

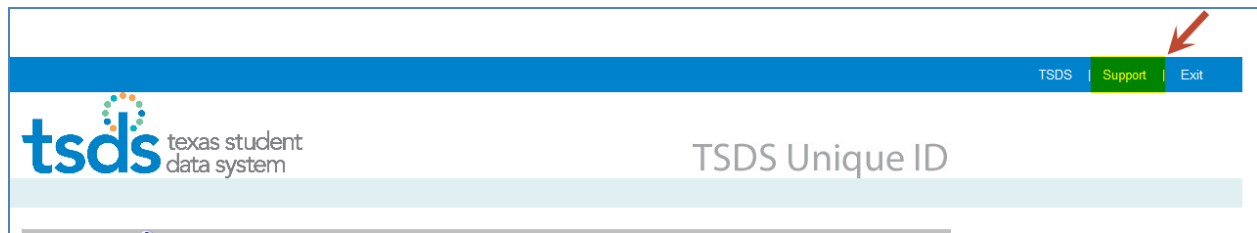
Updated Process for Unique ID Support - Request in TIMS to Retire IDs and Resolve Duplicate SSNs

As a part of the transition, to using the TSDS Incident Management System (TIMS) to support the TSDS Unique ID application, TEA is implementing a new process to make it easier to request that Unique-IDs be retired or to resolve duplicate SSN issues. **This process will replace the previously defined process of opening an EDIT+ CSR and sending a separate email to PIDTECH (pidtech@tea.state.tx.us).**

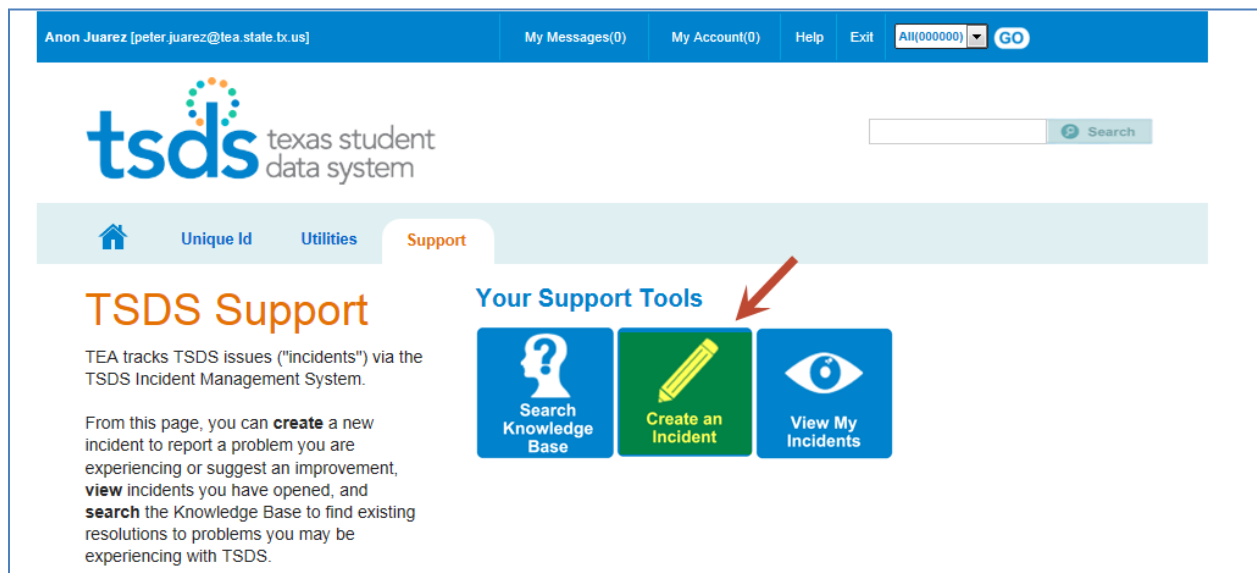
In the new process, LEAs use the TSDS Incident Management System (TIMS) to create an incident when requesting that a Unique-ID be retired or a duplicate SSN issue be resolved.

