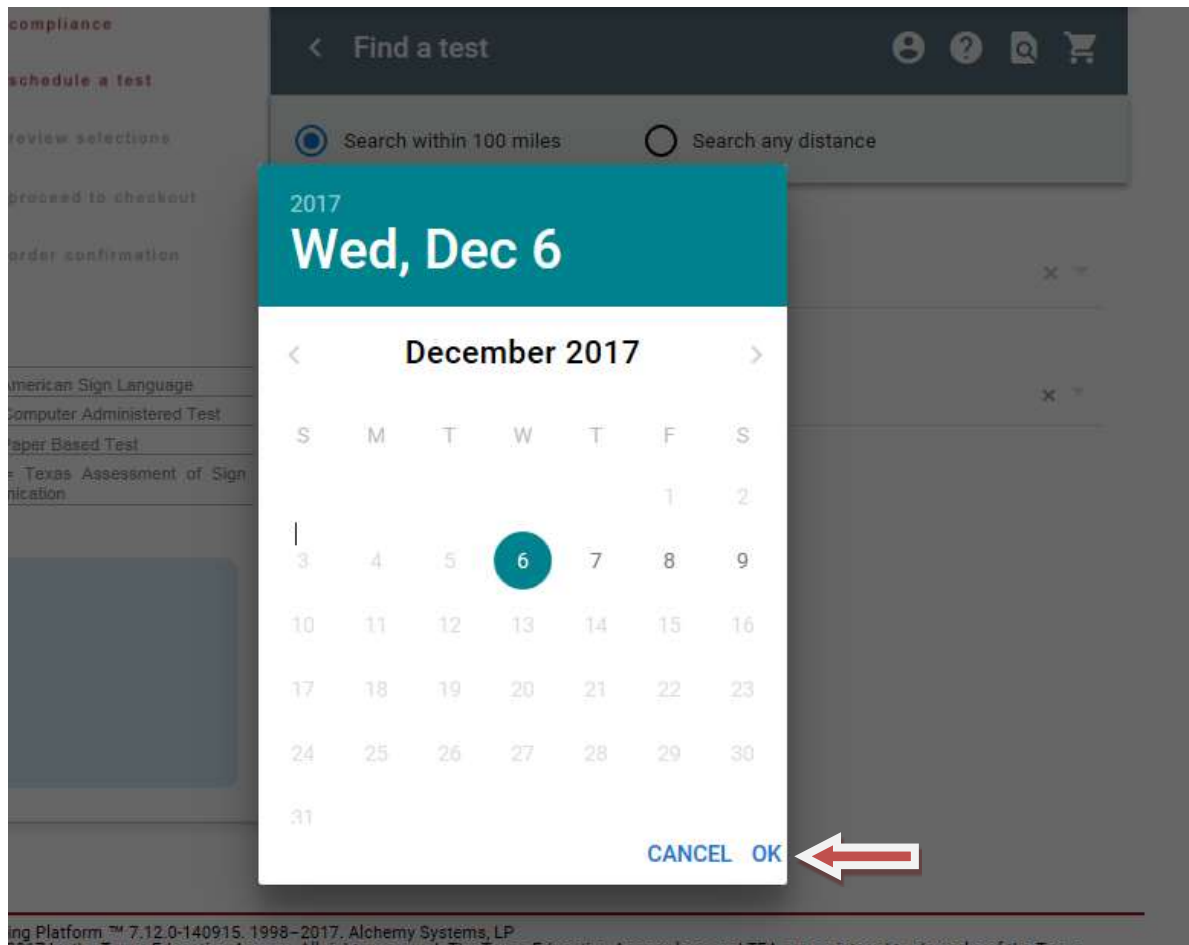
STEP 10:

Click **Search** once all selection criteria for Steps 1 – 3 have been made.

STEP 11:

Your search criteria will generate several testing options based on what you chose.

You may see several testing site locations, but not the location you originally chose. This is because the search is looking within 100 miles and your ideal location may not have any seating available for that particular day. **Sites closest to your desired location will display first, and will show an option (if available) of a morning or afternoon session.** You may view other dates for additional testing options (i.e. location or time of day) by selecting a date on the calendar bar if you do not see an agreeable time or location.

STEP 12:

If you see a location and time of day you like, **click on the green time slot** to make that selection.

STEP 13:

If you do not wish to register for any other exams (meaning you are only scheduling the one exam at this time), click either the **Complete Checkout** link or the **Cart icon**.

If you do wish to register for an additional exam, you will click on the drop down arrow next to Step 2: Tests and select the next exam, then continue the process as before until you are ready to check out.

STEP 14:

Once you click Complete Checkout, you will be able to review the selections you made. The screen will show you the name of exam you have selected, the location of the testing center, the date, the specific time of the exam, and the cost for the exam. If any of the options are problematic, click edit to change them. If the selections are good, scroll down and check the box to be notified by email when your scores are available.

NOTE: All centers have different exam start times, so please be certain that the time shown is agreeable. TExES exams are 5 hours in length, so if you choose a session that starts at 3pm, you should plan to be there until 8pm. It is imperative that you arrive 30 minutes before your scheduled start time. If your start time is 12pm, be there by 11:30am.

