

# Texas Student Data System

Unique ID(UID), Enrollment Tracking(ET) & TIMS Tickets

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# Texas Student Data System

The [Texas Student Data System](#) portal is your access to the TSDS Unique ID (UID), Enrollment Tracking (ET) and the TSDS Incident Management System (TIMS).

**\*\*You must have TEAL access before you can request TSDS access.**

# UNIQUE ID (UID)

Unique ID (UID):

TSDS uses an identity management system called [Unique ID](#), which will ensure that each student and staff has only one unique identification number. Local education agencies (LEA-Texas school districts and charter schools) will be responsible for loading assigned Unique IDs locally and for adding and maintaining records in the Unique ID application.

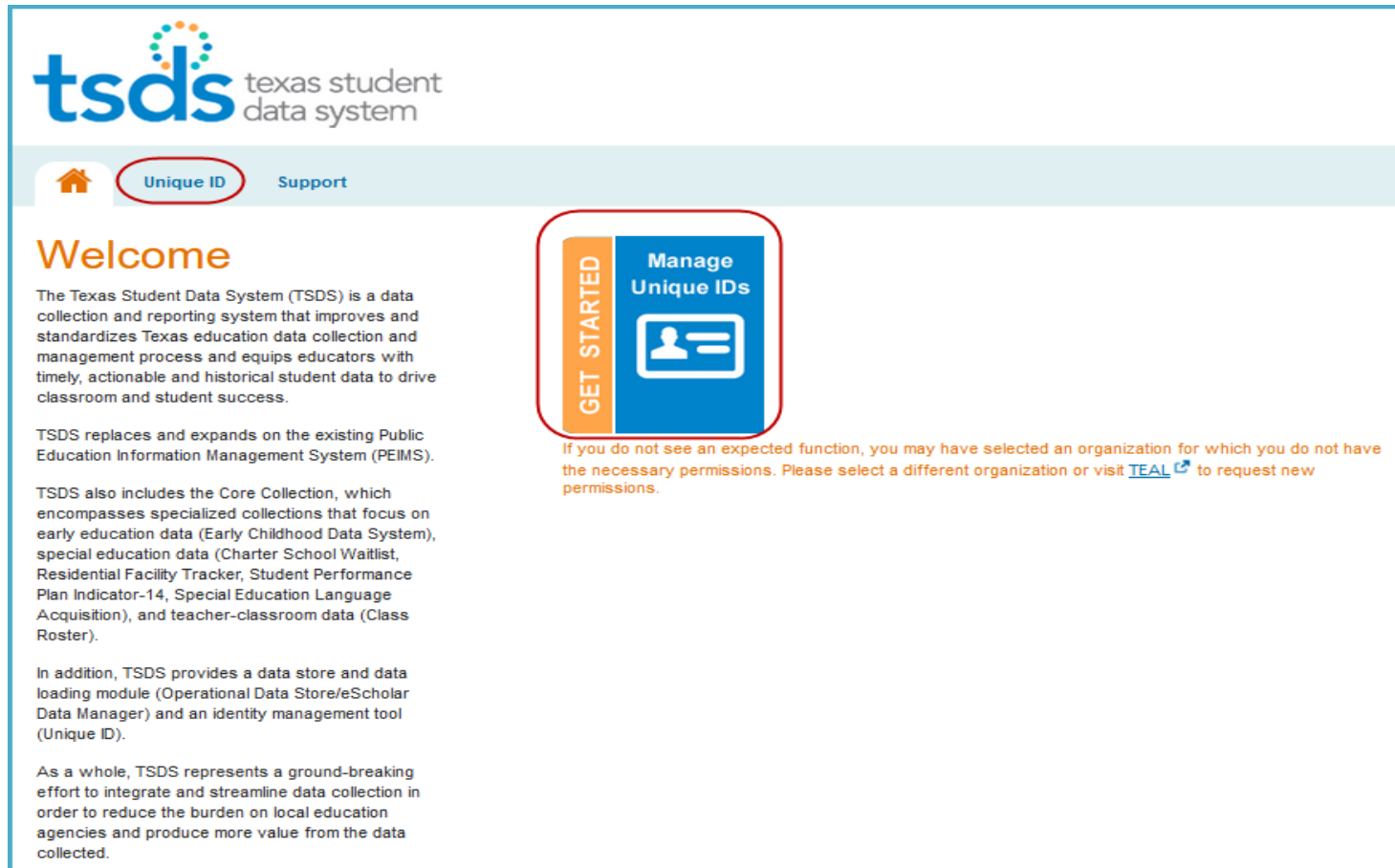
TSDS Portal Roles

There are different roles to apply for depending on the person's position.

- Uniq-ID LEA – can search and update (district level)
- Uniq-ID Campus – can search and update (campus level)
- Uniq-ID Search – can search and view only (this role is commonly for campus clerks to search for a student UID before entering into SIS.)

# MANAGE Unique ID: Getting Started

1. Log into TEAL
2. Click on TSDS Portal
3. Click Unique ID or Manage Unique IDs



The screenshot shows the TSDS (Texas Student Data System) portal. At the top left is the logo for 'tsds texas student data system'. Below the logo is a navigation bar with a home icon, a 'Unique ID' button (circled in red), and a 'Support' link. The main content area features a 'Welcome' section with introductory text about the system. To the right of the text is a blue button labeled 'Manage Unique IDs' with a user icon, and a vertical orange bar to its left that says 'GET STARTED'. Below this button is a red-bordered box containing a message: 'If you do not see an expected function, you may have selected an organization for which you do not have the necessary permissions. Please select a different organization or visit [TEAL](#) to request new permissions.'

**tsds** texas student data system

Home Unique ID Support

## Welcome

The Texas Student Data System (TSDS) is a data collection and reporting system that improves and standardizes Texas education data collection and management process and equips educators with timely, actionable and historical student data to drive classroom and student success.

TSDS replaces and expands on the existing Public Education Information Management System (PEIMS).

TSDS also includes the Core Collection, which encompasses specialized collections that focus on early education data (Early Childhood Data System), special education data (Charter School Waitlist, Residential Facility Tracker, Student Performance Plan Indicator-14, Special Education Language Acquisition), and teacher-classroom data (Class Roster).

In addition, TSDS provides a data store and data loading module (Operational Data Store/eScholar Data Manager) and an identity management tool (Unique ID).

As a whole, TSDS represents a ground-breaking effort to integrate and streamline data collection in order to reduce the burden on local education agencies and produce more value from the data collected.

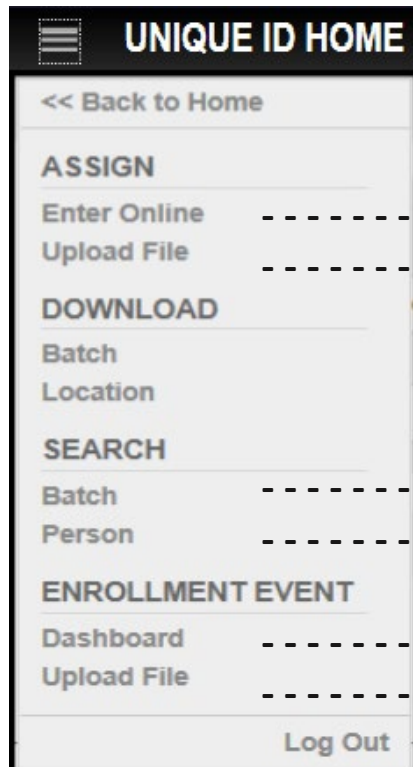
**GET STARTED** Manage Unique IDs

If you do not see an expected function, you may have selected an organization for which you do not have the necessary permissions. Please select a different organization or visit [TEAL](#) to request new permissions.

# Unique ID Home Menu: Search

UNIQUE ID HOME MENU a.k.a Hamburger Menu

Click on the hamburger menu  to view all options.

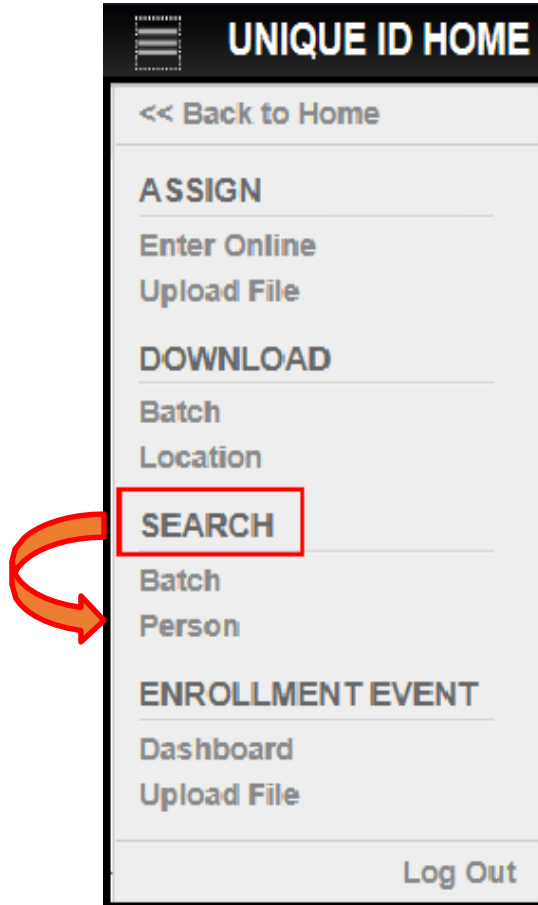


Manually enter student/staff demographics to create a UID#  
Upload an exported file from your SIS to create UID#

Look for a specific file that has been uploaded.  
Look for a specific student or staff member.

