

# Getting Started with the Teacher Information Management System (TIMS)

Updated July 2014

# ➤ Teacher Information Management System (TIMS)

## How Will This Presentation Help Me?

This presentation is designed to help you:

- Access TIMS for the first time
- Introduce you to your TIMS profile and PPID
- Offer tips for maintaining and updating your profile
- Provide resources for assistance

# ➤ Teacher Information Management System (TIMS)

## What is TIMS?

An online certification process that offers:

- A system for submitting, processing and approving applications for educators, public librarians, Funeral Directors and Nursing Students
- A link between an educator's certifications, designations, disciplinary actions, highly qualified teacher information, and other credential related data
- A personalized "dashboard" for applicants, educators, LEAs and IHEs to better manage certification applications and requirements
- The ability for users to complete payment transactions online

# ➤ Teacher Information Management System (TIMS)

## Abbreviations Used in TIMS

- **Dashboard** – your TIMS home page
- **Preparation Program (PP)** – the coursework you completed at a college, university or other provider that provides the training needed for this certification
- **Institution of Higher Education (IHE)** – college or university where you completed the preparation program required for certification
- **Local Education Agency (LEA)** – your current or past employer, such as a school district, charter school, private school, vocational AVTS/CTC school or intermediate unit
- **Pennsylvania Department of Education (PDE)**
- **Teacher Information Management System (TIMS)**



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DEPARTMENT OF EDUCATION

# ➤ Teacher Information Management System (TIMS)

## Tip for Successfully Using TIMS

- **Provide only requested and relevant information**
  - Specific information requirements are indicated by **blue text** on some screens. Do not enter extraneous information
- If you cannot move to the next section of an application:
  - Read the information provided on the screen and under the help icon
  - Fill required fields denoted with a red asterisk (\*)
  - Check for error messages which appear in **red** in the upper left corner

# ➤ Teacher Information Management System (TIMS)

## First – Establish a profile

1. Establish a Pennsylvania Department of Education (PDE) “portal” log in – *see next slide.*
2. Wait until your registration is confirmed, which may take up to 24 hours
3. Complete the Teacher Information Management System (TIMS) Profile – *See Slide 10*
4. Update your TIMS profile on your TIMS dashboard – *See Slide 19*

# Teacher Information Management System (TIMS)

## Establish PDE Portal Login

This is a ONE-TIME process.

If you already have a PDE log in, please skip to slide 11

1. Navigate to [www.education.state.pa.us](http://www.education.state.pa.us)

2. Click on the *Register* link

The screenshot shows the Pennsylvania Department of Education website. The header includes the Pennsylvania state logo and navigation links for PA State Agencies, Online Services, and a search bar. The main content area features a 'Welcome to THE PENNSYLVANIA DEPARTMENT OF EDUCATION' message. On the left, a sidebar menu lists various services, with a red arrow pointing to the 'Log In' link. The main content area also includes sections for 'STUDENTS', 'FAMILIES', 'TEACHERS', and 'ADMINISTRATORS'. A yellow box on the right titled 'HOW IS MY SCHOOL DOING?' provides links to academic data and school report cards. At the bottom, there are links for 'Find an Institution', 'Important Information and Updates', and 'Hot Topics'.

# Teacher Information Management System (TIMS)

## One-Time Registration Process

Complete the registration form

- Information with a red \* asterisk must be supplied
- Use a permanent personal email address (not one issued by an employer or a college/university)
- Create your User ID
  - It should NOT have spaces
  - It is NOT case sensitive
  - Record this ID

The screenshot shows the 'Register' page of the TIMS system. The header includes the Pennsylvania State of Independence logo. A left sidebar contains links for 'Login', 'Register', 'Forgot Password', 'eSignature', and 'Update Account Information'. The main content area is titled 'Register' and includes the instruction 'Fill in the information below to register.' The form fields are as follows: Name Prefix (dropdown), First Name (text, required), Last Name (text, required), Name Suffix (dropdown), Company (text), Title (text), Address1 (text, required), Address2 (text), City (text, required), State (text, required), Zip (text, required), Phone (text), Fax (text), Email Address (text, required), User ID (text, required), Password (text, required), Confirm Password (text, required), Question (text, required), and Answer (text, required). A note at the bottom states: 'If you ever lose your username or password we will ask you the following question, and need to receive your given answer, to confirm your identity. Please use a question that you will be sure to remember.' At the bottom right, a legend indicates '\* Denotes a required field.' Two buttons, 'Start Over' and 'Register', are located at the bottom of the form.



# Teacher Information Management System (TIMS)

## Registration Process Continued

- Create your Password
  - It IS case sensitive
  - It must have at least one:
    - Capital letter
    - Lower case letter
    - Number
    - Visible symbol
  - It should NOT have spaces
  - Record this password
- Create a very easy security question with an answer you will remember

The screenshot shows the 'Register' page of the TIMS system. On the left is a yellow sidebar with links: 'Login', 'Register', 'Forgot Password', 'eSignature', and 'Update Account Information'. The main content area is titled 'Register' and includes the instruction 'Fill in the information below to register.' Below this are various input fields: 'Name Prefix' (dropdown), 'First Name', 'Last Name', 'Name Suffix' (dropdown), 'Company', 'Title', 'Address1', 'Address2', 'City', 'State', 'Zip', 'Phone', 'Fax', 'Email Address', 'User ID', 'Password', and 'Confirm Password'. Each required field is marked with a red asterisk. At the bottom, there is a 'Question' and 'Answer' section, also with red asterisks. 'Start Over' and 'Register' buttons are at the bottom center. A note at the bottom right states '\* Denotes a required field.'

