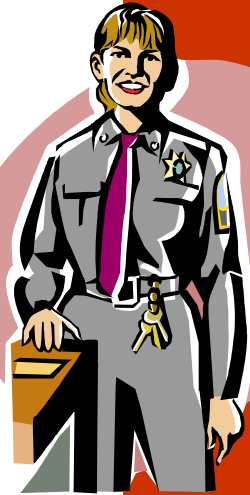


Truancy Enforcement Access Management System (TEAMS) User Manual



Northwest Toolbox Collection

Providing tools to help schools and
Educators grow tomorrow's citizens

Northwest Regional Education Service District
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1. What is TEAMS?

The Truancy Enforcement Access Management System (TEAMS) is a web-based application that enhances communication between schools and Northwest Regional ESD truancy enforcement officers. Using TEAMS, schools can submit truancy case requests online, view the status of a case, access student information and case history, and access and print student reports. All demographic information, notes, and files relating to a case are accessible online by both the school and the agency. TEAMS eliminates time-consuming paperwork, provides a way for both parties to track the progress of a case, and most importantly, keeps the lines of communication open.

NOTE: Due to the sensitive nature of information in the TEAMS database, all identifiers such as student names and ID numbers have been omitted from the screen shots in this tutorial. Any student or personnel information displayed in this manual is fictitious and for training purposes only.

2. Logging In

TEAMS has been tested and found to be compatible with Internet Explorer and Mozilla.

To log in:

1. Open a new browser window.
2. Navigate to <http://appl2.nwresd.k12.or.us/truancy/>
3. The login screen displays:



Truancy Enforcement Access Management System

Log In

User Name:

Password:

Remember me next time.

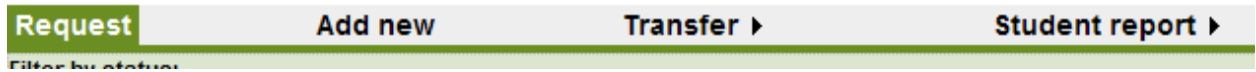
4. Enter your user name and password (assigned to you by NWRESD) and click the **Log In** button.
5. You are now logged in to TEAMS. At the top of the screen, a navigation menu displays tabs for **Request**, **Add new**, **Transfer**, **Student Report**, **Feedback**, and **My Profile**.



By default, the requests list will display. Click any other tab to navigate to that portion of the site.

3. Navigating the Request Tab

To access the requests list, click the **Request** tab at the top of your screen.



3.1. Request Tab Overview

The **Request** tab displays a list of truancy case requests submitted by your school. This list provides four pieces of information:

1. The student's name.
2. The step to which the case has progressed (initial referral, mandatory meeting, or citation).
3. The date the request was opened or generated.
4. The most recent date the request was updated.

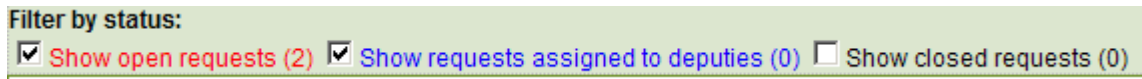
Request	Add new	Transfer ▶	Student report ▶	Feedback	
Filter by status:					
<input checked="" type="checkbox"/> Show open requests (4) <input checked="" type="checkbox"/> Show requests assigned to deputies (0) <input type="checkbox"/> Show closed requests (0)					
#	School	Student	Step	Opened	Last Update
1024	Test School	Kid, Fake	Initial Referral	01/08/09	Jan 08, 09 schoolUser2: *Request Open
1021	Test School	Alexander, Amy Test	Initial Referral	12/10/08	Dec 10, 08 schoolUser2: *Request Open This is a tr
1022	Test School	Alexander, Kristen	Citation	12/10/08	Dec 10, 08 schoolUser2: *Request Open

Additionally, all requests are color-coded by status:

- Red** – open and unassigned
- Blue** – assigned to a deputy officer; currently open and active
- Black** – closed requests

3.2. Sorting and Filtering Requests

To display only certain types of requests, check the desired boxes beneath the words **Filter by status** at the top left-hand corner of your screen. You can display open requests, closed requests, requests assigned to deputies, or any combination of the three types.



Regardless of which types of requests are displayed, the list can be sorted according to any of the four categories: student, step, date opened, and date of last update. To sort the list, simply click the **blue highlighted** category name and the list will re-sort according to this category.

