

# **Getting Started with the Teacher Information Management System (TIMS)**

Updated October 2016

## 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)

## 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

# 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)**

# ▶ 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

# 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 16

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', 'EARLY LEARNING', 'K-12', 'POSTSECONDARY & ADULT', and 'TEACHERS & ADMINISTRATORS'. The 'TEACHERS & ADMINISTRATORS' menu is open, showing options: 'CERTIFICATION PREPARATION', 'CERTIFICATIONS', 'SCHOOL FINANCES', 'ACT 48 AND PERMS', 'EDUCATOR EFFECTIVENESS', 'PIMS', and 'MORE...'. The 'CERTIFICATIONS' option is highlighted. The website also features a search bar, a logo for the Pennsylvania Department of Education, and several content sections: 'PDE PARTNERS', 'NEWS', and 'SCHOOLS THAT TEACH'. The footer contains links for 'PDE Online Services', 'PDE Quick Links', 'About PDE', 'Help & Contact Info', 'Agencies', 'Privacy Policy', 'Settings', 'Share', and 'Tech Help'.

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

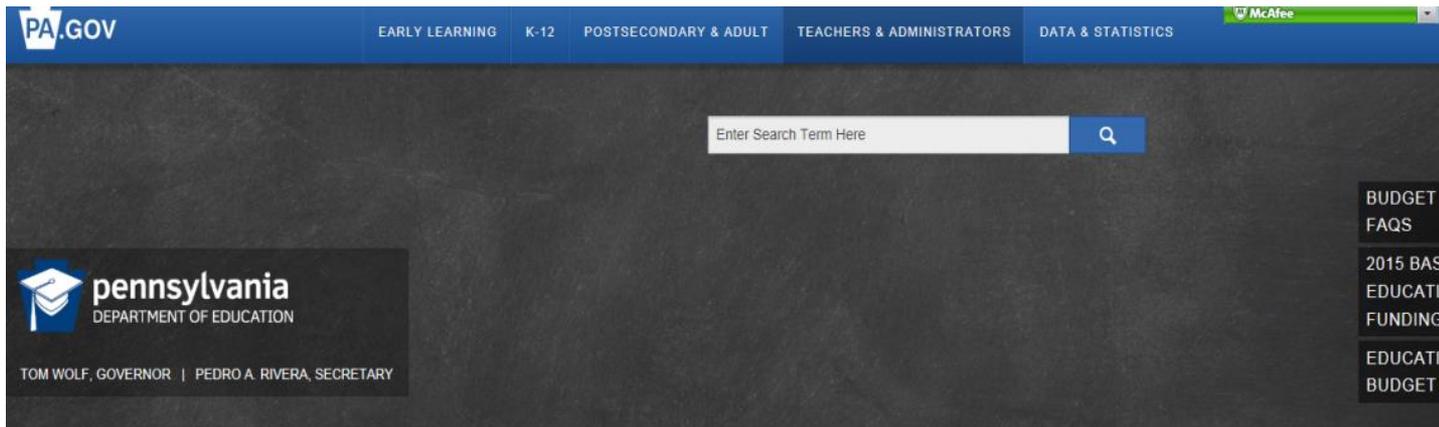


**pennsylvania**  
DEPARTMENT OF EDUCATION

# Teacher Information Management System (TIMS)

## Select TIMS (Certification Application System)

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



PDE > Teachers & Administrators > Certifications

## CERTIFICATIONS

Pennsylvania considers the education of its children to be among the highest priorities of state government and has dedicated many resources toward that end.

In this section, you will find information for those in various stages of certification. Those seeking certification are directed to the Pennsylvania Certification; Certification Frequently Asked Questions; and Certification Testing sections. When applying for certification, visit the Certification Fees and Forms section then apply online using the TIMS link. Staffing guidelines and policies are a resource for employing and properly utilizing certified staff. Finally, the Notice of Education Discipline Actions is available to check on disciplinary actions taken against Pennsylvania certified educators.