View all files that have been uploaded.  
Upload an exported file from your SIS with all your students who've enrolled/withdrew or had a status change.

# Unique ID Home Menu: Search



Under Search: Click Person

Search feature you have three options to choose from:

1. Basic Search (First & Last Name)
2. ID Search (UID, SS/State ID# or Alias)
3. Advanced Search

# Unique ID Search Feature: Three Options

BASIC SEARCH TAB: First name or initial and Last name or initial w/DOB option.

The screenshot shows a search interface with three tabs: BASIC SEARCH, ADVANCED SEARCH, and ID SEARCH. The BASIC SEARCH tab is selected and circled in red. Below the tabs are five input fields: First Name (with an asterisk), Middle Name, Last Name (with an asterisk), Suffix (a dropdown menu), and Date Of Birth (three dropdown menus for mm, dd, and yyyy). At the bottom left, there is a note "(\*) Required". At the bottom right, there are two buttons: CLEAR and SEARCH.

# Unique ID Search Feature: Three Options

ADVANCED SEARCH TAB: (please note any field that has an \* by it is a required field).

The screenshot displays a search interface with three tabs: BASIC SEARCH, ADVANCED SEARCH (highlighted with a red circle), and ID SEARCH. The interface is divided into two main sections: GENERAL INFORMATION and LOCATION / ENROLLMENT INFORMATION.

**GENERAL INFORMATION**

FIRST NAME *	
MIDDLE NAME	
LAST NAME *	
ALT LAST NAME	
SUFFIX	▼
GENDER	▼
DATE OF BIRTH	mm ▼ / dd ▼ / yyyy ▼
ETHNICITY INDICATOR	▼
ETHNICITY/RACE	▼
RACE 2 CODE	▼
RACE 3 CODE	▼
RACE 4 CODE	▼
RACE 5 CODE	▼
SSN	- -

**LOCATION / ENROLLMENT INFORMATION**

PERSON TYPE	▼
GRADE LEVEL	▼
CAMPUS	
LEA	
RES DISTRICT	
SCHOOL YEAR	
LOCAL ID	
SOURCE SYSTEM	▼

(\*) Required

CLEAR SEARCH



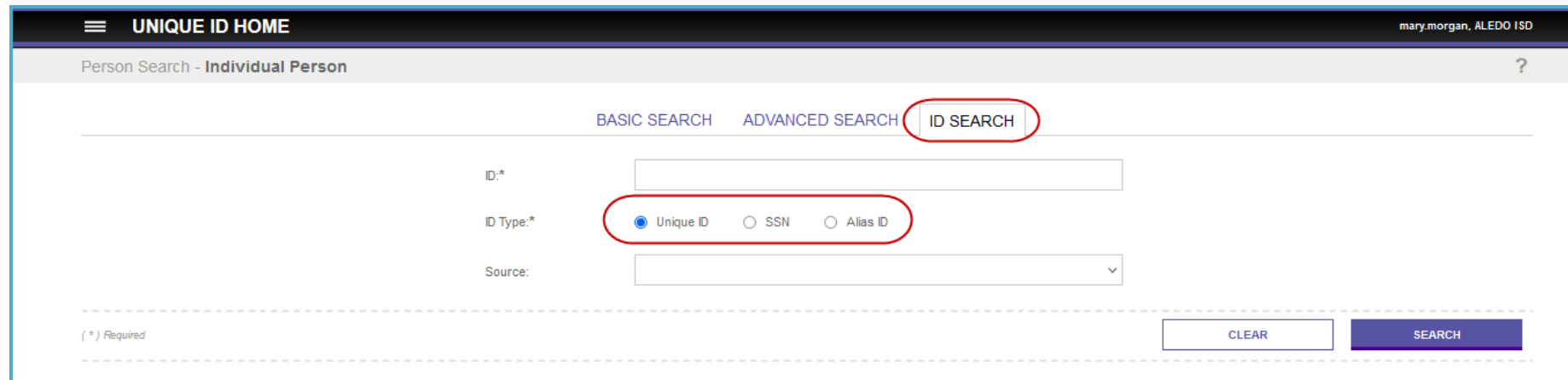
# Unique ID Search Feature: Three Options

ID SEARCH TAB: if you have any of the following information you can search by:

Unique ID (10 digit #)

SS or State ID# (9 digit #, no dashes)

Alias ID (local ID)



The screenshot shows a web application interface for searching individuals. At the top, there is a navigation bar with a hamburger menu icon, the text "UNIQUE ID HOME", and the user name "mary.morgan, ALEDO ISD". Below the navigation bar, the page title is "Person Search - Individual Person" with a help icon. The main content area has three tabs: "BASIC SEARCH", "ADVANCED SEARCH", and "ID SEARCH", with "ID SEARCH" being the active tab. Below the tabs, there are three input fields: "ID:\*" (a text input), "ID Type:\*" (a radio button group with "Unique ID" selected, "SSN", and "Alias ID" options), and "Source:" (a dropdown menu). At the bottom left, there is a note "(\*) Required". At the bottom right, there are two buttons: "CLEAR" and "SEARCH".

# Student Record Search

- 1. Use the SEARCH, Person, Basic Search option
- 2. Enter First and Last name (anytime you see an \* that means it's a required field)
- 3. Click Search
- 4. Select your student/staff member from results (example James Kentucky)

The screenshot shows the 'UNIQUE ID HOME' search interface. The page title is 'UNIQUE ID HOME' and the user is logged in as 'darlene.longbrake, AUBREY ISD'. The search type is 'Person Search - Individual Person'. The search mode is 'BASIC SEARCH'. The search criteria are: First Name: \* allen, Middle Name: (empty), Last Name: \* kentucky, Suffix: (empty), and Date Of Birth: mm / dd / yyyy. The search results table shows one result for James Kentucky.

UNIQUE ID	LAST NAME	FIRST NAME	MIDDLE NAME	SUFFIX	DATE OF BIRTH	GENDER	LEA	CAMPUS	ETHNICITY INDICATOR	RACE(S)	SSN	MATCH PROBABILITY
5513689189	<a href="#">KENTUCKY</a>	<a href="#">ALLEN</a>	JAMES		07/13/2009	MALE	061907	<a href="#">061907041</a>	Non-Hispanic/Latino	Black or African American	111-12-1111	77

# Master Record Tab

UNIQUE ID HOME darlene.longbrake, AUBREY ISD

Person Search - Individual Person Information ?

**ALLEN JAMES KENTUCKY** 5513689189  
GENDER: **MALE** DATE OF BIRTH: **07/13/2009** LOCAL ID: **1111** SSN: **111-12-1111** PERSON TYPES: **Student** LAST UPDATED: 08/05/2020 16:03 ID CREATED: 08/07/2018 08:49

[MASTER RECORD](#) [HISTORY](#) [ASSOCIATED RETIRED IDs](#) [ENROLLMENT](#) [ADD NOTE](#)

GENERAL INFORMATION

FIRST NAME	ALLEN
MIDDLE NAME	JAMES
LAST NAME	KENTUCKY
ALT LAST NAME	
SUFFIX	
GENDER	MALE
DATE OF BIRTH	07/13/2009
ETHNICITY INDICATOR	Non-Hispanic/Latino
ETHNICITY/RACE	Black or African American
RACE 2 CODE	
RACE 3 CODE	
RACE 4 CODE	
RACE 5 CODE	
SSN	111-12-1111
UNIQUE ID	5513689189

BATCH INFORMATION

LAST BATCH #	25434
LAST UPDATED	08/05/2020 16:03
UPDATE REFERENCE #	<a href="#">45565</a>
INPUT TYPE	Enrollment Event
CREATED BY	darlene.longbrake
EMAIL ADDRESS - CREATED BY	dlongbrake@esc11.net
CREATED	08/05/2020 16:03
STATUS	Master Record Rolled Back and History Created during Event Processing of a Logical Delete
COMMENTS	Event Rollback - Direct Edit

LOCATION / ENROLLMENT INFORMATION

PERSON TYPE	Student
GRADE LEVEL	6
CAMPUS	061907041 AUBREY MIDDLE
LEA	061907 AUBREY ISD
RES DISTRICT	
SCHOOL YEAR	2023
LOCAL ID	1111
SOURCE SYSTEM	Default
ALTERNATE ID	
ALTERNATE SOURCE	
LAST UPDATED	08/05/2020 16:03
CREATED	08/07/2018 08:52

[BACK TO SEARCH RESULTS](#) [EDIT PERSON](#)

Basic Demographics

Batch Information

Enrollment Information

To update basic demographic information, click EDIT PERSON. Example would be a SS#.

