Getting Started with the Teacher Information Management System (TIMS)

Updated October 2016
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
How Should I Use this Presentation?

We recommend that you view the entire presentation if you are new to TIMS. Use the quick links below if you already established a profile and simply need assistance with a single topic:

• Access TIMS for the first time

• Access TIMS after the first time (for password help, see slide 16)

• Maintaining and updating your profile

• Using the TIMS dashboard

• Obtain assistance with certification or TIMS
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
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)**
Teacher Information Management System (TIMS)

Tips for Successfully Using TIMS

• Use INTERNET EXPLORER or FIREFOX; Chrome and Safari users experience problems using this program

• 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

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

3. Establish a Teacher Information System (TIMS) Profile

4. Update your TIMS profile on your TIMS dashboard
Establish PDE Portal Login

This is a ONE-TIME process
If you already have a PDE log in, please skip to slide 16

1. Navigate to www.education.pa.gov

2. Select Certifications from the Teachers & Administrators menu in the upper right corner
Teacher Information Management System (TIMS)

3. Select TIMS (Certification Application System)
Establish a PDE Portal Login

4. Click on the Register link
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
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
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.

While rare, it may take up to 24 hours to receive the confirmation.
For Assistance With your PDE Log In

The CONTACT INFO link at the bottom of the screen provides access to various types of assistance.

Note: This help desk only answers log in questions, not TIMS or certification questions.
The *Help and Support* screen provides help with password issues and lets you open a ticket for the Help Desk if needed.

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

They are open 7 AM – 9 PM M-F; 9 AM – 5 PM Sat; closed Sundays and major Holidays.
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)

2. Select **Certifications** from the **Teachers & Administrators** menu in the upper right corner
Teacher Information Management System (TIMS)

TIMS (Certification Application System) Link

3. Select TIMS (Certification Application System)

Use Internet Explorer or Firefox to access TIMS.
4. Enter your Username and Password, then click on the Log In button.
Teacher Information Management System (TIMS)

Log Into the PDE Portal

**Caution:** If you log in unsuccessfully 3 times your account locks for 30 minutes:

Use the Forgot Password button. You will receive two emails:

- The first will contain your User ID
- The second will have a new password
Establish Your TIMS Profile

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

You will proceed to the dashboard directly in future visits.

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: 222330378
- Confirm SSN: 222330378
- Date of Birth (MM/DD/YYYY): 05/09/1983
- Official First Name: Wanda
- Last Name: Williams
- Middle Initial: A
- Citizenship Status: --Select--
  - US Citizen
  - Lawful Permanent Resident (Green Card Holder)
  - Non-Immigrant US Visa Holder
  - Other

* Denotes required information
If you hold credentials, the information in TIMS may not match what you are entering. For example:

If your date of birth in the system does not match what you enter, you will not be able to move past the profile screen to the home page.

• Before requesting help, enter 1/1/1900
• If your birthdate and 1/1/1900 fail, contact the TIMS Call Center or submit a Service Request Ticket
When you Successfully Complete the Profile:

- Your PPID is displayed. **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
If you have 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 until you submit a no-fee citizenship status change application

• If you have always been a U.S. citizen, submit a Declaration of United States Citizenship (PDF) form

• If you are a naturalized citizen, submit a copy of your Naturalization Certificate

• If you are not a U.S. citizen
  • Submit a copy of the front and back of your visa
  • Submit a signed Declaration of Intent to Become a U.S. Citizen

• Forms are available on the Teachers, Administrators & Certifications website
Welcome to the TIMS “Dashboard” (Home Page)

• Click on “View & Update My Profile” to update your personal information

The TIMS Dashboard lets you:
1. View and Update your demographic and personal profile data
2. View Tests on file
3. Create a New Credential Application
4. Initiate an Emergency Permit Application
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 availability response is required

YOU MUST KEEP YOUR CONTACT INFORMATION UP TO DATE AT ALL TIMES!
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)
- Select the Profile Change Application button on the dashboard (Figure 2)
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. The status of your application is on the dashboard:
   - Pending Additional Documentation: one or more proof items have 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. Wait times are listed on our website.
   - 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 “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, submit a Service Now ticket (refer to the instructions on the next slide)
Teacher Information Management System (TIMS)

For TIMS and Certification Assistance

The Contact Info link at the bottom of the www.education.pa.gov webpage lets you Submit a Ticket

Expect a ticket response within 1-2 business days
For Assistance with TIMS

Certification Assistance Information is on the website:

• The Call Center is open Monday through Friday from 8:00 AM to 4:00 PM. Call 717-PA-TEACH (717-728-3224) or 717-787-3356
• Live Chat is available when the Call Center is open. The chat link is on the Certifications Page (Teachers & Administrators > Certifications, as shown below
• The Center is closed on weekends, state holidays and during emergency closings
Teacher Information Management System (TIMS)

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.