You can reach the Bureau of School Leadership and Teacher Quality at 717-PA-TEACH (728-3224) or 717-787-3356 or by clicking [Chat with certification staff](#).

**Certification Staff are available for Phone and Chat on:**

## TIMS

[Teacher Information Management System \(TIMS\)](#)  
[Public Website](#)

[Assistance with TIMS](#)

[TIMS \(Certification Application System\) Log In](#)  
**Note: Application processing time is currently 7 weeks once in "awaiting evaluation" status.**

## RESOURCES



# Teacher Information Management System (TIMS)

## Establish a PDE Portal Login



pennsylvania PA

### MyPDESuite Application Login Screen

Welcome to the application login screen to access your personalized account.

If you are a citizen and have an existing account, enter your Username and Password. If you are a Commonwealth employee, please insert the appropriate domain name in front of your username (example: **cwopalusername**).

Username:

Password:

Log In

If you are a citizen and do not have an account, please click on the Register link to register for a new account.

[Register](#) | [Forgot Password](#) | [Profile](#)

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

The screenshot shows the registration page for the Pennsylvania State of Independence TIMS. The page has a dark blue header with the Pennsylvania logo and the text 'pennsylvania STATE OF INDEPENDENCE'. Below the header is a yellow sidebar with navigation links: 'Login', 'Register', and 'Forgot Password'. The main content area is titled 'Register' and contains a form with the following fields: 'Name Prefix' (dropdown), 'First Name', 'Last Name', 'Name Suffix' (dropdown), 'Company', 'Title', 'Address1', 'Address2', 'City', 'State', 'Zip', 'Phone', 'Fax', 'Email Address', 'User ID', 'Password', 'Confirm Password', 'Question', and 'Answer'. Red asterisks indicate required fields. A 'Start Over' button and a 'Register' button are at the bottom. A note at the bottom right states: '\* Denotes a required field.' A warning message at the bottom of the form reads: '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.'

# 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

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.

## 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

# Teacher Information Management System (TIMS)

## For Assistance With your PDE Log In

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



*Submit a Ticket* or use the *Help & Support* link for log in and provisioning assistance (See the next slide)



Note: This help desk only answers log in questions, not TIMS or certification questions

# Teacher Information Management System (TIMS)

## Assistance With your PDE Log In



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TOM WOLF, GOVERNOR | PEDRO A. RIVERA, SECRETARY

[PDE](#) > Help and Support

## HELP AND SUPPORT

### LOG IN HELP

[Change Password, email address or profile information](#) - You can change your password, email address or update your profile information on your user administration page. You will need to log in and then click the 'Update User Account' link.

[Forgotten Password](#) - If you have forgotten your password you may utilize the forgotten password tool to have a new password emailed to you. Please note that the password will be sent to the email associated with your profile. If the email associated with your profile is incorrect please submit a Help Desk Support request (see below).

[Help Desk Support](#) - If you cannot resolve your problem or answer your question through the resources on this page you may open a ticket with our Help Desk. Fill out the request form and a support person will be in contact with you.