# History Tab

UNIQUE ID HOME darlene.longbrake, AUBREY ISD

Person Search - Individual Person Information ?

**ALLEN JAMES KENTUCKY** **5513689189**

GENDER: MALE DATE OF BIRTH: 07/13/2009 LOCAL ID: 1111 SSN: 111-12-1111 PERSON TYPES: Student LAST UPDATED: 08/05/2020 16:03 ID CREATED: 08/07/2018 08:49

[MASTER RECORD](#) **HISTORY** [ASSOCIATED RETIRED IDs](#) [ENROLLMENT](#) [ADD NOTE](#)

LAST UPDATED	LAST NAME	FIRST NAME	MIDDLE NAME	SUFFIX	DATE OF BIRTH	GENDER	LEA	CAMPUS	ETHNICITY INDICATOR	RACE(S)	SSN
09/09/2021 17:24	KENTUCKY	ALLEN	JAMES		07/13/2009	MALE	061907	<a href="#">061907041</a>	Non-Hispanic/Latino	Native Hawaiian/Other Pacific Islander	111-22-1111
09/11/2020 13:18	KENTUCKY	ALLEN	JAMES		07/13/2009	MALE	061907	<a href="#">061907041</a>	Non-Hispanic/Latino	Native Hawaiian/Other Pacific Islander	111-22-1111
10/28/2019 12:53	KENTUCKY	ALLEN	JAMES		07/13/2009	MALE	061907	<a href="#">061907041</a>	Non-Hispanic/Latino	Native Hawaiian/Other Pacific Islander	111-12-1111
09/13/2019 15:16	KENTUCKY	ALLEN	JAMES		07/13/2009	MALE	061907	<a href="#">061907041</a>	Non-Hispanic/Latino	Black or African American	111-12-1111
09/12/2018 16:00	KENTUCKY	ALLEN	JAMES		07/13/2009	MALE	061907	<a href="#">061907101</a>	Non-Hispanic/Latino	Black or African American	111-12-1111

[BACK TO SEARCH RESULTS](#)

View student demographic changes.

- Don't do more than 1 change in a two-minute period.
- There will always be a line item for each update made to a person's record.

# Associated Retired IDs Tab

The screenshot shows a web application interface for 'UNIQUE ID HOME'. The user is logged in as 'jean.caponi, AUBREY ISD'. The page title is 'Person Search - Individual Person Information'. The main subject is 'ALLEN JAMES KENTUCKY' with a UID# of '5513689189'. Personal details include: GENDER: MALE, DATE OF BIRTH: 07/13/2009, LOCAL ID: 1111, SSN: 111-22-1111, PERSON TYPES: Student. The page has navigation tabs: MASTER RECORD, HISTORY, ASSOCIATED RETIRED IDs (highlighted with a red circle), and ENROLLMENT. There is also an 'ADD NOTE' link. Below the tabs is a table of retired IDs.

RETIRED ID	LAST NAME	FIRST NAME	MIDDLE NAME	SUFFIX	DATE OF BIRTH	GENDER	LEA	CAMPUS	ETHNICITY INDICATOR	RACE(S)	SSN	REASON FOR RETIREMENT
9988774455	KENTUCKY	ALLEN	JAMES		7/13/1988	MALE	061917	061917041	Non-Hispanic		111-22-1111	TSDS-30931

At the bottom right of the page, there is a button labeled 'BACK TO SEARCH RESULTS'.

When a UID# was created for a student or staff member who already has one. One of the numbers must be retired. You can view the retired # here. Remember a TIMS ticket must be entered to retire a UID#. An example of a TIMS ticket is shown at the end of this training.

# Enrollment Tab

The screenshot shows the 'UNIQUE ID HOME' interface for a student named ALLEN JAMES KENTUCKY. The 'ENROLLMENT' tab is selected and circled in red. The student's information includes: GENDER: MALE, DATE OF BIRTH: 07/13/2009, LOCAL ID: 1111, SSN: 111-12-1111, PERSON TYPES: Student, LAST UPDATED: 08/05/2020 16:03, and ID CREATED: 08/07/2018 08:49. The enrollment history table shows two events:

LAST UPDATED	LEA	CAMPUS	PERSON TYPE	GRADE LEVEL	SCHOOL YEAR	ENROLL/WITHDRAW DATE	ENROLL/WITHDRAW TYPE	LOCAL ID	SOURCE	ENROLL/WITHDRAW FLAG	EMAIL
08/23/2022	061907	<a href="#">061907044</a>	Student	8	<del>2023</del>	<del>08/23/2022</del>	Entry	123456	Default	Delete	<a href="#">✉</a>
08/23/2022	061907	<a href="#">061907001</a>	Student	9	2023	08/23/2022	Entry	123456	Default		<a href="#">✉</a>

Navigation buttons at the bottom include: BACK TO SEARCH RESULTS, EDIT ENROLLMENT, and ADD ENROLLMENT.

- View all the status changes (enroll/withdraw dates, grade, or campus changes throughout the student's school career)
- Email assists with student discrepancies, not a secure site
- Edit an Enrollment Event (make changes to an existing event)
- Add an Enrollment Event (to add an enrollment or withdraw date)

# Enrollment Tab: Edit an Enrollment

1. Click on the radio button beside the date you would like to change.
2. Click on ENROLL/WITHDRAW FLAG FIELD

The only change options are:

Verified—verified that the date of enrollment/withdraw is correct

Calendar—conflicting dates with another districts calendar for enrollment/withdraw

Delete—to remove the event

**\*\*DO NOT USE UNVERIFIED**

3. When done click EDIT ENROLLMENT to save.

ENROLLMENT INFORMATION	
UNIQUE ID	5513689189
FIRST NAME	ALLEN
MIDDLE NAME	JAMES
LAST NAME	KENTUCKY
GENDER	MALE
DATE OF BIRTH	07/13/2009
PERSON TYPE *	Student
GRADE LEVEL *	7
CAMPUS *	061907041 AUBREY MIDDLE
LEA *	061907 AUBREY ISD
SCHOOL YEAR *	2024
ENROLL/WITHDRAW DATE *	08/16/2023
ENROLL/WITHDRAW TYPE *	Entry
ENROLL/WITHDRAW FLAG	<div style="border: 1px solid gray; padding: 5px;"><ul style="list-style-type: none"><li>Verified</li><li>Unverified</li><li>Calendar</li><li>Delete</li></ul></div>
LOCAL ID *	
SOURCE SYSTEM *	
CREATED BY	
CREATED	
LAST UPDATED BY	Mary Morgan
LAST UPDATED	08/22/2022

[BACK TO PERSON INFORMATION](#) [EDIT ENROLLMENT](#)

# Enrollment Tab: Add an Enrollment

To ADD ENROLLMENT: Example Allen is missing his withdraw date of 08/09/2023.

1. Click 


All fields with \* are required

2. When done click ADD ENROLLMENT 

to save.

(new event will appear in the list)

ENROLLMENT INFORMATION	
UNIQUE ID	5513689189
FIRST NAME	ALLEN
MIDDLE NAME	JAMES
LAST NAME	KENTUCKY
GENDER	MALE
DATE OF BIRTH	07/13/2009
PERSON TYPE *	Student
GRADE LEVEL *	7
CAMPUS *	061907041
LEA *	061907
SCHOOL YEAR *	2024
ENROLL/WITHDRAW DATE *	08/23/2023
ENROLL/WITHDRAW TYPE *	Exit
ENROLL/WITHDRAW FLAG	
LOCAL ID *	123456
SOURCE SYSTEM *	Default

[BACK TO PERSON INFORMATION](#) 



# Enrollment Tab: Email

UNIQUE ID HOME darlene.longbrake, AUBREY ISD


Person Search - Individual Person Information ?

