

TSRV Administrator Application FAQs

[Updated 4/29/2014]

1. What is the TSRV Administrator Application?

This application was created to enhance the support data coordinators can offer to teachers using TSRV. Access to the administrator application is through the Teacher Access and Authorization (TAA) login page for users with entitled SEDDAS accounts. (Contact your Superintendent to find out if your SEDDAS account is entitled for this application.)

When logged in to the administrator application a data coordinator can do the following simply by entering a teacher's TEACH ID #:

- Check a teacher's account creation status
- Find a teacher PIN and the date it was distributed
- Check usernames
- Find out where the system is sending a teacher's confirmation email
- Check the date the account was last accessed
- Verify basic roster data
- Deactivate a TSRV account (only in situations when a teacher forgets his/her password and cannot match the answers his/her security questions)

2. Who is allowed to use this application?

This application is designed for district data coordinators (or staff with similar duties). Superintendents (or their BOCES/charter school equivalent) must entitle any staff they want to have access this application through SEDDAS. For more information on SEDDAS go to our SEDDAS homepage at <http://www.p12.nysed.gov/seddas/seddashome.html>

3. Where do I go to login to this application?

Access to the application is through the Teacher Access and Authorization login page (same page teachers use to login to TSRV) found at <https://eservices.nysed.gov/taa/>

4. How do I login?

After going to the login page at <https://eservices.nysed.gov/taa/> use your SEDDAS username and password. (See question # 2 above for more information on SEDDAS.)

5. How do I check a teacher's account?

From the application main page (first page viewed after logging in) enter the teacher's TEACH ID# in the TEACH ID box.

6. What is a TEACH ID# and where can I find them?

Your TEACH ID# is a unique identifying number assigned by the NYSED TEACH office. We use TEACH ID# for security purposes to verify teacher personal information during TSRV account creation. TEACH ID#s can be retrieved for teachers who have roster data in Level 2 (L2, the NYSED Data Warehouse) from column B of the Summary Report (excel spreadsheet) in the Teacher PIN Distribution file found on your district's IRSP (Information and Reporting Services Portal).

7. What roster data are available through the Administrator Application?

This application allows users to see student counts reported for each Staff Student Course record type (assessment records and full year records), for every course and section reported for the teacher for current and previous years. Teachers with multiple schools will have separate boxes for each school they teach in. Users will not be able to see individual student data (names, enrollment linkage minutes, etc) but this will allow for a quick check of basic information.

Below is an example of roster data that will display. School years and course titles are Under the *Course Information* heading (please note: 2014 indicates 2013-14 school year, 2013 indicates the 12-13 school year, etc.). Course section numbers are provided in the Section heading for instances where a teacher has more than one class/section of the same course. The *Assessment Students* and *End of Year Students* headings display the number of students reported in L2 for each Staff Student Course record type.

Course Information	Section	Assessment Students ?	End of Year Students ?
2014 - Language Arts (grade 6)	0000-0	0	15
2014 - Language Arts (grade 6)	0000-1	0	14
2013 - Science (grade 6)	0000-2	0	23

8. What should I do if a teacher reports seeing roster data that do not match what I see in the Administrator Application or in L2RPT?

TSRV is populated with SSC data uploaded to L2 by the district/charter school/BOCES. If data in the application and/or L2RPT do not match what the teacher is reporting they see in TSRV please contact NYSED Information and Reporting Services (IRS) by email at

Dataquest@mail.nysed.gov Please include the name of your district/charter school/BOCES and the teacher's name and TEACH ID#.

9. When should I use the *Deactivate Account* feature?

This feature should **ONLY** be used in cases when a teacher forgets their password and cannot match the answers to their security questions. Teachers in this situation can also deactivate their own accounts by using the ***Help with your account?*** Feature found on the TAA login page at <https://eservices.nysed.gov/taa//>

10. What happens when I deactivate an account? *(modified 4/29/2014)*

When an account is deactivated a confirmation email is sent to the user. The user must click on the link in this email to confirm the deactivation. *{The email is sent to the address used to create the account (the username). If the user no longer has access to this email address please refer to FAQ #14- below.}*

When the deactivation is confirmed a new PIN is sent to your district/charter school/BOCES IRSP in the TEACHER PIN DISTRIBUTION File. There will be a new PIN distribution letter for the teacher in this file. You must distribute this PIN distribution letter to the teacher in a secure fashion. The PIN contained in the letter will allow the teacher to complete the account creation process again.

For accounts deactivated before 5pm Monday-Thursday a new PIN will be sent to the IRSP the next morning. For accounts deactivated between 5pm Thursday and 11pm Sunday a new PIN will be sent to the IRSP in the weekly Monday morning distribution. (PINS for teachers with newly reported SSC records uploaded to L2 by 5pm on Friday are only sent in the following weekly Monday morning distribution.)

11. Can I use this feature to disable TSRV accounts for teachers who are no longer employed by the district/charter school/BOCES?

No. Teachers who resign, are fired, or retire must have their accounts disabled through SEDDAS. You can find these directions under *USEFUL RESOURCES* on the District Data Coordinator Teacher Student Data Linkage (TSDL) Resources Page.

12. Why can't I see roster data for teachers who are new to my district?

You can only view data for teachers who have roster data loaded by your district to L2. A teacher new to your district must first have Staff Student Course records for the

current school year reported before you will be able to access their information. You will not be able to see any roster data for courses taught by teachers in other districts.

13. A teacher new to my district now appears on the Summary Report (Excel spread sheet) in my Teacher PIN Distribution file but I don't have a PIN letter for him/her. How can I get his/her PIN?

When a teacher is new to your district but already has an existing TSRV account their name will appear in your Summary Report (if your district has reported Staff Student Course records for them). This happens so we can attribute the teacher's account to your district, enabling them to see roster data the district reports in their name. If the teacher has an existing account they will not need a new PIN and therefore, there will not be a PIN letter for the teacher. PINs are only necessary for account creation.

The best way to tell if a teacher new to your district has an existing account is to enter his/her TEACH ID in the TSRV Administration application. If they have five green checks for all account creation steps they already have an account.

If a teacher new to your district has been issued a PIN for your district there will be a PIN letter for him/her in the Teacher PIN Distribution file. When you open the Summary Report the column titled *Date PIN Issued* (column E) will indicate the dated file folder where you can find the teacher's PIN letter. If the teacher has a date of registration in the *Date Registration Completed* column (column F) then he/she already has an account and will not have a PIN letter. Once a PIN is used to create an account the corresponding PIN letter is removed from the file.

14. How can an account be deactivated when the teacher no longer has access to the username email address and can't confirm deactivation? (added 4/29/2014)

In situations where a teacher can't access their account deactivation confirmation email, SED needs to deactivate the account manually. The teacher should send a message via Dataquest with "Can't confirm deactivation" in the subject line, and include:

- first and last name,
- username (the inactive email used to create the account),
- former district (if applicable) and current district.

The account will then be deactivated without a confirmation email being sent and a new PIN will be sent to the district the next business day.