TEAL / ETS Registration Guide

2016-2017

TExES Advising Office
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TEAL (TEA Login) is the security gateway to TEA web resources. To access your Educator Account, you will need a TEAL profile that is set up with access to your profile in the Educator Certification Online System (ECOS).

IMPORTANT!!! Your name is used to connect all your records and is transmitted to ETS. If your name does not match EXACTLY on your Texas Driver’s License/State ID card and on your Educator Certification profile, you will not be able to log in to your Educator Account or register for tests at the Educator Testing Service (ETS). If your name has changed or differs between these sources, STOP, and follow the Name Change Information at the end of this document.
Setting Up Your TEAL Educator Profile

**STEP 1:**

Upon admittance into the Teacher Education program, you should have received two emails in your Eagleconnect account from TEA/TEAL Support containing your username and a temporary password to access the TEAL system. Please retrieve the information from these emails in order to log into the TEAL system. Hint: When you log into your Eagleconnect email account, type the word “TEAL” into the search.

If you no longer have these emails, or did not receive them when you were admitted to the program, please call TEAL Support at 512-936-8400 (Option 1) and request your TEAL username and password. You can also create a ticket online at https://txeduagency.zendesk.com.

**STEP 2:**

To log into your account, go to https://pryor.tea.state.tx.us/.
You can also access this link from the TEA main page by clicking TEAL Login.

NOTE: The TEAL web application is currently only fully compatible with IE 8, IE 9 and IE 10. If you are using a different web browser, you may experience errors while entering passwords, clicking buttons, or navigating pages. The site is not compatible with mobile phones or the Safari browser used on the iPAD.
STEP 3:

Enter the user name and password you received from TEAL emails or TEAL Administrator.

Click **Login**.

**NOTE:** It is suggested that you copy and paste the temporary password into the password box.
STEP 4:

When you log in for the first time, you will need to create a new password.

**Before setting the new password, consider the password guidelines:**

- Must be 8-30 characters
- Must contain the following character types: letters, numbers, and special characters (for example - #, *, $, or @)
- Must not include your username
- Must not contain variations of the word "password"
- Must not contain a character repeated more than 2 times
- Must not be the same as your previous ten passwords

Click in the **Current Password** text box to enter the password you received by e-mail or from the TEAL Administrator.

Type and retype a new password in the **New Password** and **Confirm New Password** fields.

Click the **Submit** button.

**NOTE:** If you receive a message that the password has been rejected for policy reasons, it means that you did not follow the guidelines for the password. Improve your password, and try again.
STEP 5:

After your password has been changed, a **Statement for Assurance** of security provisions will appear. You must agree to these provisions to continue. The same provisions will appear at login every 30 days.

**Read the assurance provisions and click the I Agree button at the bottom of the page.**

If you do not agree to the security provisions, click **Cancel** to exit the application. However, you will be unable to access your educator profile in the TEAL system.
STEP 6:

After you agree to the assurance provisions, the **security questions** page should appear. If it does not, please skip to Step 7 in order to establish your security questions.

The answers to these three questions will be used to recover your password if you forget or lose it. The answers are confidential and will not be used for any other purpose. Be sure to note the exact answer because the computer needs the exact response. For example, suppose you use the question “In what city did you meet your spouse/significant other?” and type the answer *Ft. Davis, Texas*. If, you type the answer *Fort Davis, Texas* or *Ft. Davis, TX*, the computer will not recognize that answer as correct.

![Security Questions Page](image)

After you select and answer all three security questions, click the **Save Changes** button.

A **GREEN** message appears at the top of the page security questions have been updated. After 5 seconds, the page should refresh and you can **move on to Step 8**. You can also click the ‘x’ in the upper right corner to close the confirmation message and return to the main menu.
STEP 7:

If you were not prompted to set up security questions, you will need to do so now.

Click on the My Security Questions link under the Self-Service menu on the left hand side of the screen.

Select and answer the three security questions on the next screen. The answers are confidential and will not be used for any other purpose. Be sure to note the exact answer because the computer needs the exact response. For example, suppose you use the question “In what city did you meet your spouse/significant other?” and type the answer Ft. Davis, Texas. If, you type the answer Fort Davis, Texas or Ft. Davis, TX, the computer will not recognize that answer as correct.

After you select and answer all three security questions, click the Save Changes button.