# ➤ Teacher Information Management System (TIMS)

## Post Registration Delay

After successfully completing and submitting the registration form you must

**wait for a registration  
confirmation email**

before you may log into TIMS for the first time

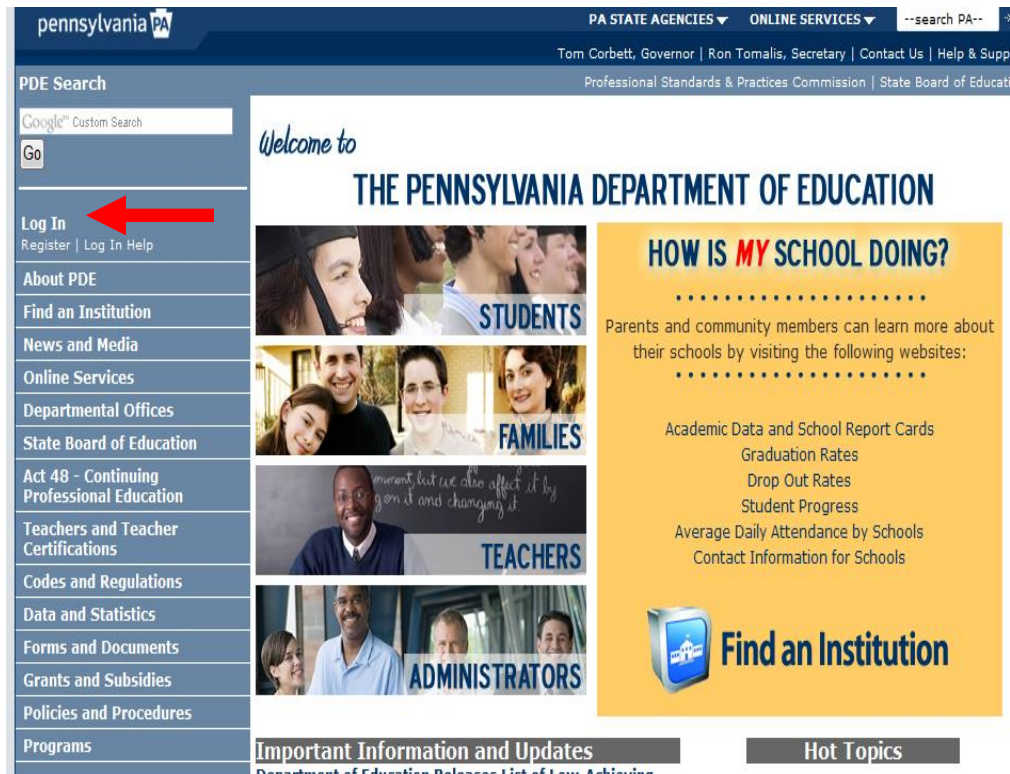
**It may take up to 24 hours to receive the  
confirmation**

# Teacher Information Management System (TIMS)

## Start at the PDE Portal

Log into the PDE portal using the information entered and recorded in the registration process:

1. Log in at [www.education.state.pa.us](http://www.education.state.pa.us)
2. Click on the *Log In* link



# Teacher Information Management System (TIMS)

## Log Into the PDE Portal

1. Enter the User Id you created
2. Enter your Password - remember it is case sensitive

**Caution:** If you fail to log in 3 times your account locks for 30 minutes, so...

- Use the Forgot Password button  
You will receive two emails:
  - The first will contain your User Id
  - The second will have a new password



The screenshot shows the login interface for the Commonwealth of Pennsylvania Enterprise Portal. At the top, there is a header with the state seal and the text "COMMONWEALTH OF PENNSYLVANIA ENTERPRISE PORTAL". Below this, a "Welcome to the Enterprise Portal" message is displayed, followed by a link to "Log in to your personalized Portal account." A login form contains fields for "Username:" and "Password:", with a red arrow pointing to the Username field. A "Log In" button is positioned below the password field. Below the login form, a message states: "If you are a citizen and do not have an account, please click on the Register icon to register for a new account. Once registered, the new account will be activated within 24 hours." A "Register" button is located below this message. At the bottom, there is a "Forgot Password?" link with a red arrow pointing to it, and a sub-link "Retrieve it here!". Footer text includes "Privacy Policy | Disclaimer" and "Copyright © 2012 Commonwealth of Pennsylvania".

# Teacher Information Management System (TIMS)

## For Assistance With your PDE Log In

The screenshot shows the Pennsylvania Department of Education (PDE) website. The header includes the PDE logo and navigation links for PA State Agencies, Online Services, and a search bar. A red arrow points to the 'Help & Support' link in the top right navigation bar. The left sidebar contains a 'Log In' section with a red circle around the 'Log In Help' link. The main content area features a 'Log In Help' section with links for 'Log In Help and Tips', 'Change Password, email address or profile information', and 'Forgotten Password'. A 'Using Our Site' section provides information about web browsers and Trusted Site settings.