- 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



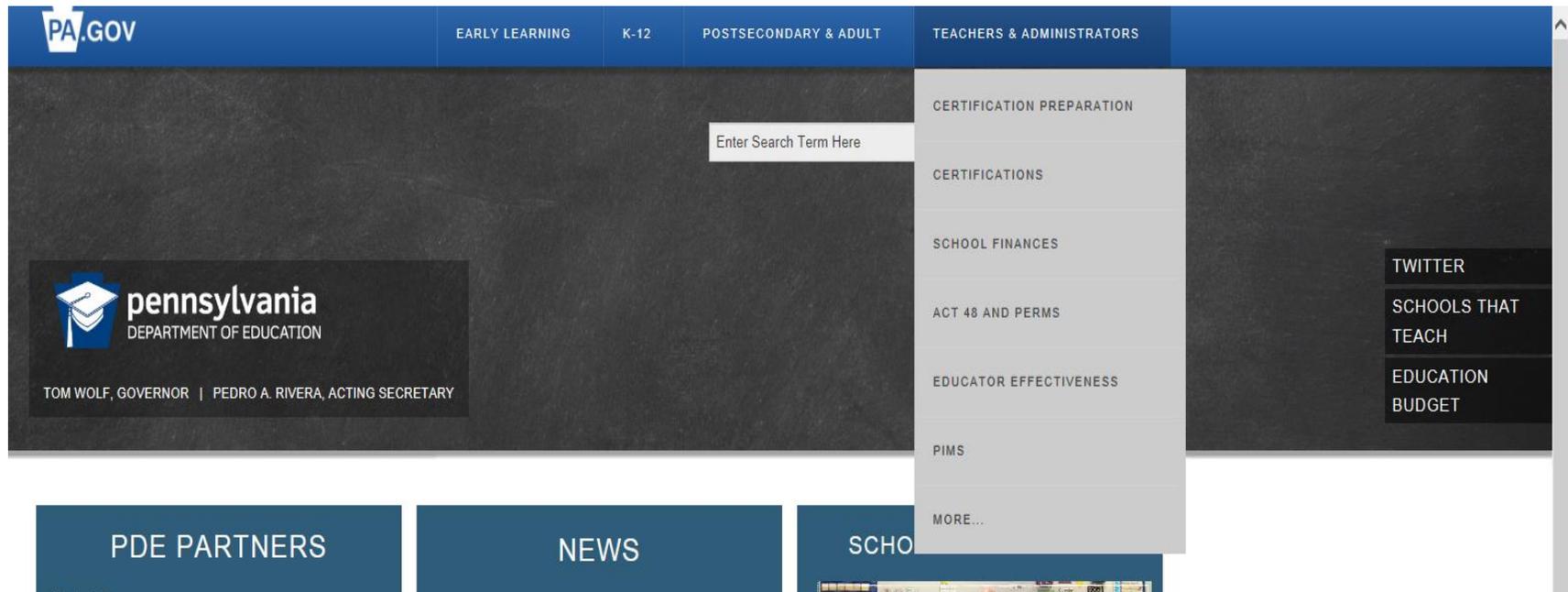
pennsylvania  
DEPARTMENT OF EDUCATION

# 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)



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)*



[PDE](#) > [Teachers & Administrators](#) > [Certifications](#)

## CERTIFICATIONS

Pennsylvania considers the education of its children to be among the highest priorities of state government and has dedicated many resources toward that end.

In this section, you will find information for those in various stages of certification. Those seeking certification are directed to the Pennsylvania Certification; Certification Frequently Asked Questions; and Certification Testing sections. When applying for certification, visit the Certification Fees and Forms section then apply online using the TIMS link. Staffing guidelines and policies are a resource for employing and properly utilizing certified staff. Finally, the Notice of Education Discipline Actions is available to check on disciplinary actions taken against Pennsylvania certified educators.

You can reach the Bureau of School Leadership and Teacher Quality at 717-PA-TEACH (728-3224) or 717-787-3356 or by clicking [Chat with certification staff](#).

Certification Staff are available for Phone and Chat on:

**Use Internet Explorer or Firefox  
to access TIMS.**

## TIMS

**USE INTERNET EXPLORER OR FIREFOX TO ACCESS TIMS.** Chrome and Safari users experience problems using this program

[Teacher Information Management System \(TIMS\) Public Website](#)

[Assistance with TIMS](#)

**[TIMS \(Certification Application System\) Log In](#)**

**Note:** Current application processing time is approximately 11 weeks once in "awaiting evaluation" status.



# Teacher Information Management System (TIMS)

## Log in Using the Name and Password Previously Established

4. Enter your Username and Password, then click on the *Log In* button



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### MyPDESuite Application Login Screen

Welcome to the application login screen to access your personalized account.

If you are a citizen and have an existing account, enter your Username and Password. If you are a Commonwealth employee, please insert the appropriate domain name in front of your username (example: **cwopalusername**).