A GREEN message should appear at the top of the page after security questions have been updated. After 5 seconds, the page should refresh and you can move on to Step 8. You can also click the ‘x’ in the upper right corner to close the confirmation message and return to the main menu.
STEP 8:
The page should refresh after 5 seconds and display the Texas Education Agency’s User and Access Management portal (the TExES Advising Office refers to this screen as “The White Screen”).

NOTE: The White Screen is the portal that will take you to your TEA profile. Using the Self-Service menu on the left hand side of the White Screen, you can update your personal information (address, phone number, email) by clicking on Edit My Profile. You can also utilize the Change My Password and My Security Questions features if you need to change or update any of your login information.

If the page does not refresh, click on the Access Applications link under the Self-Service menu.

When you first see the White Screen, you will see one of two options.

OPTION 1: Under the Access Applications tab, you will see a blue link that says Educator with your TEA ID number beneath it. If you do not see this, go to OPTION 2 on page 9.

If you see the educator link, write down your TEA ID number in a secure place. You will need this number throughout your program.

Proceed to the next section of this guide, Accessing Your TEA Educator Profile, on page 12.
OPTION 2: Under the **Access Applications** tab you will see a blue link that says **Apply for Access**.

If you see this link, click on **Apply for Access**.

The next screen is the Application Accounts which allows you to request access to your educator profile.

1. Click **Request New Account** button (B).
2. Click on **ECOS for Educators** row in the list of available applications (C).
3. Click **Go to Account Details Form** button at bottom of page (D).
You will see a screen that will ask for your personal information, such as Social Security Number and birth year.

- Provide the requested information.
- Under the Organization Type, select **Educator**.
- If you do not know your TEA ID number, leave it blank.
- Click the **Create** button.

A **GREEN** message will be displayed indicating your credentials were successfully created and TEAL will create a new Educator account.

A **RED** error message means the attempt to create a new account failed.

**NOTE:** Please contact TEAL Support at 512-936-8400 (Option 1) regarding any error messages, or submit a ticket at https://txeduagency.zendesk.com.
Once your Educator account has been successfully created, you should now see the following screen when clicking on Access Applications.

If you do not see the blue Educator link, call TEAL Support at 512-936-8400 (Option 1) for assistance.

If you see the blue Educator link, write down your TEA ID number in a secure place. You will need this number throughout your program.

Proceed to the next section of this guide, Accessing Your TEA Educator Profile, on page 12.
Accessing Your TEA Educator Profile

STEP 1:

Click on the Educator link above your TEA ID number on the Texas Education Agency User and Access Management screen (White Screen).

![TEA ID Screen](image)

STEP 2:

You will be directed to the State Board for Educator Certification screen. The TExES Advising Office calls this the “Blue Screen.” When you access the Blue Screen, you will see a screen requesting you to update your personal information.

![Blue Screen](image)

You will need to fill in any field that has a RED asterisk (*) next to it. If you fail to fill out the profile, you will not be able to create a testing account for your exams. Fields that are greyed out can only be changed by a TEAL administrator.

Make sure that every field has been filled in, then click Continue at the bottom of the page.
STEP 3:

After you have successfully filled in all the biographical fields, your screen should look like the following:

You will only use the Blue Screen to apply for certifications, view issued certificates, and view which TExES exams you have been approved for by navigating the menu on the left hand side of the page. **You will not use the Blue Screen to register for your exams.**

You are now ready to obtain your TEA ID number and create your ETS Testing Account to register for certification exams.

**Proceed to the Obtaining Your TEA ID Number section on page 14 of this guide.**
Obtaining Your TEA ID Number

**STEP 1:**

You can access your TEA ID Number on either the **User and Access Management** (White Screen) portal, or the **State Board for Educator Certification** (Blue Screen) page.

Your TEA ID Number is assigned to you upon acceptance into the Teacher Education Program. Like your Social Security Number, you should take time to memorize this number, as it will follow you throughout the rest of your career as an educator.

To view your TEA ID Number through the White Screen, click on the on the **Access Applications** tab.

Your TEA ID Number will be listed under the blue **Educator** link.

To view your TEA ID Number through the Blue Screen, click on the on the blue **Educator** link from the User and Access Management (White Screen) portal.

Your TEA ID Number will be in the center of the screen at the top of the page, next to your name.

You are now ready to create your ETS testing account for your certification exams. **Proceed to the Creating Your ETS Account section on page 15 of this guide.**
Creating Your ETS Account

**STEP 1:**

Before you begin, please make sure you have completed all steps of Accessing your TEA Educator Profile on pages 12-13. If you have not completed your profile, you will not be able to create your testing account.