**Log In Help**

[Log In Help and Tips](#) - Detailed help and tips on how to log into the Pennsylvania Department of Education (PDE) website to access your authorized PDE applications.

[Change Password, email address or profile information](#) - You can change your password, email address or update your profile information on your user administration page. You will need to log in and then click the 'Update User Account' link.

[Forgotten Password](#) - If you have forgotten your password you may utilize the forgotten password tool to have a new password emailed

**Using Our Site**

**Web Browsers:**

Although we make every effort on this site to accommodate all web browsers, the PDE web site is best viewed with Microsoft Internet Explorer Version 6.0 or higher, at a resolution of 1024x768. Mac users may experience some incompatibility with certain functions within the PDE website when using the Safari browser.

Additionally, some internet browsers require that PDE be labeled a Trusted Site for navigation purposes. Please add the following URL to your Trusted Site list:  
<http://www.portal.state.pa.us>

Please note that pop-ups must be enabled on your web browser for this site.

The Help & Support link takes you to log in assistance.

The portal help desk may be reached at (717) 506-2317, (888) 498-8129 or via the Help Desk Support link on this page (scroll down).



# Teacher Information Management System (TIMS)

## Navigate to the Teachers Page

Now that you are logged into the PDE portal:

- Click on the *Teachers, Administrators and Certifications* link

OR

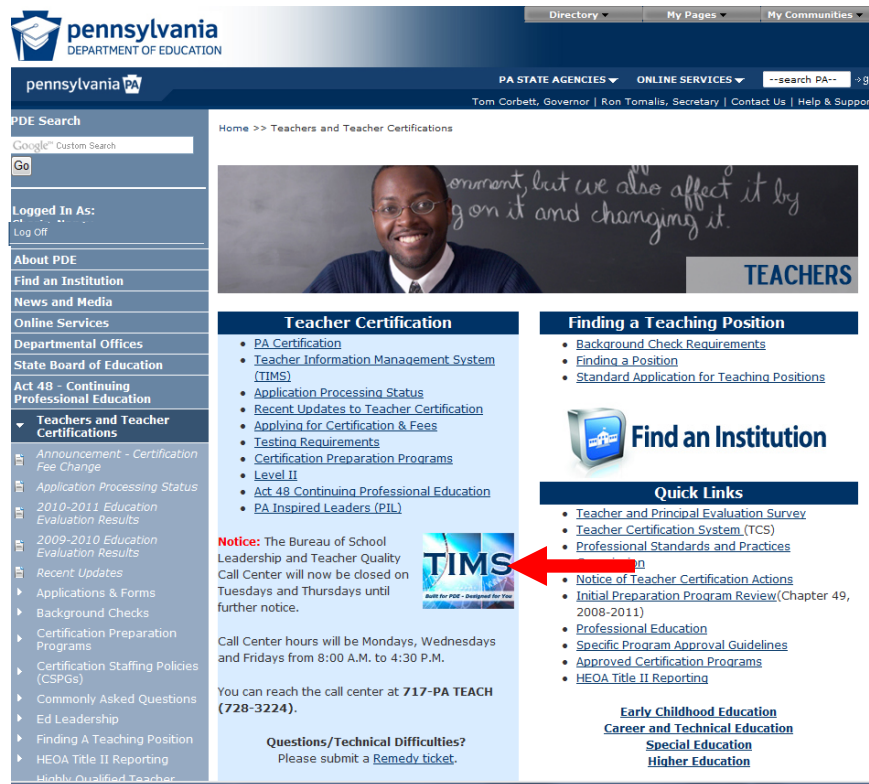
- Click on the Teachers Picture

The screenshot shows the Pennsylvania Department of Education (PDE) portal. The header includes the PDE logo and navigation links for PA State Agencies, Online Services, and a search bar. The main content area is titled 'Welcome to THE PENNSYLVANIA DEPARTMENT OF EDUCATION'. It features four main sections: 'STUDENTS', 'FAMILIES', 'TEACHERS', and 'ADMINISTRATORS'. A red circle highlights the 'Teachers, Administrators and Certifications' link in the left navigation menu. A red arrow points to the 'Teachers' section in the main content area.