**ALLEN JAMES KENTUCKY** 5513689189  
GENDER: MALE DATE OF BIRTH: 07/13/2009 LOCAL ID: 123456 SSN: 111-12-1111 PERSON TYPES: Student LAST UPDATED: 08/09/2021 10:32 ID CREATED: 08/07/2018 08:49

[MASTER RECORD](#) [HISTORY](#) [ASSOCIATED RETIRED ID's](#) [ENROLLMENT](#) [ADD NOTE](#)

FILTER

LEA: All LEAs PERSON TYPE: All SCHOOL YEAR: 2024 SORT: Entry/Exit Date Desc [FILTER RESULTS](#)

	LAST UPDATED	LEA	CAMPUS	PERSON TYPE	GRADE LEVEL	SCHOOL YEAR	ENROLL/WITHDRAW DATE	ENROLL/WITHDRAW TYPE	LOCAL ID	SOURCE	ENROLL/WITHDRAW FLAG	EMAIL
<input type="radio"/>	08/23/2023	061907	<a href="#">061907041</a>	Student	7	2024	08/16/2023	Entry	123456	Default		

Displaying 1 - 1 of 1 << FIRST < PREV PAGE 1 OF 1 NEXT > LAST >>

*In order to edit a person enrollment event, you must select a location from the enrollment event information above if you are authorized to do so. Only enrollment events for the current school year can be edited.*

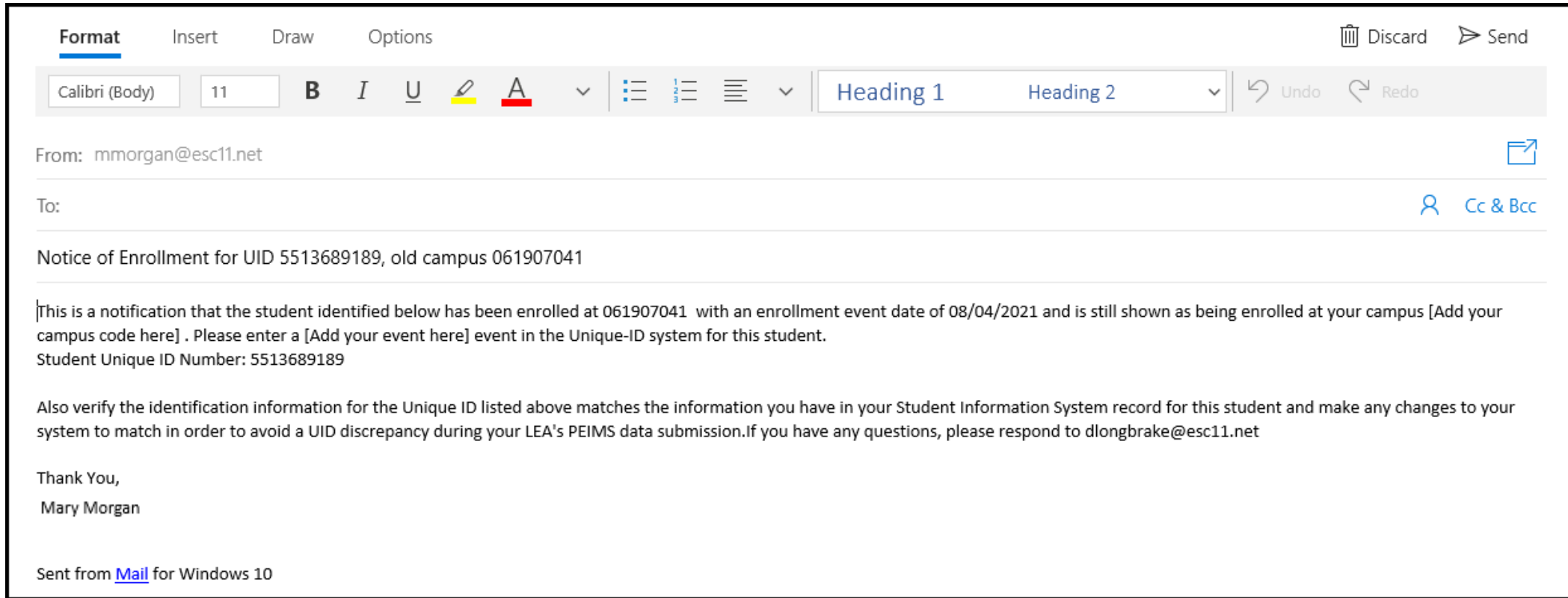
[BACK TO SEARCH RESULTS](#) [EDIT ENROLLMENT](#) [ADD ENROLLMENT](#)

1. Click on the envelope


A canned email will appear with the student's information (enrollment/withdraw and UID#) again this is not a secure site please do not send birth certificates, SS cards or other identifying information.


2. Send

# Enrollment Tab: Email Example



The screenshot displays an email client window with a menu bar (Format, Insert, Draw, Options) and a toolbar containing various text formatting options (font face, size, bold, italic, underline, highlight, text color, background color, bulleted list, numbered list, indent, heading styles) and actions (Discard, Send, Undo, Redo). The email content is as follows:

From: mmorgan@esc11.net 

To:  Cc & Bcc

Notice of Enrollment for UID 5513689189, old campus 061907041

This is a notification that the student identified below has been enrolled at 061907041 with an enrollment event date of 08/04/2021 and is still shown as being enrolled at your campus [Add your campus code here] . Please enter a [Add your event here] event in the Unique-ID system for this student.  
Student Unique ID Number: 5513689189

Also verify the identification information for the Unique ID listed above matches the information you have in your Student Information System record for this student and make any changes to your system to match in order to avoid a UID discrepancy during your LEA's PEIMS data submission.If you have any questions, please respond to dlongbrake@esc11.net

Thank You,  
Mary Morgan

Sent from [Mail](#) for Windows 10

# Upload Batch Files

STUDENT UID ASSIGNMENT FILE				061907_000_STUDENT_202308231225					
CND#	Underscore	Campus	Underscore	ID Assignment	Underscore	Year	Month	Day	Time (military)
061907		000		STUDENT		2023	08	23	1225
STAFF UID ASSIGNMENT FILE				061907_000_STAFF_202308231245					
CND#	Underscore	Campus	Underscore	ID Assignment	Underscore	Year	Month	Day	Time (military)
061907		000		STAFF		2023	08	23	1245
STUDENT ENROLLMENT FILE				061907_000_ETEVENT_202308231335					
CND#	Underscore	Campus	Underscore	ID Assignment	Underscore	Year	Month	Day	Time (military)
061907		000		ETEVENT		2023	08	23	1335

There are three types of batches

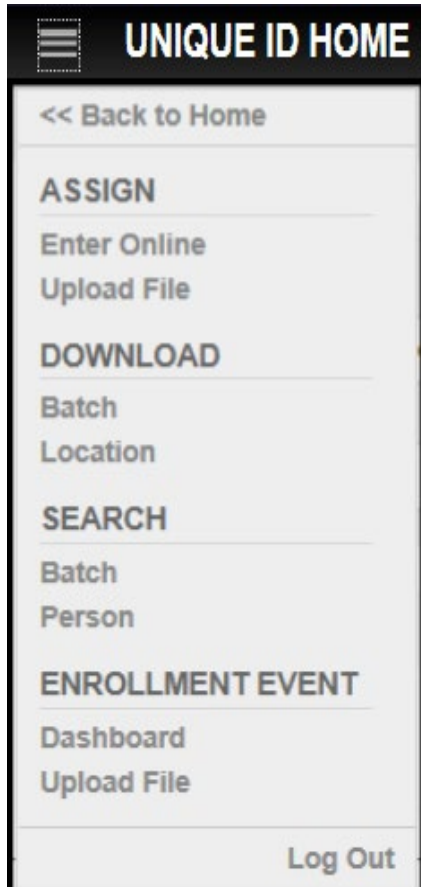
- Student UID Assignment File – Assign UID# to students
- Staff UID Assignment File – Assign UID# to teachers
- Student Enrollment File – Status changes on students (ex. enroll/withdraw dates)

Each of these files have their own Unique Naming Convention. If the file is not named correctly, then the fill will fail when loading. Your SIS vendor should have this set up already.

All LEAs and Charters **must** load their first Enrollment Tracking File of All students by 9/08/2023. After 9/08/2023 you will upload files as changes occur or weekly.

DO NOT send up empty files you will get an ERROR.

# Upload a Batch in Manage Unique ID



1. Click on the hamburger menu 

## **Assign:**

Click Upload File to upload the following files to obtain UID#s

- Student UID Assignment File
- Staff UID Assignment File

## **Enrollment Event:**

Click Upload File to upload enroll/withdraw & status change events.