To create an incident in TIMS:

1. From the TSDS Unique-ID application, click **Support** in the banner at the top of the page.

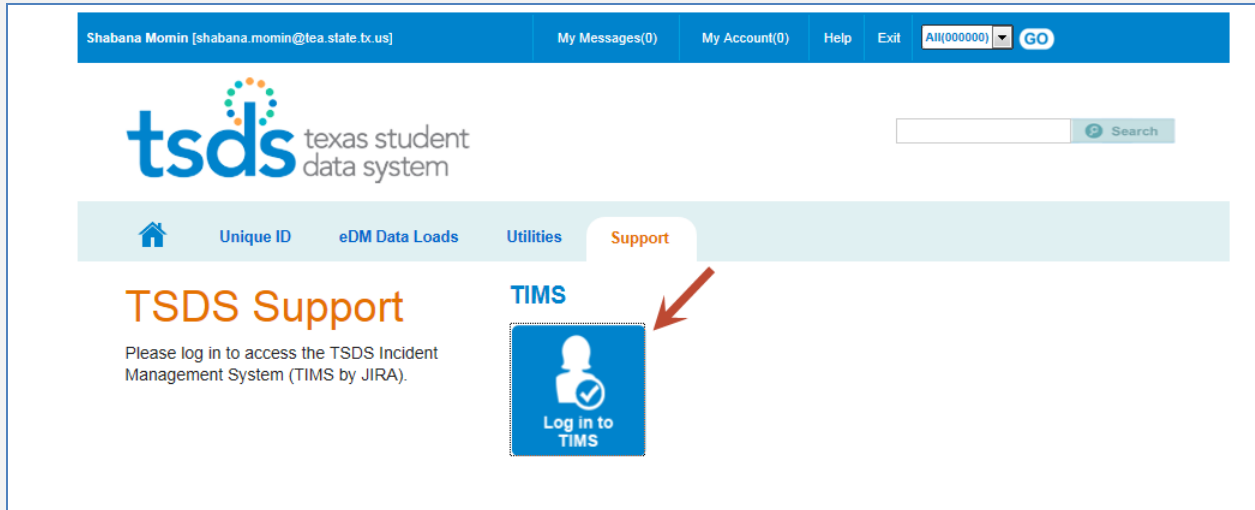


2. Click on **Create an Incident**.



Note: If you are an LEA or ESC support provider and have the TIMS LEA Support or TIMS ESC Support role, the following page is displayed after you click the **Support** link.

1. Click on the **Log in to TIMS** icon.



2. Then click **Create Issue** in the banner at the top of the TIMS Support page.



Sample TIMS Request to Retire a Unique-ID

To request a Unique-ID be retired, use the following example as a guide for the TIMS request.

Note that you should only request an ID be retired if the record belongs to your LEA. If it does not, you must first contact the other LEA involved to collaborate on the issue. Once you both agree on which UID should be retired, the owner of that UID should open the TIMS incident.

Create Issue
Configure Fields ▾

Project* TSDS Support

Issue Type* Problem *Leave Issue Type as Problem

Submitter Name Jane.Doe
The name of the person submitting the issue (or the primary contact if submitting on someone else's behalf).

Submitter Phone* 123-456-7894
Phone number for the person submitting the issue (or the primary contact if submitting on behalf of another).

Submitter Email* jane.doe@tea.state.tx.us
Email address of the person submitting the issue (or the primary contact if submitting on behalf of another).

Submission Date 19/Dec/13 9:50 AM 📅
Date and time the issue was submitted.

Subsystem Unique ID ▾ Select Unique ID from dropdown
The subsystem where the issue occurred (i.e., PEIMS, StudentGPS, User Access, Unique ID)

LEA-Campus* BOB HOPE SCHOOL (123807) None ▾
The Local Education Organization ID (County District Number) plus the text name for the LEA as well as the ID and name of the campus the submitter belongs to, or that is affected by the issue if submitting on behalf of another.