# Teacher Information Management System (TIMS)

## Navigate to the TIMS Page

Click on the TIMS logo

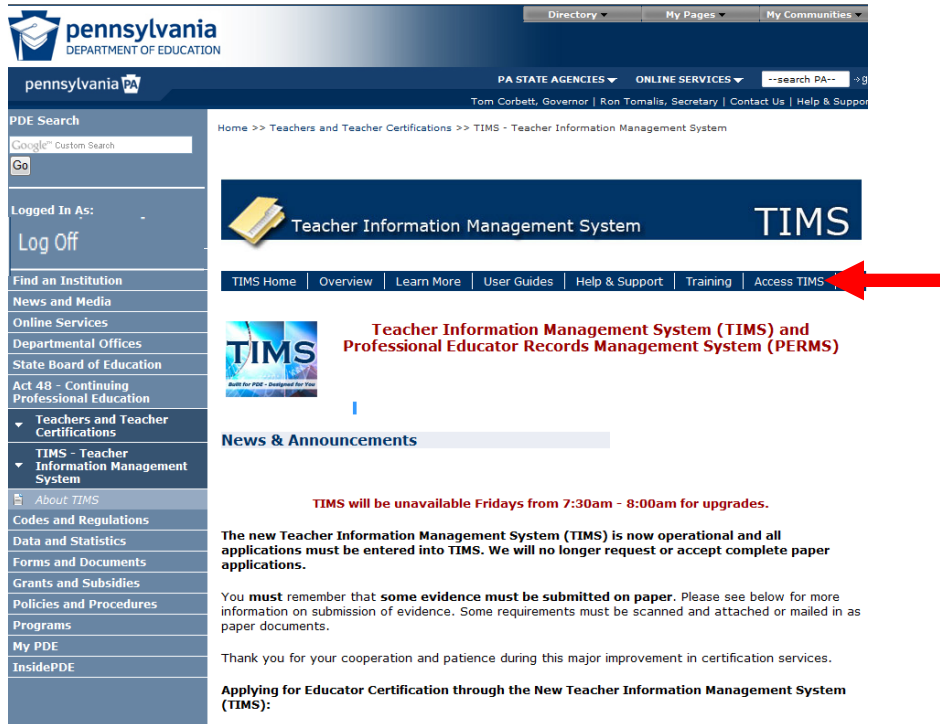


The screenshot shows the Pennsylvania Department of Education website. The header includes the state logo and navigation links like 'Directory', 'My Pages', and 'My Communities'. A search bar is present with the text 'PA STATE AGENCIES', 'ONLINE SERVICES', and a search button. Below the header, there's a banner for 'TEACHERS' featuring a photo of a man and the text 'moment, but we also affect it by going on it and changing it.' The main content area is divided into two columns. The left column, titled 'Teacher Certification', lists links for 'PA Certification', 'Teacher Information Management System (TIMS)', 'Application Processing Status', 'Recent Updates to Teacher Certification', 'Applying for Certification & Fees', 'Testing Requirements', 'Certification Preparation Programs', 'Level II', 'Act 48 Continuing Professional Education', and 'PA Inspired Leaders (PIL)'. A red arrow points to the 'TIMS' link. Below this list, there's a 'Notice' about the Bureau of School Leadership and Teacher Quality Call Center being closed on Tuesdays and Thursdays until further notice. The right column, titled 'Finding a Teaching Position', lists links for 'Background Check Requirements', 'Finding a Position', and 'Standard Application for Teaching Positions'. Below this, there's a 'Find an Institution' button. At the bottom, there's a 'Quick Links' section with links for 'Teacher and Principal Evaluation Survey', 'Teacher Certification System (TCS)', 'Professional Standards and Practices', 'Notice of Teacher Certification Actions', 'Initial Preparation Program Review (Chapter 49, 2008-2011)', 'Professional Education', 'Specific Program Approval Guidelines', 'Approved Certification Programs', and 'HEOA Title II Reporting'. At the very bottom, there's a section for 'Early Childhood Education', 'Career and Technical Education', 'Special Education', and 'Higher Education'.

# Teacher Information Management System (TIMS)

## Access TIMS

Click on the *Access TIMS* link



The screenshot shows the Pennsylvania Department of Education website. The header includes the state logo and navigation links like 'Directory', 'My Pages', and 'My Communities'. Below the header, there's a search bar and a navigation menu. The main content area features a large banner for the 'Teacher Information Management System (TIMS)' with a red arrow pointing to the 'Access TIMS' link. Below the banner, there's a section titled 'News & Announcements' with a notice about TIMS being unavailable on Fridays for upgrades. The left sidebar contains various links related to PDE services, including 'Find an Institution', 'Online Services', and 'Teachers and Teacher Certifications'.

Logged In As: [User Name] | Log Off

Find an Institution | News and Media | Online Services | Departmental Offices | State Board of Education | Act 48 - Continuing Professional Education | Teachers and Teacher Certifications | TIMS - Teacher Information Management System | About TIMS | Codes and Regulations | Data and Statistics | Forms and Documents | Grants and Subsidies | Policies and Procedures | Programs | My PDE | InsidePDE

Home >> Teachers and Teacher Certifications >> TIMS - Teacher Information Management System

Teacher Information Management System TIMS

TIMS Home | Overview | Learn More | User Guides | Help & Support | Training | Access TIMS

**Teacher Information Management System (TIMS) and Professional Educator Records Management System (PERMS)**

**TIMS will be unavailable Fridays from 7:30am - 8:00am for upgrades.**

The new Teacher Information Management System (TIMS) is now operational and all applications must be entered into TIMS. We will no longer request or accept complete paper applications.

You **must** remember that **some evidence must be submitted on paper**. Please see below for more information on submission of evidence. Some requirements must be scanned and attached or mailed in as paper documents.

Thank you for your cooperation and patience during this major improvement in certification services.