Username:

Password:

Log In

If you are a citizen and do not have an account, please click on the Register link to register for a new account.

[Register](#) | [Forgot Password](#) | [Profile](#)

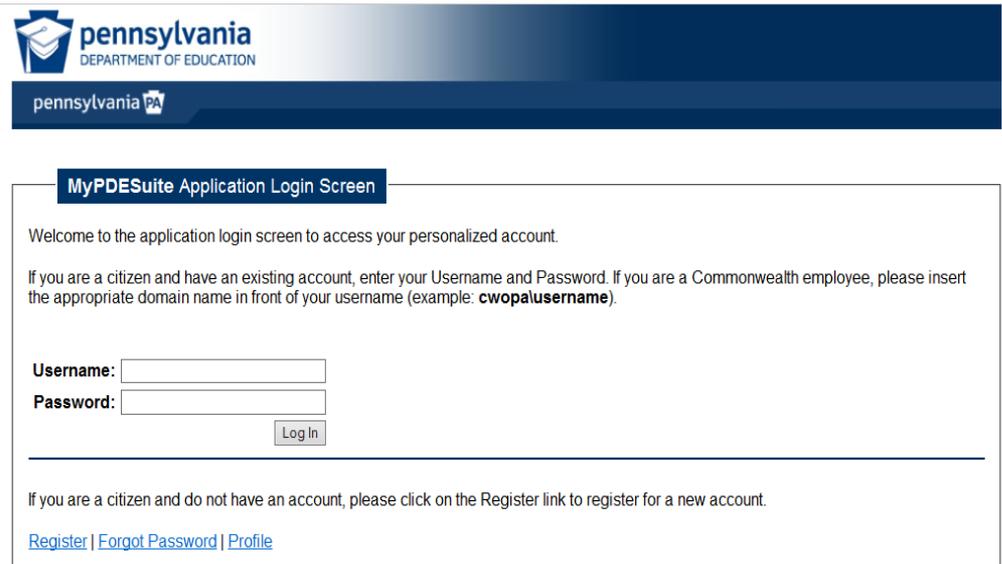
# Teacher Information Management System (TIMS)

## 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



The screenshot shows the login interface for the MyPDESuite application. At the top, there is a header with the Pennsylvania Department of Education logo and the text "pennsylvania DEPARTMENT OF EDUCATION". Below this is a sub-header "MyPDESuite Application Login Screen". The main content area contains a welcome message: "Welcome to the application login screen to access your personalized account." followed by instructions: "If you are a citizen and have an existing account, enter your Username and Password. If you are a Commonwealth employee, please insert the appropriate domain name in front of your username (example: **cwopalusername**).". There are two input fields: "Username:" and "Password:". A "Log In" button is positioned below the password field. At the bottom, there is a link to "Register" and a note: "If you are a citizen and do not have an account, please click on the Register link to register for a new account." Below the note are three links: "Register", "Forgot Password", and "Profile".