- Student Enrollment File

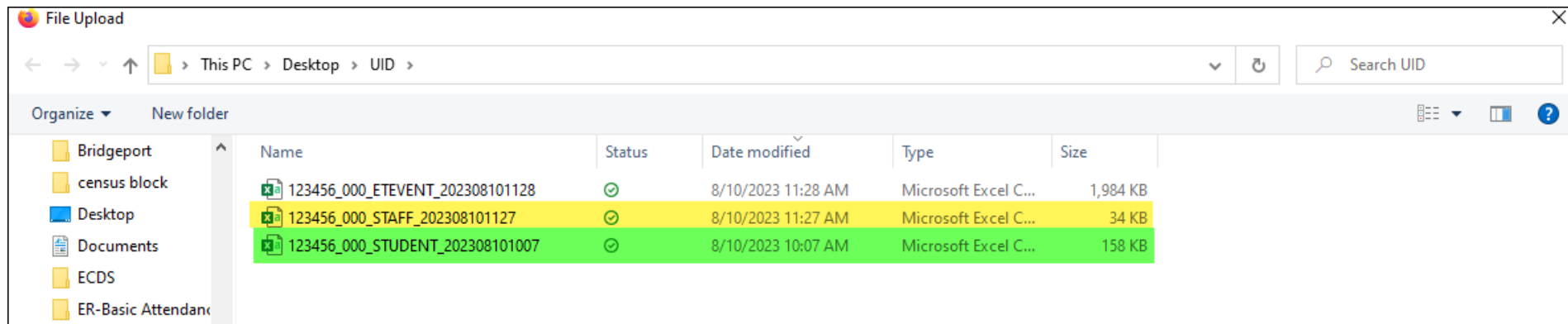
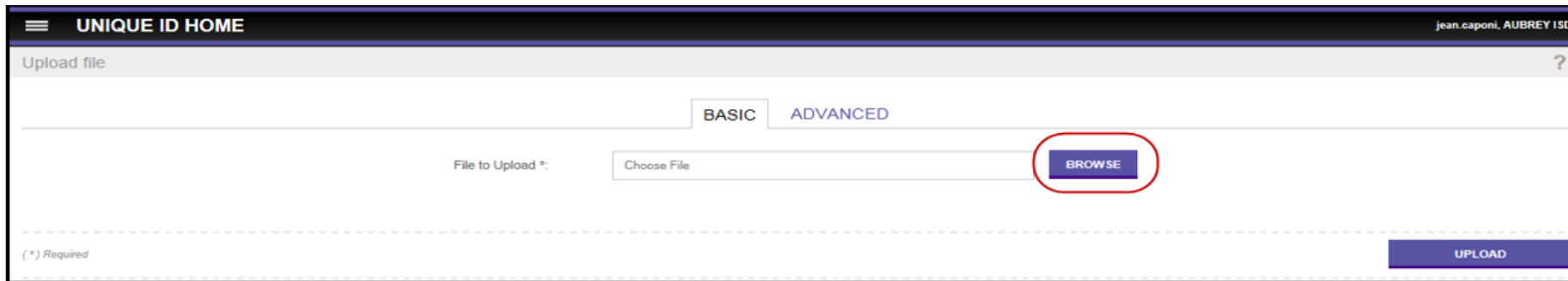
# Upload a Student/Staff Batch File



Under Assign

1. Click Upload File
2. Click the BROWSE button

Browse on your computer to find the file you created from your student/staff software and Click “Open.”



# Upload a Student/Staff Batch File

UNIQUE ID HOME mary.morgan, ALEDO ISD

Upload file ?

BASIC ADVANCED

File to Upload \*:

(\*) Required

UNIQUE ID mary.morgan, AZLE ISD

Upload File - **Validate Data** - Batch 16409030

UPLOAD DATE	BATCH INFO	STATUS	NUMBER OF RECORDS	NEXT ACTION
08/10/2023	16409030	Data Validation is in progress.	In Progress	<input type="button" value="BACK TO HOME"/>

# Upload a Student/Staff Batch File

UNIQUE ID mary.morgan, AZLE ISD

Home ?

FILTER

LEA: ALEDO ISD [ 184907 ]

CAMPUS

BATCH NUMBER

SUBMISSION TYPE: All

PROCESSING STAGE: All

FROM: 07/02/2023

TO: 08/16/2023

SORT: Upload Date Desc

**FILTER RESULTS**

UPLOAD DATE	SUBMISSION TYPE	BATCH INFO	DISTRICT	SCHOOL	SOURCE SYSTEM	STATUS	RECORD COUNT	NEXT ACTION
08/08/2023 15:34	File	16409030	220915	AAA	SIS	Data Validation Complete. Ready to Assign Unique IDs	407 of 408	<b>ASSIGN UNIQUE ID</b>
08/08/2023 13:35	Edit	16409019	220915	AAA	SIS	ID(s) Assigned.	1 of 1	DOWNLOAD UNIQUE ID
08/08/2023 12:44	Edit	16408456	220915	AAA	SIS	ID(s) Assigned.	1 of 1	DOWNLOAD UNIQUE ID

Displaying 1 - 3 of 3

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4. Review the STATUS column. If status id Data Validation Complete, you are ready to Assign Unique IDs.

5. Click the ASSIGN UNIQUE ID button.

Make sure the STATUS: shows ID Assignment in progress.

6. Click the BACK TO HOME BUTTON.

UNIQUE ID mary.morgan, AZLE ISD

Upload File - **Assign IDs** - Batch 16409030

UPLOAD DATE	BATCH INFO	STATUS	NUMBER OF RECORDS	NEXT ACTION
08/16/2023 15:34	16409030	ID Assignment is in progress.	In Progress	<b>BACK TO HOME</b>

# Upload a Student/Staff Batch File

## NEAR MATCHES

When ID assignment process has completed you may or may not have Near Matches. All near matches must be worked before downloading new file.

The screenshot shows the 'UNIQUE ID HOME' interface for 'mary.morgan, AUBREY ISD'. It features a filter section with dropdowns for LEA (AUBREY ISD [ 061907 ]), SUBMISSION TYPE (All), and PROCESSING STAGE (All). It also includes date pickers for FROM (07/02/2023) and TO (08/16/2023), and a SORT dropdown (Upload Date Desc). A 'FILTER RESULTS' button is present. Below the filter is a table with the following data:

UPLOAD DATE	SUBMISSION TYPE	BATCH INFO	LEA	CAMPUS	SOURCE SYSTEM	STATUS	RECORD COUNT	NEXT ACTION
08/14/2023 12:12	Edit	<a href="#">23379479</a>	061907	<a href="#">AAA</a>	SIS	ID(s) Assigned.	1 of 1	<a href="#">DOWNLOAD UNIQUE ID</a>
08/14/2023 11:23	File	<a href="#">23379379</a>	061907	<a href="#">AAA</a>	SIS	Near Matches / Duplicates Found	109 of 127	<a href="#">RESOLVE NEAR MATCHES</a>

7. Click the **DOWNLOAD UNIQUE ID** button.
8. Click the **DOWNLOAD** button.
9. Save the file to your designated location on your computer and import back into your SIS.



# Upload a Student/Staff Batch File

## NEAR MATCHES

### Resolving Near Matches

All near match records must be resolved before continuing to the next step in the ID assignment process. Near match records can be resolved by assigning an ID, creating a new ID, or by canceling the record(s). One batch may have one or many submission records in a near match status and one submission record may have one or many pending near matches.

When resolving pending near matches, you must decide whether or not the submission record is the same or different than the pending near matches. The submission record either matches one of the potential matches or does not match any of them. This is a critical step in the process. See “Special Note about Near Matches.” If the submission record matches a pending near match, the assign ID button is used to indicate a match. If the submission record does not match any of the pending near matches, a new ID should be created by clicking the Create New ID button.

### **Special Note about Near Matches:**

The process of making a near match decision is critical to the unique identification of staff and students. When making a decision, it is important to review the information in detail to ensure the correct decision is made.

# Upload a Student/Staff Batch File

## NEAR MATCHES

### Resolving Near Matches

The following chart should be used to determine the appropriate action you should take in Near Match situations:

Results of a Unique-ID Add Person for an enrolling student								Associated action to take for an enrolling student in Unique ID:				Comment
SSN/S# Match	Last Name Match	First Name Match	DOB Match	Middle Name Match	Generation Match	Gender Match	Ethnicity /Race Match	Assign Selected	Update Master See Note 1	Create New	Contact Unique-ID Champion	
N	N	N	N	-	-	-	-	-	-	-	N	No match, system will create a new UID record
N	Y	Y	Y	-	-	-	-	N	N	N	Y	Do not assign selected/Update Master unless parent wants to change ssn to S# or visa-versa. Previous district must be notified so PID error can be avoided.
N	Y	Y	N	-	-	-	-	N	N	N	Y	Do not assign selected/Update Master without notifying previous district of major demographic change so PID error can be avoided.
N	Y	N	Y	-	-	-	-	N	N	N	Y	Do not assign selected/Update Master without notifying previous district of major demographic change so PID error can be avoided.
N	N	Y	Y	-	-	-	-	N	N	N	Y	Do not assign selected/Update Master without notifying previous district of major demographic change so PID error can be avoided.
Y	Y	Y	Y	-	-	-	-	-	-	-	-	100% Match. System will assign selected.
Y	N	N	N	-	-	-	-	N	N	N	Y	Do not create a duplicate SSN record
Y	Y	Y	N	-	-	-	-	Y	Y	N	N	
Y	Y	N	Y	-	-	-	-	Y	Y	N	N	
Y	N	Y	Y	-	-	-	-	Y	Y	N	N	
Y	Y	Y	Y	Y	Y	Y	N	Y	Y	N	N	
Y	Y	Y	Y	Y	Y	N	Y	Y	Y	N	N	
Y	Y	Y	Y	Y	N	Y	Y	Y	Y	N	N	
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	

The previous district should be notified of the demographic change whenever the Master record is updated.