**Applying for Educator Certification through the New Teacher Information Management System (TIMS):**



# Teacher Information Management System (TIMS)

## Final Step to Access TIMS

Click on the *Access the TIMS application by clicking here* link

(Note, you must be logged into the PDE portal to see this link)

The screenshot shows the Pennsylvania Department of Education (PDE) website. The header includes the PDE logo and navigation links like 'Directory', 'My Pages', and 'My Communities'. Below the header, there's a search bar and a navigation menu with links such as 'PA STATE AGENCIES', 'ONLINE SERVICES', and 'search PA'. The main content area is titled 'Home >> Teachers and Teacher Certifications >> TIMS - Teacher Information Management System'. A large blue banner reads 'Teacher Information Management System TIMS'. Below this, a navigation bar contains links: 'TIMS Home', 'Overview', 'Learn More', 'User Guides', 'Help & Support', 'Training', and 'Access TIMS'. The 'Access TIMS' section features an information icon and a message: 'You must be logged in to access the Teacher Information Management System (TIMS). Need assistance? You may review the User's Guides [here](#).' Below this, the 'Log In Status:' section shows 'Currently Logged In as: Applicant' and 'Access the TIMS application by clicking [here](#)'. A red arrow points to the 'here' link. The footer contains links for 'Privacy Policy', 'Security Policy', 'Home', 'Employment Opportunities', 'Contact Us', 'PDE Disclaimers', and 'Right to Know', along with a copyright notice for 2012.

# Teacher Information Management System (TIMS)

## Establish Your TIMS Profile

- **This is a ONE-TIME process.** (You will proceed directly to the dashboard on future visits.)
- Read both notes before entering information
- Click on the Continue button (not shown)



### Establish Teacher Information Management System (TIMS) Profile

This one time registration process requires the following information to be provided:

1. If you hold a PA certificate, enter the information that was provided at the time of issuance of your latest PA certificate.
2. If you do not hold a PA certificate, enter your SSN, Date of Birth, and Current Official Name as it appears on legal documents.

\* SSN:

\* Confirm SSN:

\* Date of Birth (MM/DD/YYYY):

\* Official First Name:

\* Last Name:

Middle Initial:

\* Citizenship Status:

US Citizen

Lawful Permanent Resident (Green Card Holder)

Non-Immigrant US Visa Holder

Other

**Be careful entering this information as mistakes are not easily corrected once you leave this page.**

If your **birthday** in the system is incorrect, you may not be able to move past the profile screen to the home page until you call the TIMS Call Center or submit a Remedy Ticket.

APPLICANTS: Please note the following information (552a note) AUTHORITY: 24 P.S. Section 1224.

\* Denotes required information

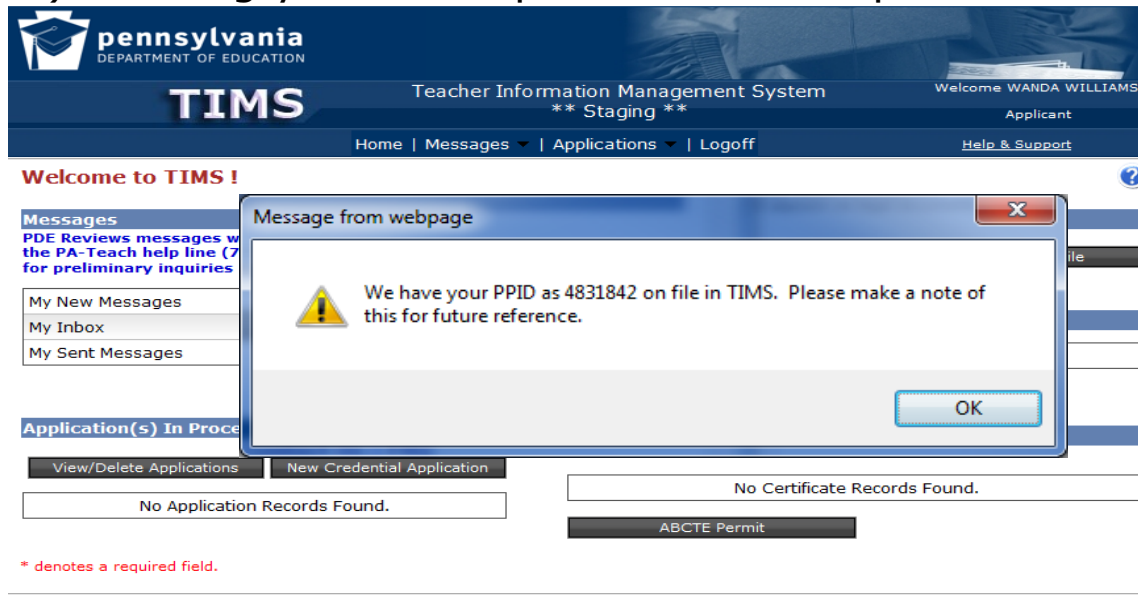
REQUIRED BY THE FEDERAL PRIVACY ACT (5 U.S.C. 552a)



# Teacher Information Management System (TIMS)

## PPID Notification and Citizenship Message (if applicable)

- Your PPID is displayed upon completion of the profile. **Write down 7-digit number for future reference.**
- If your citizenship status selected in the profile differs from prior records, there will be an additional paragraph on the message box (not displayed below) advising you to complete a citizenship status change.



