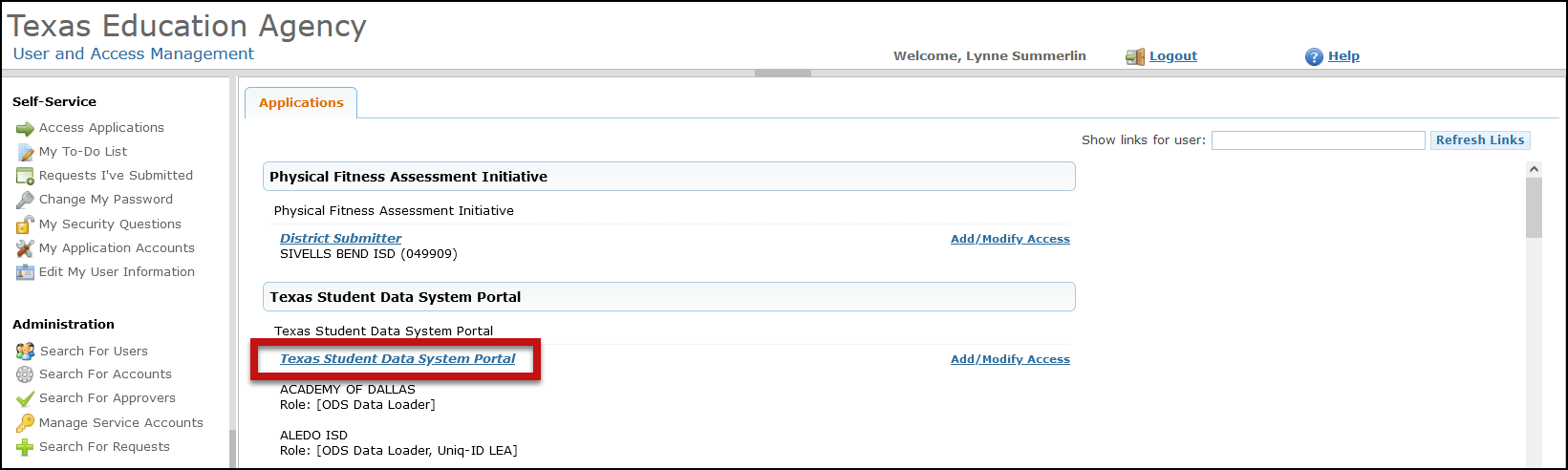
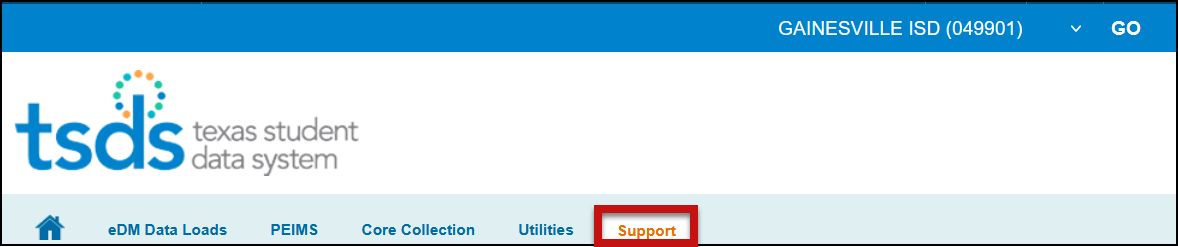