# Upload a Student/Staff Batch File

## NEAR MATCHES

How to fix a Near Match: Click the Resolve Near Matches button.

The screenshot shows the 'UNIQUE ID' interface. At the top, there's a navigation bar with 'UNIQUE ID' and 'mary.morgan, AZLE ISD'. Below that, a search and filter section includes fields for LEA (ALEDO ISD [ 184907 ]), CAMPUS, BATCH NUMBER, SUBMISSION TYPE (All), PROCESSING STAGE (All), FROM (07/02/2023), TO (08/16/2023), and SORT (Upload Date Desc). A 'FILTER RESULTS' button is present. Below the filters is a table with columns: UPLOAD DATE, SUBMISSION TYPE, BATCH INFO, DISTRICT, SCHOOL, SOURCE SYSTEM, STATUS, RECORD COUNT, and NEXT ACTION. The first row shows a 'Near Matches / Duplicates Found' status with a 'RESOLVE NEAR MATCHES' button highlighted in a red box. The second and third rows show 'ID(s) Assigned' with 'DOWNLOAD UNIQUE ID' buttons.

UPLOAD DATE	SUBMISSION TYPE	BATCH INFO	DISTRICT	SCHOOL	SOURCE SYSTEM	STATUS	RECORD COUNT	NEXT ACTION
08/08/2023 15:34	File	16409030	220915	AAA	SIS	Near Matches / Duplicates Found	18 of 408	<b>RESOLVE NEAR MATCHES</b>
08/08/2023 15:28	Edit	16409019	220915	AAA	SIS	ID(s) Assigned.	1 of 1	DOWNLOAD UNIQUE ID
08/08/2023 15:37	Edit	16408456	220915	AAA	SIS	ID(s) Assigned.	1 of 1	DOWNLOAD UNIQUE ID

Review the Near Matches/Duplicates list screen for information about the records.

Click the Review and Select button to view additional details.

The screenshot shows the 'UNIQUE ID' interface for a 'Near Match - Batch 9235622'. It features a search bar for 'LAST NAME' and a 'FILTER RESULTS' button. Below the search bar, there's a 'Select All On Page' checkbox. The main table has columns: LAST NAME, FIRST NAME, MIDDLE NAME, ALT LAST NAME, SUFFIX, DATE OF BIRTH, GENDER, DISTRICT, SCHOOL, RES DISTRICT, LOCAL ID, and NEXT ACTION. The first row shows a record for 'BRADY' with a 'REVIEW AND SELECT' button highlighted in a red box. The second row shows 'BIANCA', the third 'ANTHONY', the fourth 'JACOB', and the fifth 'LUKE', each with a 'REVIEW AND SELECT' button. At the bottom, there are two buttons: 'CANCEL ALL NEAR MATCH RECORDS FOR THIS BATCH' and 'CANCEL ALL CHECKED RECORDS'.

LAST NAME	FIRST NAME	MIDDLE NAME	ALT LAST NAME	SUFFIX	DATE OF BIRTH	GENDER	DISTRICT	SCHOOL	RES DISTRICT	LOCAL ID	NEXT ACTION
	BRADY				/2003	MALE	220915	220915041		103773	<b>REVIEW AND SELECT</b>
	BIANCA				/2004	FEMALE	220915	220915041		103830	REVIEW AND SELECT
	ANTHONY				/2002	MALE	220915	220915041		103835	REVIEW AND SELECT
	JACOB				/2003	MALE	220915	220915041		103774	REVIEW AND SELECT
	LUKE				/2003	MALE	220915	220915041		103744	REVIEW AND SELECT

# Upload a Student/Staff Batch File

The screenshot shows the 'UNIQUE ID' interface for 'Resolve Near Matches / Duplicates - Batch 9235622'. It features a 'Submission record' table with columns: LAST NAME (HOLT), MIDDLE NAME (COLE), ALT LAST NAME, SUFFIX, DATE OF BIRTH, GENDER (MALE), DISTRICT (220915), SCHOOL (220915041), and LOCAL ID (103773). Below is a 'NEAR MATCHES / DUPLICATES FOUND' table with columns: LAST NAME (Holt), FIRST NAME (James), MIDDLE NAME, ALT LAST NAME, SUFFIX, DATE OF BIRTH, GENDER (MALE), DISTRICT (184902), SCHOOL (184902041), LOCAL ID (211657), and MATCH PROBABILITY (88 [NEAR MATCH]). A 'Match score' callout points to the match probability. At the bottom, a 'Match Decisions' box contains buttons: CANCEL RECORD, SELECT ANOTHER RECORD, CREATE NEW ID, and ASSIGN SELECTED. A 'Master record' callout points to the submission record.

The top screen displays the submitted person and bottom section displays a list of matching persons.

This screenshot is identical to the one above, but with a green callout box around the 'Holt' entry in the 'NEAR MATCHES / DUPLICATES FOUND' table. A green arrow points to the 'Holt' text, indicating it is a clickable hyperlink.

Click the hyperlinked Last Name or First Name to view the record details.

# Upload a Student/Staff Batch File

88
MATCH SCORE

**COLE HOLT** (SUBMISSION)  
GENDER: MALE    DATE OF BIRTH:    LOCAL ID: 103773    SSN: [REDACTED]

**James Holt** (MASTER)  
GENDER: MALE    DATE OF BIRTH:    LOCAL ID: 211657    SSN: [REDACTED]

**COMPARE RECORDS**  
The different field values between the submission record and the master record are highlighted.

FIELDS	SUBMISSION RECORD	MASTER RECORD (UNIQUE)	ADD NOTE
FIRST NAME	[REDACTED]	[REDACTED]	
LAST NAME	HOLT	Holt	
MIDDLE NAME	COLE	James	
SUFFIX			
ALT LAST NAME			
DATE OF BIRTH	[REDACTED]	[REDACTED]	
GENDER	MALE	MALE	
SSN	[REDACTED]	[REDACTED]	
ETHNICITY	Non-Hispanic/Latino	Non-Hispanic/Latino	
RACE/ETHNICITY	White	White	
RACE 2			
RACE 3			
RACE 4			
RACE 5			
DISTRICT	220915-AZLE ISD	184902-SPRINGTOWN ISD	
SCHOOL	220915041-AZLE J H SOUTH	184902041-SPRINGTOWN MIDDLE	
SCHOOL YEAR	2024	2022	
SOURCE SYSTEM	SIS	Default	
LOCAL ID	069678	064505	
UNIQUE ID		[REDACTED]	
ALTERNATE ID			
ALTERNATE SOURCE			
PERSON TYPE	Student	Student	
SERIAL #	159633494	148636546	
CREATED	08/10/2023	07/13/2022	
LAST UPDATED	08/10/2023	07/13/2022	
COMMENTS			
MATCH NOTES			
UPDATE MASTER	<input checked="" type="radio"/> Yes <input type="radio"/> No		

RETURN TO LIST

CANCEL SUBMISSION


CREATE NEW ID

ASSIGN SELECTED

# Upload a Student/Staff Batch File

Compare the two records and review the fields where the information is different. TIP: All fields in which information differs between two records are highlighted.

Decide how the near match will be resolved:

1. If the person under review is the same as one of the matching persons, the user should select the radio button to the left of the matching person and then click 

2. If the person under review is different from the matching persons, the user should click 


3. If the user wished to cancel the record under review, the user should click the 

4. Users can also navigate back to the list of Near Matches by clicking 

# Manually enter a Student/Staff



Under Assign

1. Click Enter Online
2. Enter student/staff Data.  
Anywhere you see an \* it's a required field.
3. Click 

UNIQUE ID HOME jean.caponi, AUBREY ISD

Enter Online - Data Entry ?

GENERAL INFORMATION

FIRST NAME *	ALLEN
MIDDLE NAME	JAMES
LAST NAME *	KENTUCK
ALT LAST NAME	
SUFFIX	<input type="checkbox"/>
GENDER *	MALE <input type="checkbox"/>
DATE OF BIRTH *	07 <input type="checkbox"/> / 13 <input type="checkbox"/> / 1988 <input type="checkbox"/>
ETHNICITY INDICATOR *	Non-Hispanic/Latino <input type="checkbox"/>
ETHNICITY/RACE *	Black or African American <input type="checkbox"/>
RACE 2 CODE	<input type="checkbox"/>
RACE 3 CODE	<input type="checkbox"/>
RACE 4 CODE	<input type="checkbox"/>
RACE 5 CODE	<input type="checkbox"/>
SSN *	11 - 12 - 1111
SUBMISSION PURPOSE	<input type="checkbox"/>

LOCATION / ENROLLMENT INFORMATION

PERSON TYPE	Student <input type="checkbox"/>
GRADE LEVEL *	5 <input type="checkbox"/>
CAMPUS *	061907041
LEA *	061907
RES DISTRICT	
SCHOOL YEAR *	2018
LOCAL ID *	1111 <input type="checkbox"/>
SOURCE SYSTEM *	Default <input type="checkbox"/>
ALTERNATE ID	
ALTERNATE SOURCE	<input type="checkbox"/>

(\*) Required

# Upload a Student Enrollment Batch File

UNIQUE ID HOME jean.caponi, AUBREY ISD

Enrollment Event- Upload File ?