Click on the OK button to continue

# ➤ Teacher Information Management System (TIMS)

## Citizenship Issues:

- If your **citizenship** was not established in the prior system, you will be classified as “Unknown/Other” in TIMS.
  - You may be prevented from applying for many certificates until you submit a no-fee citizenship status change application.
  - If you have always been a U.S. citizen, you will not be required to send any proof documents with the citizenship status change application.
  - If you are not a U.S. citizen, you will be required to submit a copy of your immigration documentation. Permanent Residents (“green card” holders) should also sign a Declaration of Intent form available on the Teachers, Administrators & Certifications website.

# Teacher Information Management System (TIMS)

## Welcome to the TIMS “Dashboard” (Home Page)

- Click on “View & Update My Profile” to update your personal information

**Messages**

PDE Reviews messages with the application. Please use the PA-Teach help line (717) 728-3224 or PDE Remedy for preliminary inquiries

My New Messages	0
My Inbox	0
My Sent Messages	0

Search Messages

**Application(s) In Process**

View/Delete Applications | New Credential Application

No Application Records Found.

**Profile & Settings**

View & Update My Profile | View My Tests On File

Profile Change Application

**Emergency Permit Request**

No Permit Request Records Found.

Emergency Permit Application

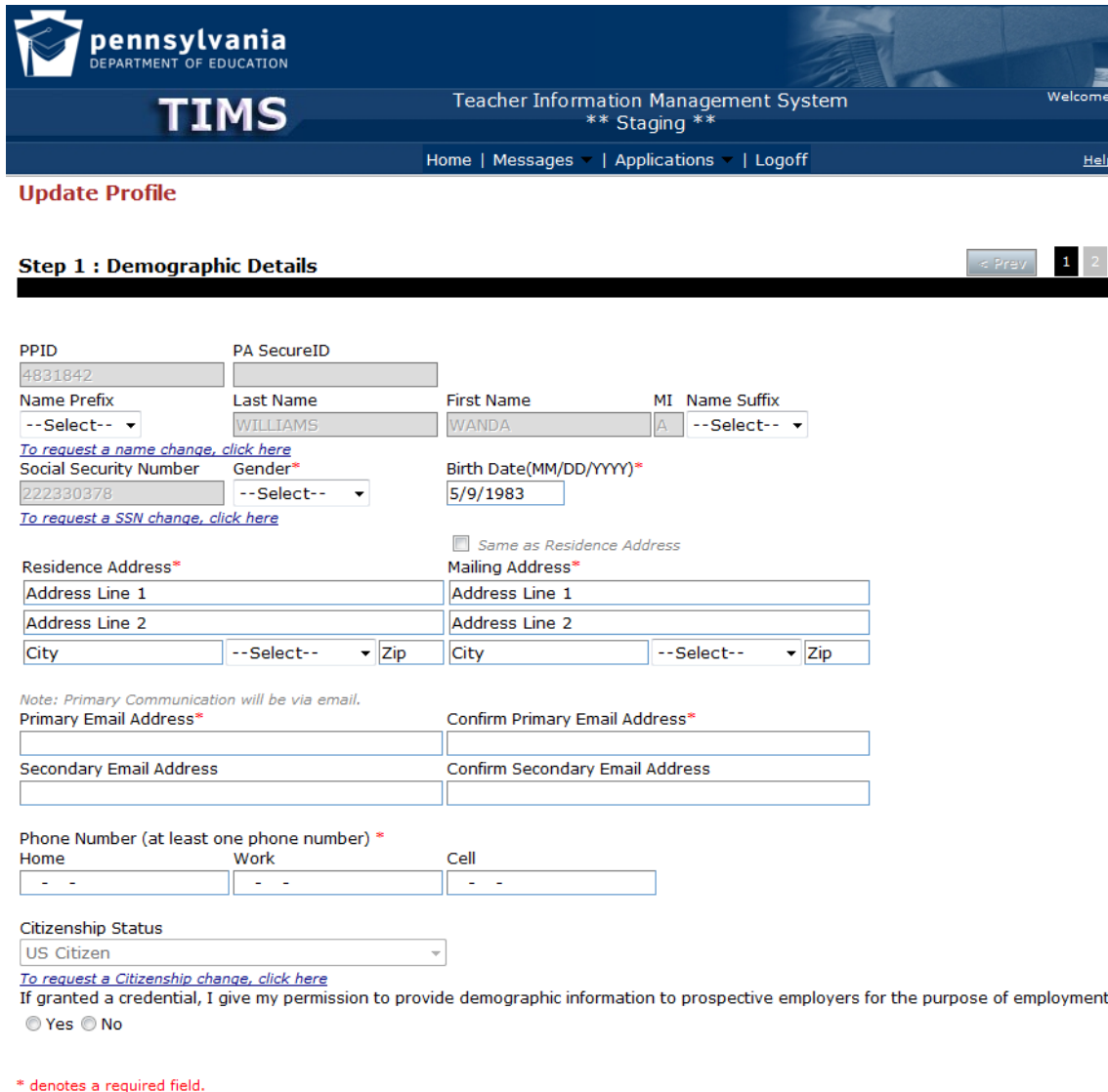
**Credential(s)**

No Certificate Records Found.

ABCTE Permit

\* denotes a required field.

