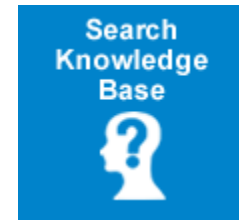


## Submitting a TIMS Ticket

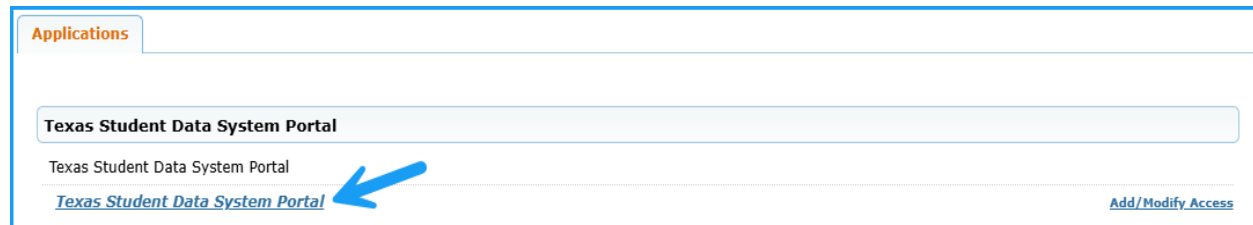
Submitting a detailed TIMS ticket helps ensure issues are addressed quickly and efficiently. Providing clear information about the problem, such as the affected system, error messages, and when the issue occurs, allows the support team to properly assess, prioritize, and route the request.

The following instructions outline how to submit a TIMS ticket and what information should be included.

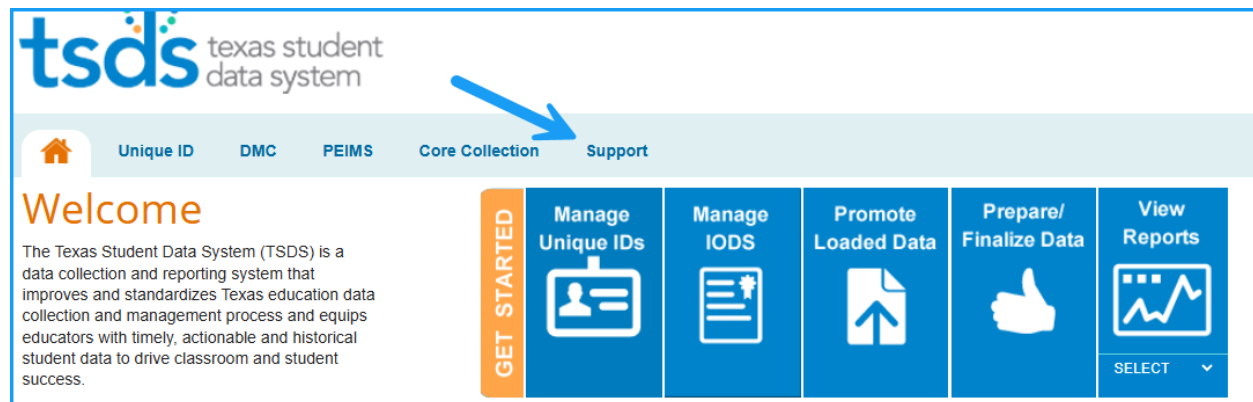
**Please note: Your first step is to navigate to Search Knowledge Base. You can find solutions to common problems here.**



Log in to TEAL and enter the TSDS portal.

