

TEAL Quick Reference for Creating and Managing TSDS Web Service Accounts

The Texas Student Data System (TSDS) uses web services for Unique ID and for the Data Transmission Utility (DTU). For security purposes, it is necessary to authenticate each web service with a user name and password. Each district, charter school, or other user organization must set up at least one service account for each web service used. There are two steps to this process:

1. The first step is to set up at least one user within the organization as a Service Account Manager. To be set up, the user must submit a request in TEAL and it must be approved by the primary (or alternate) approver for the organization. (Once this approval occurs, the user can manage all service accounts within the organization.)
2. After the request for the Service Account Manager is set up, that user must log on to TEAL and request a new service account. In this step, the Service Account Manager indicates which web service will use the account. Once this request is approved, a web service user name and password is generated. These credentials must be entered in an application in order for it to be able to use the web service. Service account passwords expire after one year. Service Account Managers receive notification thirty days in advance of the expiration of a password.

Request Service Account Manager Status

After logging into TEAL, follow these steps to request Service Account Manager status:

1. Click **Edit My Profile**.
2. At the bottom of the page, click the **Service Account Manager Status** link.
3. Click **Request Service Account Manager Status**.
4. When the Service Account Manager Details popup is displayed, enter the Organization for which you are requesting Service Account Manager status and click **Submit**.

Approve or Reject Service Account Manager Requests (Organization's Primary /Alternate Approver)

IMPORTANT: Service Account Manager status is approved at the Primary organization (district or charter school) level only. TEA does not provide a secondary level of review or approval for this status. Once a user enters a request for the Service Account Manager, the Organization Approver (district superintendent, for example) receives an email indicating Service Account Manager status and must act upon the request. To approve or reject the request, perform the following steps:

1. Log in to TEAL and click on **pending activities**.
2. When the list of pending activities is displayed, click on the request and review the **Item Details** section.
3. To approve the request, click **Approve**. To reject the request, click **Reject**. The user receives an automated email indicating whether the request is approved or rejected.

Managing Service Accounts

A user with Service Account Manager status can manage TSDS web service accounts for the organization. This functionality includes the ability to request new service accounts, reset passwords associated with a service account (required yearly), and the ability to delete a service account. To perform these functions, the user must:

1. Log in to TEAL and click **Manage Service Accounts**.

2. Select the web service from the **Application** dropdown, enter an Administration email address (optional) and click **Submit**.

Approve /Reject Service Account Requests (Primary Approver)

IMPORTANT: Service Accounts are approved at the Primary organization (district or charter school) level only. TEA does not provide a secondary level of review or approval for these accounts. Once the service account is requested, the Organization Approver receives an email and must act on the request. To approve or reject the request:

1. Log in to TEAL and click on **pending activities**.
2. In the list of pending activities, click on the service account request and review the **Item Details** associated with the request.
3. To approve the request, click **Approve**. To reject the request, click **Reject**.
 - a. If the request is approved, the user who submitted the request receives two separate email notifications, one with the web service user ID, and the other with the password. These credentials are entered into applications (such as the Student Information System), that use the web service.
 - b. If the request is rejected, an email is sent to the requestor.

Reset a Service Account Password (Service Account Manager)

Any Service Account Manager can reset a password for any of the organization's TSDS web service accounts. To do this, perform the following steps:

1. Log in to TEAL and click **Manage Service Accounts**.
2. Check the checkbox next to the service account for which you want to reset the password and click **Reset Password**.
3. Click **OK** when the confirmation is displayed.

Note: When this action is performed, all service account managers for the organization receive an email with the new password for the web service. Any software applications using the previous password will not function until the new password is provided within the application.

Delete a Service Account

Service Account Manager can delete any of the service accounts. To do this, perform the following steps:

1. Log in to TEAL and click **Manage Service Accounts**.
2. Check the checkbox next to the service account you want to delete, and click **Delete Service Account**.
3. Click **OK** on the confirmation message.

Note: All users with service account manager status for the LEA are notified by email when a service account is deleted. Any software application using the web service credentials associated with the deleted account will no longer be able to use the web service in its processing.

Revoke Service Account Manager Status

A service account manager can revoke his/her service account manager status. To do this, perform the following steps:

1. Login to TEAL and click **Edit My Profile**.
2. Click **Service Account Manager Status**.
3. Click **Revoke Selected Status**.
4. Click **OK** on the confirmation message.

IMPORTANT: An LEA that needs SAM status revoked for a previous employee or other user must contact computer.access@tea.state.tx.us.