

How to Contact the Bureau of School Leadership and Teacher Quality

For Approved Program Providers and Local Education Agencies

1. What is the most effective way to contact the Bureau?

The most effective way to contact the Bureau is by submitting a Help Desk ticket through PDE's website, we typically respond via e-mail within 24-48 hours.

2. How do we submit a help desk ticket?

- Go to www.education.pa.gov, click "Help & Contact Info" in the lower right corner, then click "Submit a Ticket"
- Enter your e-mail address and click OK
- Answer "Yes" to the question "Is this issue related to Teacher Certification or the Teacher Information Management System (TIMS)?"
- Click the magnifying glass under Type and select from the list
- Click the magnifying glass under Item and select from the list
- Describe your problem or question and add an attachment if necessary
- Click Submit

NOTE: Please do not submit multiple help desk tickets regarding the same question. If you do not receive a response within three business days, submit a new ticket and reference your first ticket number.

3. How else may we contact the Bureau?

You may contact the Bureau by calling 717-PA-TEACH (728-3224) or 717-787-3356 or by clicking [Chat with certification staff](#).

NOTE: If you have already submitted a help desk ticket, please reference your ticket number when you call or chat.

4. When may we contact the Bureau?

Certification Staff are available for Phone and Chat on:

Monday, Wednesday, Friday 8:00 AM to 4:00 PM

Tuesday 12:00 PM to 4:00 PM

Thursday 8:00 AM to 12:00 PM

5. How long will it take to have our call or chat answered?

Average wait times vary throughout the year with higher average wait times during the summer.

If you use the priority call option, your call will be answered more quickly. If you are unable to wait please submit a help desk ticket.

6. What is the fax number for the Bureau?

717-783-6736

7. How do we contact the Bureau by e-mail?

Currently the Bureau does not have a general e-mail account. However, if you submit a help desk ticket and supply your e-mail address the Bureau will respond via e-mail.

8. How do we contact the Bureau through the Teacher Information Management System?

You can create and send a message to the Bureau through TIMS. In order to send a message, you will need the applicant's PPID and Application ID. **Please be aware that messages are attached to specific applications and therefore are not read before the application is reviewed.**

9. How do I expedite an application?

If you need to submit an expedite request for an application, send a message through TIMS and choose "Request for Expedite" as the message subject. The application will automatically be flagged as an expedited application and will be reviewed more quickly.

10. Will the Bureau contact us regarding an application in TIMS?

- If an affirmation or recommendation that has been submitted by an IHE or LEA is unclear, the Bureau will contact your entity in order to request clarification **or**
- If an affirmation or recommendation has not been submitted, the Bureau will contact your entity to request that you submit the required information
- Otherwise, the Bureau will contact the applicant directly regarding their application

11. Can we mail a written request to the Bureau?

The Bureau strongly recommends that you do not mail written requests. The only documents that should be mailed to the Bureau are those required for a TIMS application.

12. If I am required to mail documents, what is the Bureau's mailing address?

Pennsylvania Department of Education
Bureau of School Leadership and Teacher Quality
333 Market St, 12th Floor
Harrisburg PA 17126-0333