ENROLLMENT EVENT

File to Upload \*:

Choose File **BROWSE**

(\*) Required **PROCESS FILE**



Under ENROLLMENT EVENT

1. Click Upload File
2. Click the BROWSE button.

Browse on your computer to find the file you created from your student software and Click “Open.”

File Upload

This PC > Desktop > UID >

Organize New folder

Name	Status	Date modified	Type	Size
123456_000_ETEVEN..._202308141144	✓	8/14/2023 11:45 AM	Microsoft Excel C...	1,948 KB
123456_000_STAFF_202308101127	✓	8/10/2023 11:27 AM	Microsoft Excel C...	34 KB
123456_000_STUDENT_202308101007	✓	8/10/2023 10:07 AM	Microsoft Excel C...	158 KB



# Upload a Student Enrollment Batch File

UNIQUE ID HOME jean.caponi, AUBREY ISD

Enrollment Event- Upload File ?

ENROLLMENT EVENT

File to Upload \*:

(\*) Required

3. Click the PROCESS FILE button.  
Go back to Enrollment Events Dashboard

UNIQUE ID HOME jean.caponi, AUBREY ISD

Enrollment Events - Dashboard ?

FILTER

LEA: AUBREY ISD [061907]

CAMPUS:

BATCH NUMBER:

SUBMISSION TYPE: ALL

PROCESSING STAGE: All

FROM: 08/16/2023

TO: 08/09/2018


SORT: Upload Date Desc

UPLOAD DATE	SUBMISSION TYPE	BATCH INFO	LOCATION	BUILDING	SOURCE SYSTEM	STATUS	RECORD COUNT	NEXT ACTION
08/16/2023 08:52	Online	1274	061907	AAA	Default	Event Creation Complete	1 of 1	<input type="button" value="DOWNLOAD EVENT S"/>

Displaying 1 - 1 of 1 << FIRST < PREV PAGE 1 OF 1 NEXT > LAST >>

Under STATUS it shows Event Creation Complete this means you are done. You can download and save to your computer.

# Upload a Student Enrollment Batch File

BUT!!!!!! If you see a gear  next to the DOWNLOAD button that means that there may be a problem.



4. Click on the DOWNLOAD button and save to your computer.

Open the file up and scroll all the way to the right to view potential issues. See comments next page.

# Upload a Student Enrollment Batch File

## Comments on Processed Files:

### Event Added-Master Record Not updated

- Beginning of year Enrollment or Withdraw Record for student at the same campus.

### Event Updated-Master Record Not Updated

- Enrollment or Withdraw Record with a Verified Flag added.

### Event Added-Master Record Updated and History Created

- Enrollment Record at new LEA, Campus, or with new Local ID
- Master Record Updates-ONLY Local ID, Grade, Campus, LEA

### Duplicate Event-Master Record NOT Updated

- Enrollment or Withdraw Record currently in UID
- If a file is loaded with cumulative records (from beginning of year), you will get this message on every record.

# Upload a Student Enrollment Batch File

## Comments on Cancelled Files:

### Prior Enrollment Must Exist for Withdrawal Events

- Cannot load withdrawal record if there's not a prior enrollment at same LEA

### Duplicate Event

- This record is cancelled because it was a duplicate record within the batch file.
- If a files loaded with cumulative records (from beginning of year), you will get this message on every record.

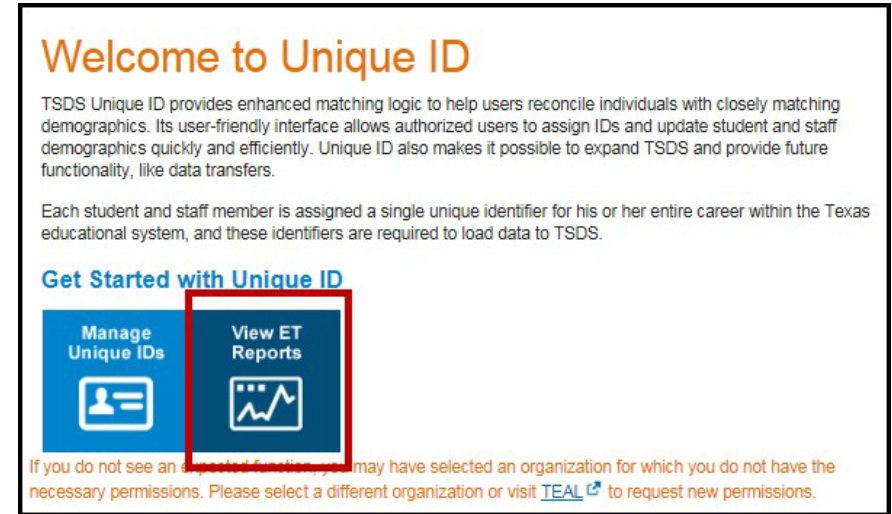
### Event Not Updated – Invalid Logical Delete

- Attempting to delete an even never added.

### Cancelled During Data Validation

- State ID (UID) Invalid, School Year Invalid
- Lookup Code (example:gender) Invalid
- Submission Type Invalid

# Reports



1. Log into TSDS
2. In light blue ribbon click Unique ID
3. Click View ET reports

View Reports

## View Reports

Help	Report # ↑	Report Name ↑	XLS		PDF		CSV	
			Status	Run	Status	Run	Status	Run
?	UID0-000-001	Presumed Duplicate Student Report For Enrollment				↻		
?	UID0-000-002	Students Showing Withdrawn				↻		↻
?	UID0-000-003	Students Not Showing Withdrawn				↻		
?	UID0-000-004	Enrollment Status of Prior School Year Students				↻		↻
?	UID0-000-005	Student Enrollment Roster Report				↻		

# Reports: Descriptions

UID0-000-001 Presumed Duplicate Student Report for Enrollment: The Presumed Duplicate Student Report provides a listing of presumed duplicate student events. An event is an individual student's enrollment to or withdrawal from a Campus ID of Enrollment coupled with the date the enrollment or withdrawal event took place.

UID0-000-002 Student Showing Withdrawn: This is a school-year based, point-in-time report that displays a list of all students who are enrolled at the reporting LEA/campus during the school year and who have an enrollment recorded at another LEA/campus with an enrollment date equal or later than the enrollment at the reporting LEA/campus. A student must be either a potential mover or a potential leaver to be included in this report.

UID0-000-003 Student Not Showing Withdrawn: This is a school-year based, point-in-time report that displays a list of students who are shown as not withdrawn and are considered potential movers or potential continuing students for the school year. A student must be either a potential mover or a potential continuing student to be included in this report.

UID0-000-004 Enrollment Status of Prior School Year Students: This is a school-year based, point-in-time report that displays current school year information for students identified as potential leavers or continuing students during the prior school year. The report assists LEAs with determining if a student in grades 7-12 should be reported as a potential leaver in the Fall PEIMS Submission.

UID0-000-005 Student Enrollment Roster Report: This report provides a detailed listing of all events for each student who has enrolled in the reporting LEA/campus during a given school year. To be included in this report, a student must have been enrolled at the reporting LEA at some point during the school year. Because the report lists all enrollment and all withdrawal events, as a school year progresses, the LEA report has the potential to become extremely long for large LEAs; for these LEAs, the report should be generated at the campus level.

# 2023-2024: Reminders

**REMINDER:** Please send your cumulative enrollment event files for the start of the 2023-2024 school year. The school year for enrollment events begins **August 1, 2023**.

**Beginning of school year cumulative enrollment event file due date for LEAs is September 8, 2023.**

The system will be configured to allow up to 300,000 records per enrollment event batch file.

**REMINDER:** Only **weekly** enrollment event changes are needed after the initial cumulative file has been processed.

**REMINDER:** If you inadvertently submit enrollment events that were processed in a previous file, the event will be ignored with a Duplicate Event warning message.

Any LEA that does not complete **at least one UID Enrollment tracking submission** between their first day of school in the 2023-2024 school year and the second Friday in September 2023(September 8, 2023) will be identified with **Leaver**

**Records Data Validation Indicator #6.**

[2023 Leaver Data Validation Manual](#)

Any LEA that did not complete **at least one UID Enrollment Tracking submission** during the 2022-2023 School Year will be identified **with Leaver Records Data Validation Indicator #7.**

# 2023-2024: Reminders

There were several occurrences this past school year where the year value in the Date of Birth on the Master Record was the same as the current calendar year. This may result in an incorrect September 1 age and requires TEA outreach to the LEA to verify and correct as needed.