# Teacher Information Management System (TIMS)

## 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



### 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

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

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

\* Denotes required information

## ▶ Teacher Information Management System (TIMS)

### If you have Trouble on the Profile Entry Page

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

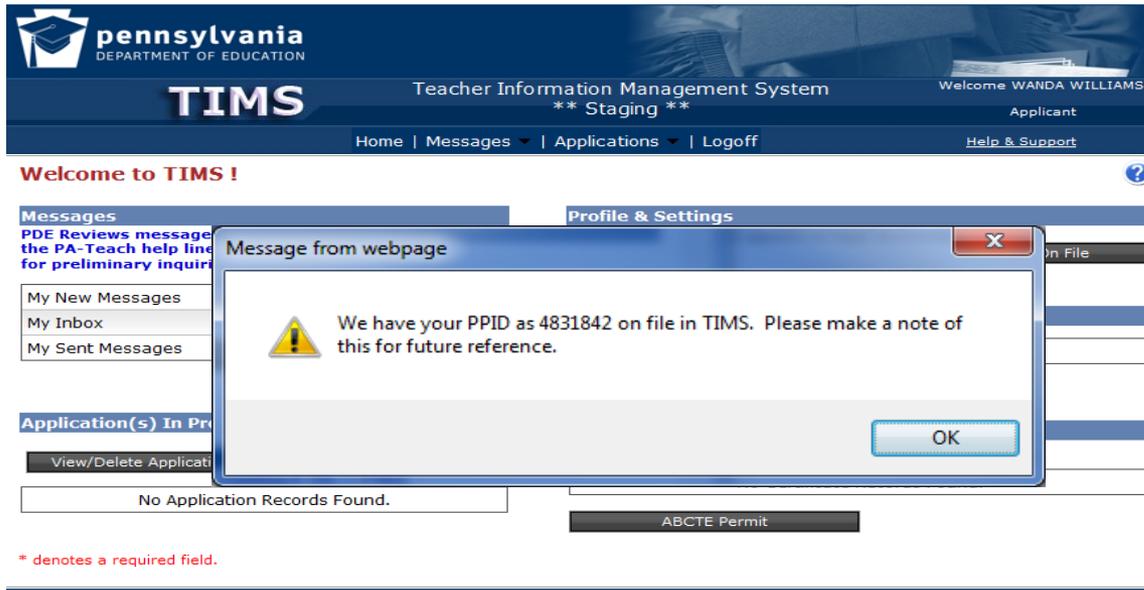
If your date of birth in the system does not match what you enter, you will not be able to move past the profile screen to the home page.

- 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

# Teacher Information Management System (TIMS)

## 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



The screenshot displays the TIMS (Teacher Information Management System) interface. At the top, the Pennsylvania Department of Education logo is visible, along with the text "pennsylvania DEPARTMENT OF EDUCATION" and "TIMS Teacher Information Management System". A navigation bar includes links for Home, Messages, Applications, and Logoff. A user greeting "Welcome WANDA WILLIAMS!" and the role "Applicant" are shown. A "Message from webpage" dialog box is open, featuring a yellow warning triangle 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. The background interface shows sections for "Messages" (with links to My New Messages, My Inbox, My Sent Messages) and "Application(s) In Progress" (with a "View/Delete Application" link). A footer note states "\* denotes a required field."

Click on the OK button to continue

# Teacher Information Management System (TIMS)

## 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

# Teacher Information Management System (TIMS)

## Welcome to the TIMS “Dashboard” (Home Page)

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

**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 Application **3** New Credential Application

No Application Records Found.

**Profile & Settings**

View & Update My Profile **1** View My Tests On File **2**  
Profile Change Application

**Emergency Permit Request**

No Permit Request Records Found.

Emergency Permit Application **4**

**Credential(s)**

No Certificate Records Found.

ABCTE Permit

\* denotes a required field.

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

# Teacher Information Management System (TIMS)

The screenshot shows the 'Update Profile' page in the TIMS system. The header includes the Pennsylvania Department of Education logo and the text 'TIMS Teacher Information Management System \*\* Staging \*\*'. The page title is 'Update Profile'. Below the title is a progress indicator for 'Step 1 : Demographic Details' with a 'Prev' button and page numbers '1' and '2'. 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). There are also links for requesting name, SSN, and citizenship changes. A note states 'Primary Communication will be via email.' and a permission statement: 'If granted a credential, I give my permission to provide demographic information to prospective employers for the purpose of employment.' with Yes/No radio buttons. A footnote indicates '\* 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 availability response is required

**YOU MUST KEEP YOUR CONTACT INFORMATION UP TO DATE AT ALL TIMES!**

# 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)

The screenshot shows the 'Update Profile' page in the TIMS system. The header includes the Pennsylvania Department of Education logo and the text 'TIMS'. Below the header is a navigation bar with 'Home' and 'M' (partially visible). The main content area is titled 'Step 1 : Demographic Details'. It contains several form fields: PPID (8831842), PA SecureID, Name Prefix (Select--), Last Name (WILLIAMS), First Name (WANDA), Social Security Number (22230378), Gender (Select--), Birth Date (5/9/19...), Residence Address (Address Line 1, Address Line 2, City, Zip), Primary Email Address, Secondary Email Address, Phone Number (Home, Work, Cell), and Citizenship Status (US Citizen). There are also links for requesting name, SSN, and citizenship changes. A red circle highlights the 'Social Security Number' field and its associated link. A red asterisk indicates a required field.