STEP 15:

Scroll further down the page and check the boxes for test prep message if you would like to receive them. If you don't, leave them unchecked.

Read the **test cancellation** policy and **check the box** to acknowledge you understand, then **click Next**.

test preparation messages

Preparation is crucial when it comes to successful test taking. ETS offers information and tips via free weekly messages to help you prepare for your TExES™ test and keep you on track to becoming a better-prepared test taker. Messages can be sent via email or text to your cell phone.

Complete the fields below to opt in to this service.

- By selecting "receive notifications via email," you are giving ETS permission to send messages related to the TExES test you registered for to the email address you provided when you registered.

- By selecting "receive notifications via text," you are giving ETS permission to send text messages related to the TExES test you registered for to the cell phone number you provide.

You can opt out of this service at any time through your ETS testing account.

☐ **Receive Notifications Via Email**

☐ **Receive Notifications Via Text Message**

Cell Phone Number   [   ]

Carrier   [Select One ▾]

Test Cancellation Policy

You may cancel a test for which you have registered through your account on this website. You may also cancel by completing and submitting the Test Cancellation form. The Test Cancellation form is available in the download library for the test you are taking.

If you are registered for Monday testing, military testing, or nonstandard accommodations, you cannot cancel from your testing account. You may only cancel using the Test Cancellation form.

Refund fees will be assessed based upon when the cancellation is processed online or received in the mail. See the current *Registration Bulletin* for the test you are taking for cancellation deadlines and refund information. *Registration Bulletins* can be downloaded free of charge from this website

☐ I acknowledge that I have had adequate opportunity to review, to my satisfaction, the test cancellation policy above and the cancellation deadlines and refund information in the appropriate *Registration Bulletin*.

`•• add another exam ••`   `•• your account ••`   `next ⟩⟩`

STEP 16:

You will see a final screen confirming your choices. You will also see the registration fee for the exam, and the total purchase price after convenience fees to Texas.gov.

Click **Next** to proceed to the payment screen.

NOTE: You must pay for your exam to complete registration and reserve your testing spot.

STEP 17:

Once in your Shopping Cart, you will see the exam(s) you have registered for with all exam details (date, time, and test center location). You will also see the exam cost, the fees, and the total price. You can edit or remove any test you have registered for, or you can click on **Checkout** to continue to the payment screen.

NOTE: These screens may be different than shown due to changes in the Texas.gov payment system. Follow the onscreen instructions to complete payment. You must pay for your exam to complete registration.

STEP 18:

Click on the **Pay Now** button. You will be taken to the Texas.gov website to complete the transaction.

STEP 19:

Enter all information that is denoted by an asterisk (*), as well as your email address. Use an email address that you will actually check. Click **Next**.

NOTE: This information may automatically populate based on information stored in your educator account. If the information is incorrect, change it.

STEP 20:

Enter or verify the information in the Address and Email Address boxes, then enter your payment information and click **Next**.

STEP 21:

Verify all information you have entered. Enter the CAPTCHA/Verification code. Click **Submit Payment**.

STEP 22:

Your Admission Ticket is confirmation that your payment was successful and that your test has been scheduled. At the top of your ticket, you will see the test information, reporting time, exam time, test date, and center location.

At the bottom of your ticket, you will see the test cancellation policy and your payment information and exam/fees total.

STEP 23:

Print your Admission Ticket by clicking **Print** in the upper right-hand corner of the Admission Ticket. **You must have your admission ticket with you to check in for your exam at the testing center.**

If you registered for multiple exams print the Admission Ticket for each one. If you do not have access to a printer at the time of registration, you will be able to log into your ETS account at a later time and print your admission ticket.

NOTE: We recommend that you print your Admission Ticket now and re-print it the day before your scheduled exam. Should ETS (testing company) or the testing center you selected need share information with you it will be listed on the Admission Ticket.

You will be able to modify, cancel and reschedule your exam before the day of your test. View the ETS Registration Bulletin for canceling and rescheduling policies, as you will incur fees for any changes you make to your registration. All fees for changing/cancelling exam, score reviews, and late fees will be process through the ETS website.

Please direct questions regarding the test registration process to the ETS Customer Service center at 1-800-205-2626.

Changing Your Name with TEA

The new process to submit a change or correction of name, gender or date of birth requires individuals to email the following required documents along with a daytime telephone number:

1. Current state driver's license or state ID
2. Last four digits of social security number
3. Previous name
4. Out-of-Country educators who do not hold a state-issued driver's license may submit a copy of a current passport
5. A current email address and valid daytime telephone number.

Individuals should scan documents and email them to: namechange@tea.state.tx.us

OR

Mail the documents to

TEA-CRT, 5th Floor
1701 North Congress Avenue,
Austin, TX 78701.

Please allow 7 to 10 business days for processing.

It is advisable that test takers request and receive verification that name changes have been processed prior to test registration. If names on ID documents, admission tickets and the test center roster do not match, test takers may not be able to test.