

# **How to Contact the Bureau of School Leadership and Teacher Quality**

## **For educators and the general public**

### **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 I submit a help desk ticket?**

- Go to [www.education.pa.gov](http://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 I 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 I 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. What information should I have available when contacting the Bureau?**

Please have your 7 digit Professional Personnel ID (PPID) and/or your 6 digit TIMS Application ID available and ready to share with staff. Please also be at a computer and logged into PDE's website if you have technical questions that require assistance.

**6. How long will it take to have my call or chat answered?**

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

Calls and chats are generally answered within 20 minutes, however it can take longer. If you are unable to wait please submit a help desk ticket.

**7. What is the fax number for the Bureau?**

717-783-6736

**8. How do I 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.

**9. How do I contact the Bureau through the Teacher Information Management System?**

You cannot create and send a message to the Bureau through TIMS. However if the Bureau has sent a message to you through TIMS, you can respond to the message through TIMS. Check your TIMS dashboard regularly to see if a message has been sent to you by the Bureau.

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

Yes. TIMS automatically sends e-mails to the e-mail address in your profile once the application status changes. It also sends reminder e-mails if your application status remains in the same status.

Once an application is evaluated and determined to have deficiencies, the Bureau will send an e-mail detailing what additional information is required.

**11. Can I 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, 12<sup>th</sup> Floor  
Harrisburg PA 17126-0333