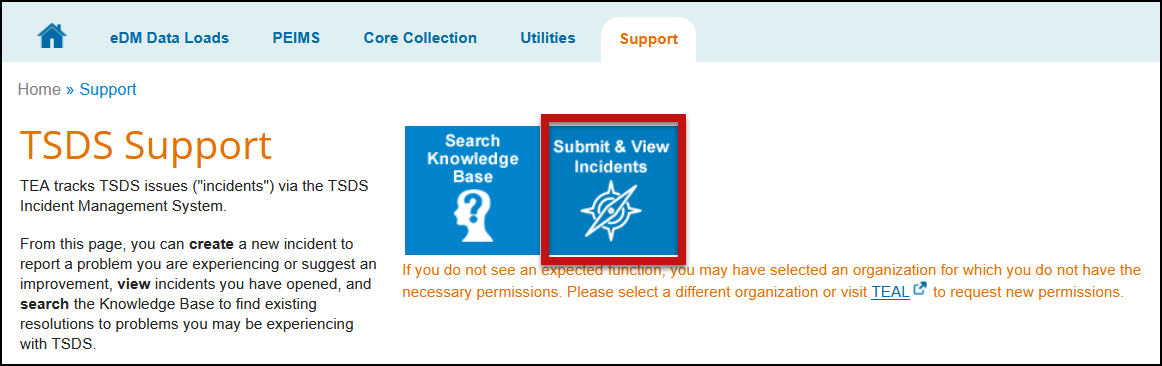
**TSDS Parallel TIMS Tickets**

The TSDS Incident Management System is used to track TSDS issues. From the Support link, districts may search Knowledge Based articles, submit an incident, or view incidents that have been previously submitted.

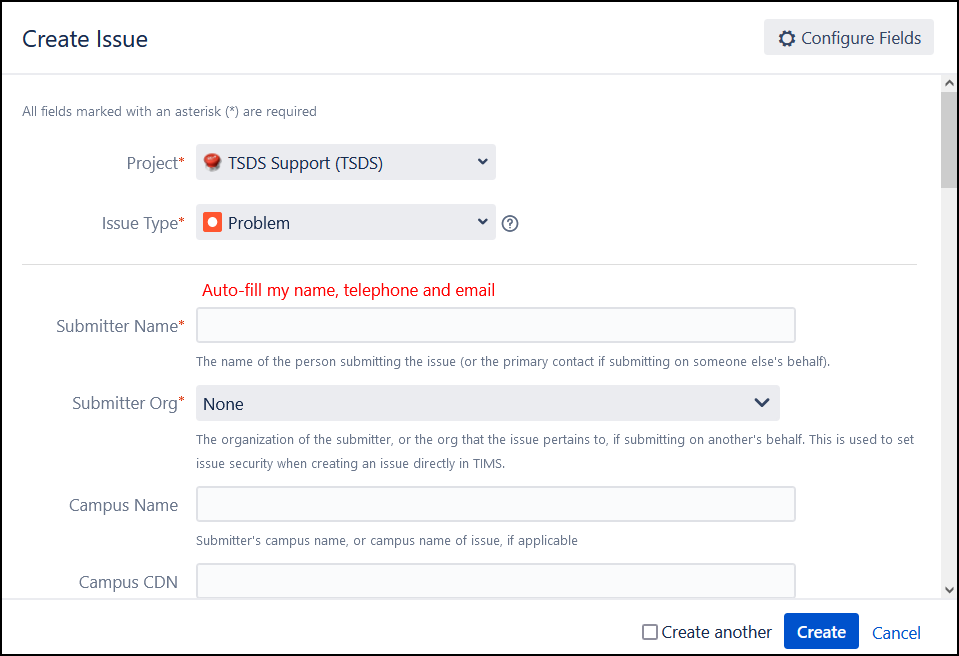
1. Log into **TEAL**.
2. Click on **Texas Student Data System Portal** link.
3. Click on **Support**.



1. To enter or view a ticket, click on **Submit & View Incidents**.



1. Click **Create**.
2. Enter the information as it applies to the issue experienced. Select **TSDS Upgrade Project** for the Subsystem and the component the issue relates to.



A screenshot of a computer

Description automatically generated

1. Click **Create.**
2. Escalate the ticket to **Level 2 – ESC Region 11**.

**Category Guidance for TSDS Parallel TIMS Tickets**

**API –** Use to report configuration or connectivity issues

**Application** – Use to report PEIMS or Core application issues, such as promotion errors

**DMC** – Use to report issues with Key/Secret, Level 1.5, or Level 2 Validations

**Reports** – Use to report PEIMS or Core report issues

**Rules** – Use to report PEIMS or Core rule issues

**SDK/Staging** – Vendors Only use to report issues with the SDK or Staging environment

**TEDS** – Use to report issues with the data standards or to request clarification on reporting requirements

**Training Materials** – Use to report issues with training materials or provide feedback

**Other** – Use for all other issues that do not fall within one of the above categories