# Teacher Information Management System (TIMS)



The screenshot shows the TIMS (Teacher Information Management System) interface. At the top is the Pennsylvania Department of Education logo and the TIMS title. Below the title is a navigation bar with links for Home, Messages, Applications, and Logoff. The main heading is "Update Profile". The form is titled "Step 1 : Demographic Details". It contains several input fields: PPID (4831842), PA SecureID, Name Prefix (dropdown), Last Name (WILLIAMS), First Name (WANDA), MI (A), Name Suffix (dropdown), Social Security Number (222330378), Gender (dropdown), Birth Date (5/9/1983), Residence Address (Address Line 1, Address Line 2, City, Zip), Mailing Address (Address Line 1, Address Line 2, City, Zip), Primary Email Address, Confirm Primary Email Address, Secondary Email Address, Confirm Secondary Email Address, Phone Number (Home, Work, Cell), and Citizenship Status (US Citizen). There are also links for requesting name, SSN, and citizenship changes. A note states: "Note: Primary Communication will be via email." A checkbox for "Same as Residence Address" is present. A disclaimer at the bottom states: "If granted a credential, I give my permission to provide demographic information to prospective employers for the purpose of employment." A footnote indicates that asterisks denote required fields.

**Update Profile**

**Step 1 : Demographic Details**

PPID: 4831842 PA SecureID: [ ]

Name Prefix: --Select-- Last Name: WILLIAMS First Name: WANDA MI: A Name Suffix: --Select--

[To request a name change, click here](#)

Social Security Number: 222330378 Gender: --Select-- Birth Date(MM/DD/YYYY): 5/9/1983

[To request a SSN change, click here](#)

☐ Same as Residence Address

Residence Address\*: Address Line 1, Address Line 2, City, Zip

Mailing Address\*: Address Line 1, Address Line 2, City, Zip

Note: Primary Communication will be via email.

Primary Email Address\*: [ ] Confirm Primary Email Address\*: [ ]

Secondary Email Address: [ ] Confirm Secondary Email Address: [ ]

Phone Number (at least one phone number) \*: Home, Work, Cell

Citizenship Status: US Citizen

[To request a Citizenship change, click here](#)

If granted a credential, I give my permission to provide demographic information to prospective employers for the purpose of employment

☐ Yes ☐ No

\* denotes a required field.

## Update Your Profile

- Grayed out fields, such as your name, social security number and citizenship, may be changed using the link(s) provided.
- Gender, Address, email address, phone number and an employment participation response is required.

# Teacher Information Management System (TIMS)

## Initiating a Profile Change Application

Social Security Number, Name and Citizenship changes require an application:

- Click on the link included on the Profile Update page (Figure 1)

OR

- Select the Profile Change Application button on the dashboard (Figure 2)

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Update Profile

**Step 1 : Demographic Details**

PPID: 4831842 PA SecureID: [Field]  
Name Prefix: [Field] Last Name: WILLIAMS First Name: WANDA  
Social Security Number: 222330378 Gender: --Select-- Birth Date: 5/9/19[Field]  
[To request a name change, click here](#)  
[To request a SSN change, click here](#)  
Residence Address: [Field] Mailing Address: [Field]  
Address Line 1: [Field] Address: [Field]  
Address Line 2: [Field] Address: [Field]  
City: --Select-- Zip: [Field] City: [Field]  
Note: Primary Communication will be via email.  
Primary Email Address\*: [Field] Confirm: [Field]  
Secondary Email Address: [Field] Confirm: [Field]  
Phone Number (at least one phone number)\*: Home: [Field] Work: [Field] Cell: [Field]  
Citizenship Status: US Citizen  
[To request a Citizenship change, click here](#)  
If granted a credential, I give my permission to provide demographic information to the Department of Education:  
☒ Yes ☐ No  
\* denotes a required field.

Figure 1

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**TIMS** Teacher Information Management System  
\*\* Staging \*\*  
Welcome WANDA WILLIAMS!  
Applicant

Home | Messages | Applications | Logoff | Help & Support

**Welcome to TIMS !**

**Messages**  
PDE Reviews messages with the application. Please use the PA-Teach help line (717) 728-3224 or PDE Remedy for preliminary inquiries

My New Messages	0
My Inbox	0
My Sent Messages	0

Search Messages

**Application(s) In Process**  
View/Delete Applications New Credential Application  
No Application Records Found.

\* denotes a required field.

**Profile & Settings**  
View & Update My Profile View My Tests On File  
Profile Change Application  
**Emergency Permit Request**  
No Permit Request Records Found.  
Emergency Permit Application  
**Credential(s)**  
No Certificate Records Found.  
ABCTE Permit

Figure 2

# ➤ Teacher Information Management System (TIMS)

## Completing Your Profile Change Application

### **1. Providing Proof Items**

- Upload required proof items when applicable... AND/OR
- Mail required supporting documentation with a cover sheet printed from the dashboard

### **2. Check the status of the application on your dashboard for:**

- Pending Additional Documentation: one or more proof items has not been received and scanned into TIMS (allow 5 days for mail; 5 business days for scanning)
- Waiting for Evaluation: applications will be processed in the order received
- Assigned: the evaluation is in progress
- Approved!