Once you have completed your TEA Educator Profile and obtained your TEA ID Number, go to the ETS Testing company’s website at [http://www.texas.ets.org](http://www.texas.ets.org). You will use this website to register for all TExES certification exams.

Click on **Your Account** located along the top of the page above “Welcome”.

**STEP 2:**

Scroll to the bottom of the page and click on **New User**.
STEP 3:

You will then be directed to the New User account setup page (all information must match what was entered in your TEA account).
- Enter your TEA ID#
- First Name
- Middle Initial (optional)
- Last Name
- Date of Birth
- Email Address

Click **Next** when all information is entered. You will be directed to the Personal Information screen.

Verify that all of your Personal Information (name, address, etc.) is correct and answer the language questions at the bottom of the page. You may also opt to receive updates by email or text message. After you make your selections, click **Next**.
**STEP 4:**

You will need to create a personal Username, Password and Password Reminder. The Password Reminder may be a single word or phrase that will help you remember your password. You may use the same username and password as your TEAL login if it helps keep things simple, or you may create one that is easier to remember.

Once you have your desired username and password, Click **Create**.

Once you have successfully created your ETS username and password, you will be directed back to a Welcome screen, with you information in the middle of the page and a menu bar to the left.

You are now ready to begin registering for your TExES exams, as demonstrated in the **Registering for Certification Exams** section of this guide on page 18.
Registering for Certification Exams

**STEP 1:**

You will need to access the ETS Testing website (http://texas.ets.org) each time you need to register for a TExES exam. If you are not already logged into your ETS account, go ahead and log in now by clicking on Your Account at the top of the page, and then clicking on Go to Login.

Enter the username and password you created for your testing account.

**STEP 2:**

To register for your certification exams click Register for a Test (located in the middle of the screen as well as on the left-hand side).
STEP 3:

Each time you register for an exam, you will see the Online Registration, Cell Phone Policy, and Alternative Testing Arrangements informational page. Read and review this page, then click Register at the bottom of the screen.
STEP 4:

Read the Compliance with Rules information and check all boxes to indicate your acceptance to comply with the testing rules. You cannot proceed to the registration screen until all boxes have been checked. Click Next after all boxes are checked.

STEP 5:

You will see the Schedule a Test screen. The drop down menu will show which exams you currently have available to you. Click on the exam you wish to schedule, then click the Select button to the right.
STEP 6:

Once you click the Select button, the next menu item will become available. Proceed as before in step 5 by selecting the appropriate option and clicking Select after each option. You will be asked to define the following parameters in order to schedule your exam. You must pick an option in each of the menus in order to complete the registration. The menu options are:

Select Test
Select the appropriate exam from the exam drop down menu. Click Select.
NOTE: Some exams are offered as both Paper Based Tests (PBT) and Computer Administered Tests (CAT). You must select the appropriate version-PBT for Paper or CAT for Computer-in the first step if applicable. If you do not see the option for PBT, then the exam is only offered on the computer.

Select Location
Select either Texas or non-Texas testing centers. Click Select.
NOTE: Non-Texas option-If you will be traveling out-of-state or out-of-country during the time you need to test, you will be able to choose a testing center in other parts of the world that have approved ETS Testing locations.

Select City
Select the appropriate city from the city drop down menu. Click Select.
NOTE: If you are looking for a specific city (e.g. Denton) and it does not show up under the list of cities, then the testing centers in that particular city have no available seating for their current testing schedule. Most testing centers open their testing schedule six months in advance to allow for scheduling options, however the center in Denton only opens their available calendar one month in advance. For example, if you want to schedule an exam in Denton in the month of December, the December availability schedule will be opened at the beginning of November. Once centers fill up and no longer have seating options, they will no longer show on the list of cities. Please do not call the TExES Advising Office regarding scheduling conflicts; we do not have any control over test center availability. It is your responsibility to plan in advance for your exams and schedule in a timely fashion.

Select Testing Center
Select the appropriate testing center from the testing center drop down menu. Click Select.

Select Date
Select the appropriate date from the date drop down menu. Click Select.
NOTE: If you are not satisfied with the dates listed, try changing testing centers if there was more than one for the city you selected, or choose a different city. Be aware that if your exam is on a Limited-Administration schedule, you may not have many options available for dates and may need to wait until the next administration of the exam to register.