Summary* Retire UID

Description We have discovered a duplicate UNIQ-ID situation involving UID 1234567890 and UID 0987654321. Our district created UID 0987654321 incorrectly, please retire this record.

Severity Medium ▾ ?
NOTE: When choosing the CRITICAL priority level, you are obligating yourself and your district or ESC staff to working around the clock if necessary to resolve this issue.

Attachment Browse... Optionally attach documentation such as a PID report
The maximum file upload size is 10.00 MB.

Environment
For example operating system, software platform and/or hardware specifications (include as appropriate for the issue).

Note: The fields below are read-only and are only set via API calls from the TSDS portal or dashboards.

LEA Name
Populated automatically from LEA-Campus cascading select for Jira-created Issues or passed via API for externally-created Issues.

LEA CDN
Populated automatically from LEA-Campus cascading select for Jira-created Issues or passed via API for externally-created Issues.

Campus Name
Populated automatically from LEA-Campus cascading select for Jira-created Issues or passed via API for externally-created Issues.

Campus CDN
Populated automatically from LEA-Campus cascading select for Jira-created Issues or passed via API for externally-created Issues.

Create another Create Cancel

Sample TIMS Request to Release an SSN Shared by Two Persons

To request an SSN be released because it is being shared by two distinct persons, use the following example as a guide.

Note: First attempt to contact the district that owns the other UID. Often the problem is simply a data entry error in which a number has been transposed; the LEA that made the mistake can correct the Unique-ID record without involving TEA.

If you are unsuccessful in resolving the issue, submit the request to TEA, supplying the email you sent the other district as evidence that you attempted to resolve the issue. In addition, attach a legible copy of the person's SSN card to substantiate the change.

Create Issue
Configure Fields ▾

Project* TSDS Support

Issue Type* Problem Leave Issue Type as Problem

Submitter Name Jane.Doe
The name of the person submitting the issue (or the primary contact if submitting on someone else's behalf).

Submitter Phone* 123-456-7894
Phone number for the person submitting the issue (or the primary contact if submitting on behalf of another).

Submitter Email* jane.doe@tea.state.tx.us
Email address of the person submitting the issue (or the primary contact if submitting on behalf of another).

Submission Date 19/Dec/13 10:15 AM Select Unique ID from dropdown

Subsystem Unique ID
The subsystem where the Issue occurred (i.e., PEIMS, StudentGPS, User Access, Unique ID)

LEA-Campus* BOB HOPE SCHOOL (123807) None
The Local Education Organization ID (County District Number) plus the text name for the LEA as well as the ID and name of the campus the submitter belongs to, or that is affected by the issue if submitting on behalf of another.

Summary* SSN conflict on UID records

Description The SSN we have on our UID record matches the SSN on another district's record. We have tried to resolve the conflict with the other district through email. It has been at least 3 business days but the other district has not responded. Please release the SSN for our district to use on our student's UID record. We have attached a copy of our student's SSN and the email our district sent to the other district requesting resolutions.

Severity Medium Attach supporting documentation including the email to other district and copy of SSN card

Attachment Browse...
The maximum file upload size is 10.00 MB.

Environment
For example operating system, software platform and/or hardware specifications (include as appropriate for the issue).

Note: The fields below are read-only and are only set via API calls from the TSDS portal or dashboards.

LEA Name
Populated automatically from LEA-Campus cascading select for Jira-created Issues or passed via API for externally-created Issues.

LEA CDN
Populated automatically from LEA-Campus cascading select for Jira-created Issues or passed via API for externally-created Issues.

Campus Name
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Campus CDN
Populated automatically from LEA-Campus cascading select for Jira-created Issues or passed via API for externally-created Issues.

Create another Create Cancel