\* denotes a required field.

Figure 1

The screenshot shows the TIMS dashboard. The header includes the Pennsylvania Department of Education logo and the text 'TIMS Teacher Information Management System'. Below the header is a navigation bar with 'Home', 'Messages', 'Applications', and 'Logoff'. The main content area is titled 'Welcome to TIMS!'. It contains several sections: 'Messages', 'Profile & Settings', 'Emergency Permit Request', 'Application(s) In Process', and 'Credential(s)'. The 'Profile & Settings' section is highlighted with a red circle and contains buttons for 'View & Update My Profile' and 'Profile Change Application'. The 'Emergency Permit Request' section contains a button for 'Emergency Permit Application'. The 'Application(s) In Process' section contains buttons for 'View/Delete Applications' and 'New Credential Application'. The 'Credential(s)' section contains a button for 'ABCTE Permit'. A red asterisk indicates a required field.

\* denotes a required field.

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](http://www.education.pa.gov) webpage lets you *Submit a Ticket*



PDE ONLINE SERVICES PDE QUICK LINKS ABOUT PDE CONTACT INFO

CONTACT US

Expect a ticket response within 1-2 business days

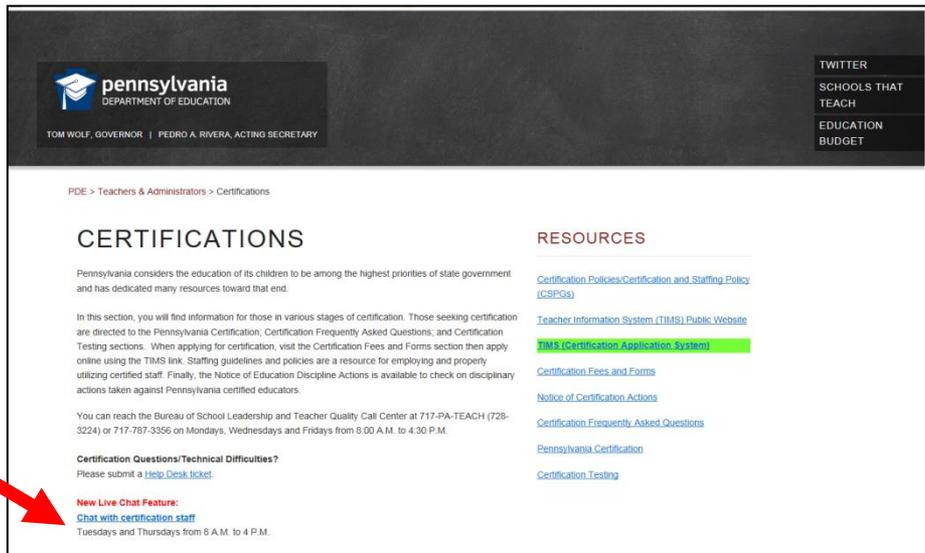


# Teacher Information Management System (TIMS)

## 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



The screenshot shows the Pennsylvania Department of Education website. The header includes the state logo and navigation links for Twitter, Schools That Teach, Education, and Budget. The main content area is titled 'CERTIFICATIONS' and contains introductory text, a 'RESOURCES' section with links to various certification-related pages, and a 'New Live Chat Feature' section. A red arrow points to the 'Chat with certification staff' link in the 'New Live Chat Feature' section.

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

# Teacher Information Management System (TIMS)

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.*