Select Time
Most tests are offered at both morning and afternoon sessions. Select the appropriate session from the time/session drop down menu. Click Select.
NOTE: Some exams are only offered during one session-morning or afternoon so you may not be given a choice. The actual time for your exam will be listed on your admission ticket. You will have the opportunity to review the actual time of the exam before submitting payment.

Edit Options
If at any time during registration you wish to make changes or view other options, simply click the Edit button next to the option you wish change.
NOTE: Editing options will undo any selections you have made below the edit point.
**STEP 7:**

After you are satisfied with your selections, click **Add Test**.

**STEP 8:**

Review your test selection. Verify your testing information is correct and review the exam start time and check-in time. Take note that the Reporting Time for your exam is earlier than the start time. You must be there by the reporting time. If you are late, the testing center will not allow you to test and you will not be refunded.

You will need an admission ticket for each test that you register for. Your admission ticket will be available to view and print upon completion of this registration and until the test date.
STEP 9:

If you wish to register for another test, click **Add Another Test** (located at the bottom of the screen) and repeat the above steps for registration.

If you do **not** wish to register for another test, check the box to be notified via e-mail when your scores are available and check the Test Cancellation Policy acknowledgement box.

**Click Next** to proceed to the payment screen.

**NOTE:** You must pay for your exam before logging out. You will not be able to log-out and return to pay. The system will not save your exam registration if payment is not submitted.
STEP 10:

As of July 23, 2016, ETS began using a new payment system through Texas.gov. You will see a warning that you must process two payments – the testing fee of $131.00 and a convenience fee that is paid to Texas.gov. If you plan to test at an international test center, be aware that you will pay a higher fee than those who are testing at US testing center.

NOTE: The number of exams you have in your cart at checkout will determine the amount of fees you will pay to Texas.gov.

Click Next at the bottom of the screen to proceed to the Shopping Cart.
**STEP 11:**

Once in your Shopping Cart, you will see the exam(s) you have registered for with all exam details (date, time, and test center location). You will also see the exam cost, the fees, and the total price. You can edit or remove any test you have registered for, or you can click on **Checkout** to continue to the payment screen.

**STEP 12:**

Click on the **Pay Now** button. You will be taken to the Texas.gov website to complete the transaction.
STEP 13:
Enter all information that is denoted by an asterisk (*), as well as your email address. Use an email address that you will actually check. Click Next.
**STEP 14:**

Enter or verify the information in the Address and Email Address boxes, then enter your payment information and click **Next**.
**STEP 15:**

Verify all information you have entered. Enter the CAPTCHA/Verification code. Click **Submit Payment**.
STEP 16:

Your Admission Ticket is confirmation that your payment was successful and that your test has been scheduled. At the top of your ticket, you will see the test information, reporting time, exam time, test date, and center location.

At the bottom of your ticket, you will see the test cancellation policy and your payment information and exam/fees total.
STEP 17:

Print your Admission Ticket by clicking Print in the upper right-hand corner of the Admission Ticket. If you registered for multiple exams print the Admission Ticket for each one. If you do not have access to a printer at the time of registration, you will be able to log into your ETS account at a later time and print your admission ticket.

NOTE: We recommend that you print your Admission Ticket now and re-print it the day before your scheduled exam. Should ETS (testing company) or the testing center you selected need share information with you it will be listed on the Admission Ticket.

You will be able to modify, cancel and reschedule your exam before the day of your test. View the ETS Registration Bulletin for canceling and rescheduling policies, as you will incur fees for any changes you make to your registration. All fees for changing/cancelling exam, score reviews, and late fees will be process through the ETS website.

Please direct questions regarding the test registration process to the ETS Customer Service center at 1-800-205-2626.
Changing Your Name with TEA

The new process to submit a change or correction of name, gender or date of birth requires individuals to email the following required documents along with a daytime telephone number:

1. Current state driver’s license or state ID
2. Last four digits of social security number
3. Previous name
4. Out-of-Country educators who do not hold a state-issued driver’s license may submit a copy of a current passport
5. A current email address and valid daytime telephone number.

Individuals should scan documents and email them to: namechange@tea.state.tx.us

OR

Mail the documents to

TEA-CRT, 5th Floor
1701 North Congress Avenue,
Austin, TX 78701.

Please allow 7 to 10 business days for processing.

It is advisable that test takers request and receive verification that name changes have been processed prior to test registration. If names on ID documents, admission tickets and the test center roster do not match, test takers may not be able to test.