# Teacher Information Management System (TIMS)

## Next Steps

- If you seek a credential use the “Create a New Application” button on your TIMS dashboard.
- If a school district has instructed you to apply for an emergency permit, use the “Initiate an Emergency Permit request” button on your TIMS dashboard.
- If you are support staff logging into TIMS for the sole purpose of obtaining a PPID – Congratulations, you were successful! If not, please contact the PIMS help desk at 800-661-2423 or submit a Remedy ticket (refer to the instructions on the next slide). The PIMS team cannot answer your TIMS credential questions.

# Teacher Information Management System (TIMS)

## Obtaining Assistance: Submit a Remedy Ticket

The screenshot shows the Pennsylvania Department of Education website. The header includes the state logo and navigation links for PA State Agencies, Online Services, and a search bar. A red arrow points to the 'Help & Support' link in the top right navigation bar. The left sidebar contains a 'PDE Search' box and a 'Log In' section with links for Register, Log In Help, and About PDE. The main content area features a large graphic with 'Cancel' and 'Help' buttons, and a section titled 'Log In Help' with links for 'Log In Help and Tips', 'Change Password, email address or profile information', and 'Forgotten Password'. The 'Help Desk Support' section is circled in red, containing text about submitting a Help Desk Support request and a link to the 'Help and Support Documents'.

You may submit a Remedy ticket for assistance with TIMS:

- Click on the Help & Support Link
- Scroll down and click on the Help Desk Support Link

Supply detailed information including your application ID number so that we may answer your question.

# ➤ Teacher Information Management System (TIMS)

## Webinar Help

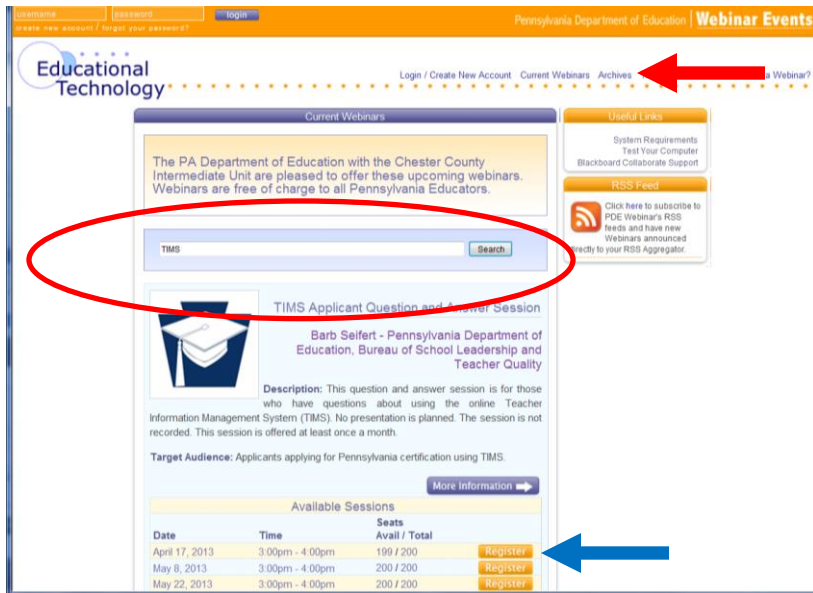
We offer training and question and answer sessions using webinars. A webinar is a web conferencing and eLearning environment in real time conducted by a member of the PDE certification team. There is no cost to attend. There are two types of sessions:

1. Applicant Question & Answer sessions do not have a formal presentation. When you join the session you may ask questions and get answers from a certification staff member.
2. Training sessions are formal presentations that walk you through the application process for the most common type of credential. Time is allocated to answer questions from participants. These sessions are recorded; questions cannot be entered and answered while viewing the recording.

The next slide provides more information on this topic.

# Teacher Information Management System (TIMS)

## How to Find and Participate in Webinars/Webinar Recordings



TIMS Webinars are listed on

**[www.pdewebinars.org](http://www.pdewebinars.org)**.

- Search on TIMS for upcoming events. The search area is circled in the diagram.
- Click on the Archives link to search for recorded sessions. The red arrow points to the link in the diagram.

Use the Register button to reserve a seat for a training or question and answer session. The blue arrow points to the button in the diagram.

If you cannot attend a session, please cancel your registration so that another person may attend.

# ➤ Teacher Information Management System (TIMS)

## Summary of Resources

**www.PA-TIMS.com** offers:

- [User Guides](#) – currently not available as they are being updated
- [Frequently Asked Questions](#)
- [Help Desk Support](#)– create a help desk ticket
- Link to Training and Question & Answer Webinars  
([www.pdewebinars.org](http://www.pdewebinars.org))

The **TIMS Call Center** is open Monday, Wednesday and Friday 8:00 A.M. to 4:30 P.M.

- Dial 717 728-3224 (717-PaTeach)
- Select Option 3 Teacher Certification, Highly Qualified ...
- Select
  - Option 1 for certification questions **OR**
  - Option 2 for technical assistance with TIMS

For more information on TIMS please visit PDE's website at  
[www.education.state.pa.us](http://www.education.state.pa.us)

*The mission of the department is to academically prepare children and adults to succeed as productive citizens. The department seeks to ensure that the technical support, resources and opportunities are in place for all students, whether children or adults, to receive a high quality education.*