TEA is working with their vendor to update the application and provide a warning message if the year in the Date of Birth matches the current calendar year. The birthyear will be accepted if verified by the user.

Utilize the TSDS Fall PEIMS report PDM1-600-002 Statement of Unique ID Student Discrepancies to identify any demographic data that does not match your PEIMS data and verify date of birth.



# 2023-2024: Application Updates

TEA is working with their vendor on a major release of the Unique ID system. TEA will communicate more information on this next version as it becomes available.

# Unique ID: Technical Resources

## Technical Specifications:

[TEDS Section 9](#)

[Web Services](#)

## Knowledge Base Articles:

[TSDSKB-311](#) *Unique ID: Change/Update ID Record – EDIT PERSON not available*

[TSDSKB-531](#) Data Loading Guidance for Batch Format 3.0

[TSDSKB-538](#) Enrollment Events – FAQ

# TSDS Incident Management System (TIMS)

1. Go to TSDS
2. Click Support

Mary Morgan (0) mmorgan@esc11.net Support Help Exit

REG XI EDUCATION (220950) GO

**tsds** texas student data system

Unique ID PEIMS Core Collection **Support**

## Welcome

The Texas Student Data System (TSDS) is a data collection and reporting system that improves and standardizes Texas education data collection and management process and equips educators with timely, actionable and historical student data to drive classroom and student success.

TSDS replaces and expands on the existing Public Education Information Management System (PEIMS).

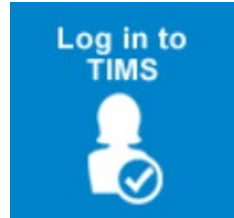
**GET STARTED**

- Manage Unique IDs
- Promote Loaded Data
- Prepare/Finalize Data
- View Reports

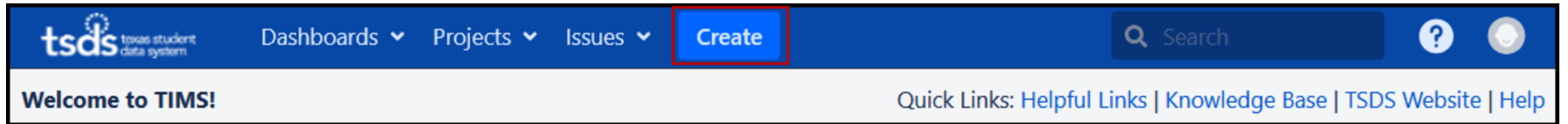
If you do not see an expected function, you may have selected an organization for which you do not have the necessary permissions. Please select a different organization or visit [TEAL](#) to request new permissions.

# Create a (TIMS) Ticket

3. Click Log in to TIMS



4. Select Create



5. Complete the following form. Any field with an \* is a required field.

# Create a (TIMS) Ticket

## Create Issue

Configure Fields

Issue Type\* Problem

---

**Auto-fill my name, telephone and email**

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

Submitter Org\* AUBREY ISD (061907)  
The organization of the submitter, or the org that the issue pertains to, if submitting on another's behalf. This is used to set issue security when creating an issue directly in TIMS.

Campus Name   
Submitter's campus name, or campus name of issue, if applicable

Campus CDN   
Submitter's campus number, or campus number of issue, if applicable


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

# Create a (TIMS) Ticket

Phone number for the person submitting the issue (or the primary contact if submitting on behalf of another).

Submitter Email\*

Email address of the person submitting the issue (or the primary contact if submitting on behalf of another).

Submission Date  









Date and time the issue was submitted. - Use the dd/MMM/yy h:mm a date format

Subsystem\*

The component the issue relates to; please provide a subcategory if applicable.

Summary\*



Description\* 


Style  **B** *I* U A        

Duplicate UID for Allen James Jackson

Please retire UID 9997776543 (created by our district in error) and keep/merge history info with UID1112223456


Attachments added







Priority\*  

# Create a (TIMS) Ticket



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  Drop files to attach, or [browse](#).

Environment

Style ▾ **B** *I* U A ▾ A ▾      + ▾ 

When retiring a Duplicate UID you MUST add screenshots of both UIDS from TSDS. If you are retiring another district's UID then you must also attach the document where they give permission to retire their UID.

Visual Text  

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

# Create a (TIMS) Ticket

6. Make sure you select the Escalation Box

7. Add ESC Region 11 to the Escalation Organization Box

8. Click Create

Escalation  Escalate to Level 2

Choose this option to immediately escalate the ticket upon creation. By choosing this option you are agreeing to the terms below

I am escalating this incident to Level 2. I understand that the ESC, certified vendor, and/or TEA personnel may need to access student or staff data to resolve this incident.

By escalating this incident, I am giving support staff at the ESC/vendor/TEA permission to access this data. This access is for the exclusive purpose of resolving this incident and will cease when the incident is closed. The scope of the access will be limited to only those data that are necessary to resolve the incident.

Escalation Organization

The organization to whom this issue will be escalated, if necessary.

*Note: The two fields below do not need to be entered, they will be filled in automatically.*

LEA Name

LEA Name, populated automatically based on Submitter Org or TEAL data, as applicable.

LEA CDN

LEA County-District Number, populated automatically based on Submitter Org or TEAL data, as applicable.

Vendor Name

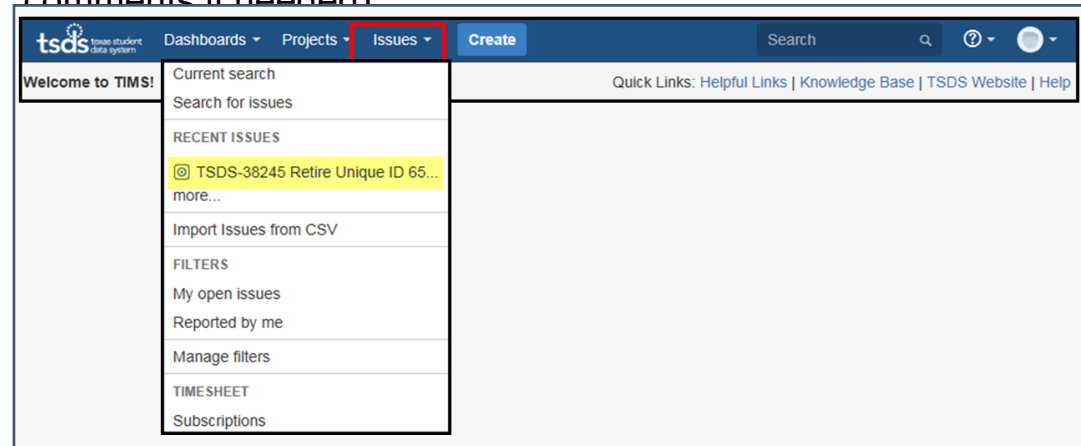
Create another  Cancel



# View or Resolve a TIMS Ticket

To View:

1. Click on Issues
2. Click on your ticket (here you can view and add more comments if needed)



# View or Resolve a TIMS Ticket

To Resolve:

1. Click on Issues
2. Click on your ticket
3. Click on Resolve Issue

The screenshot displays the TIMS interface. At the top, there is a navigation bar with 'tsds' logo, 'Dashboards', 'Projects', 'Issues', and a 'Create' button. A search bar is on the right. Below the navigation bar, a 'Welcome to TIMS!' message is shown. The main content area is divided into a left sidebar and a main panel. The sidebar includes 'TSDS Support' with a 'HELP' icon, and a list of options: 'Summary', 'Issues' (highlighted), 'Reports', and 'Components'. Below this are 'PROJECT SHORTCUTS' for 'TSDS Website', 'Knowledge Base', and 'Help Guide'. The main panel shows the ticket details for 'TSDS Support / TSDS-62890' with the title 'Child Find Absences During Extension Period'. A toolbar contains buttons for 'Edit', 'Add comment', 'Assign', 'More', 'Resolve Issue' (highlighted with a red box), 'Return to Level 3', and 'Workflow'. To the right of the toolbar are 'Email' and 'Export' buttons. The 'Details' section lists: Type: Question, Priority: Medium, Component/s: None, Labels: None, Submitter Name, Submitter Phone, and Submitter Email. The 'Status' is 'LEVEL 2 FOLLOWUP' (with a '(View Workflow)' link), 'Resolution' is 'Unresolved', and 'Security Level' is 'Default'. The 'People' section shows 'Assignee: Mary Morgan', 'Reporter: s', 'L1 Security Group', 'L2 Security Group', and 'Watchers: 0 Start watching this issue'. A 'Dates' section is partially visible at the bottom.

# Questions?

**Limited Consent:**

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