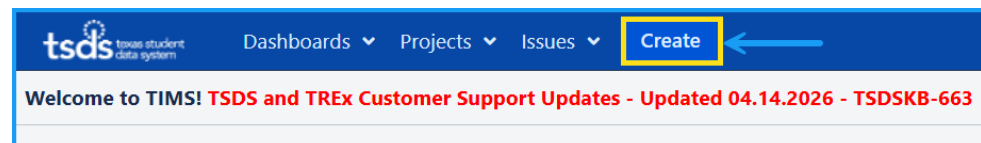
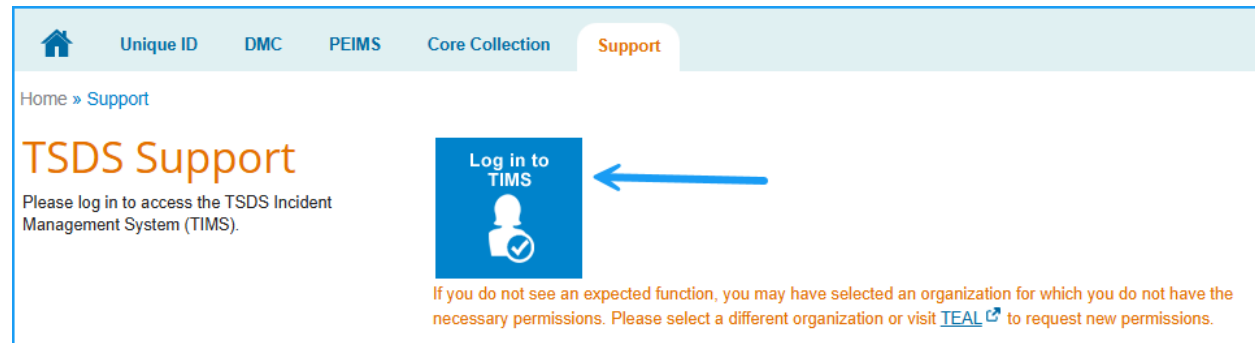
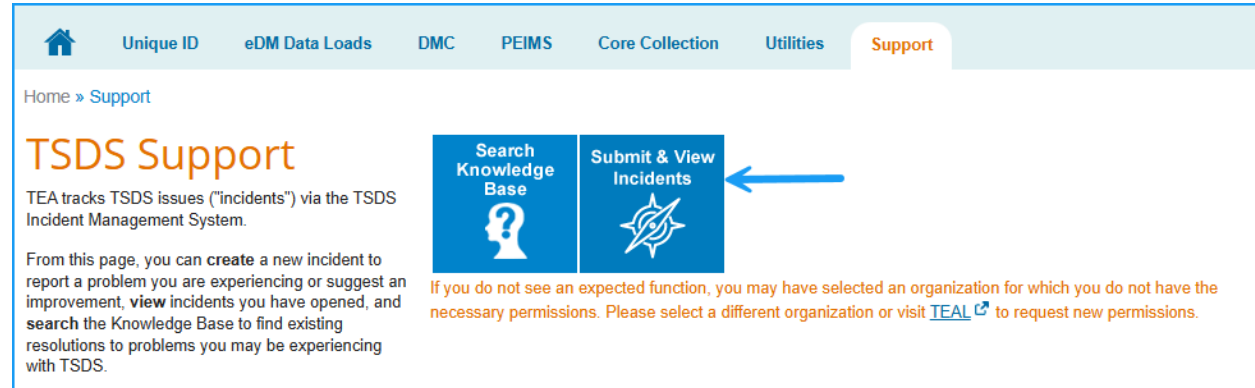


Navigate to Support to access the TIMS ticketing system.



Select Submit & View Incidents.

**Note: Depending on your role, this screen may look different. For LEAs needing support, it will look like the image provided. If you are providing support to LEAs, your icon will show "Log in to TIMS."**



## Submitting a TIMS Ticket

Complete all required fields:

**Create Issue**
⚙️ Configure Fields

All fields marked with an asterisk (\*) are required

Project\* TSDS Support (TSDS) ▼

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\* None ▼  
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).

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

Submission Date 20/Apr/26 1:47 PM   
Date and time the issue was submitted. - Use the dd/MMM/yy h:mm a date format

Subsystem\* None ▼ None ▼  
The component the issue relates to; please provide a subcategory if applicable.

Summary\*

Description\* 





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Visual
Text
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Create another
 Create
Cancel

### Issue Type

Reference the following issue types and select one that applies to the reason you are submitting a ticket.

 User Request	A request for assistance or support from the end user of the product.
 Problem	A problem which impairs or prevents the functions of the product.
 Enhancement Request	A new feature or improvement to the product, which has yet to be developed.
 Question	A general question regarding product usage or functionality.

### Subsystem

This specifies which project the issue belongs to.

*Ex: Unique ID/PEIMS Submission*





### Priority Level

Indicate the importance of your issue. Please make sure you match your issue with the descriptions below.

*Please note, if you mark your priority Critical, but the issue is just the application not functioning as expected, support will downgrade the priority to what is relevant.*

#### Priority Levels

An issue has a priority level which indicates its importance. The currently defined priorities are listed below. In addition, you can add more priority levels in the administration section.

 Critical	Unplanned system outage/application unavailable
 High	Problem with specific application functionality, major impact.
 Medium	Application functioning, but not as desired/expected.
 Low	Enhancement request, question on functionality, or display/formatting issues.

### Attachment

TIMS support will need all relevant information to troubleshoot the issue. Relevant reports, screenshots, and the JSON are essential to an effective TIMS ticket!

### Escalation Organization

To receive support in a timely manner, escalate your ticket to level 2.

### Important notes on submitting an effective TIMS ticket:

*These steps will ensure a prompt solution and save you and your support staff time.*

- Make sure your description includes as much detail as possible!
- Include screenshots, reports (if necessary), and troubleshooting steps you've already taken prior to submitting the ticket.
- Ensure you've selected a priority level that fits the issue.
- Escalate to Level 2 – the support team will not see your ticket until it is escalated to level 2.

## Retiring a UID

When retiring a duplicate UID, a screenshot of both UID master records from TSDS must be included in the TIMS ticket. When including screenshots of both master records, **include a red text box indicating which master record to keep and which to retire (see images below)**

If you are retiring another district's UID, permission to retire that UID must be included.

*Examples of permission could include a screenshot of the email exchange confirming they granted permission to retire.*