School	Student	Step	Opened	Last Update
------------------------	-------------------------	----------------------	------------------------	-----------------------------

3.3. Viewing a Request in Detail

To view all the details of an existing request:

1. Click the word **Select** located on the right-hand side of the request.

Select

2. The request details display at the bottom of the screen.

The screenshot shows a web interface for request details. At the top, there are four tabs: 'Notes', 'Update', 'Close', and 'Files'. Below the tabs, on the left, is a 'Details' box with a green background and a dotted border. It contains the following information: 'Absences: 12', 'School: SchoolUser2 5032593800', 'School Admin: Student: Amy Test Alexander, DOB: 12/01/1992, Age: 17, Parents: Deanna Alexander 5825 NE Ray Circle Hillsboro, OR 97124 5412313516;'. To the right of the 'Details' box is a 'Date:' field with a date picker. Further right is a 'Send email to' checkbox and a 'Save note' button.

There are several features of the request details:

1. The **details** box displays vital statistics:
 - a. Number of absences
 - b. School
 - c. School admin
 - d. Student's name
 - e. Student's date of birth
 - f. Student's age
 - g. Name, address, and phone number of student's parent(s)
2. On the right-hand side are tabs to do the following:
 - a. View and print existing notes (Notes tab).

The screenshot shows the 'Notes' tab selected. At the top, there are four tabs: 'Notes', 'Update', 'Close', and 'Files'. Below the tabs is a 'Print these notes only' button with a printer icon. Below the button is a note text: '12/10/08 schoolUser2: *Request Open This is a test account. This student has been truant several times this year.'

- b. Update with an additional note (Update tab). From here you can also send an email to identified staff or save the note.

Notes	Update	Close	Files
-------	---------------	-------	-------

Date:

The student's mother is willing to discuss the truancy issues.

Send email to
Save note

c. Close the case (Close tab).

Notes	Update	Close	Files
-------	--------	--------------	-------

Check to confirm closing

Close request

d. View and attach new files (Files tab).

Notes	Update	Close	Files
-------	--------	-------	--------------

[Attach a new file](#) | [Refresh file list](#) | [How to](#)

Current files:

BBBBB

[Truancy report for student](#) [\[remove\]](#)

Files may be removed by clicking **remove**.

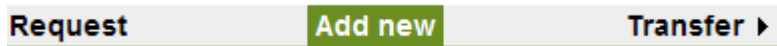
Clicking **Attach a new file** allows you to browse for and upload a file.

Clicking **Refresh file list** after you attach a file will show that file in the list.

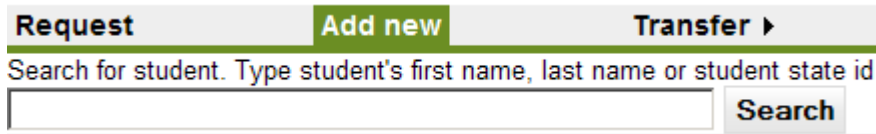
4. Adding a New Request

To create a new request:

1. Click the **Add new** tab at the top of the screen.

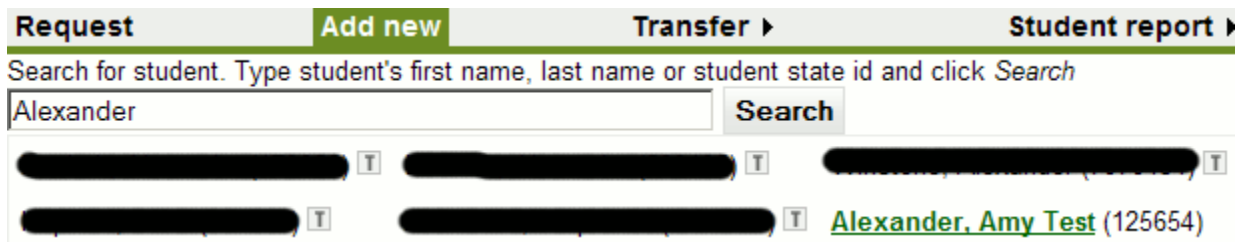


2. To check if the student is already in the TEAMS database, use the **Search** box beneath the navigation bar to search for a student by name or ID number.



The **Search** box functions like a keyword search, so that if you are unsure of spelling or ID number, you can still locate the student. You can search by typing:

- One or more letters of first name
- One or more letters of last name
- One or more numbers of student ID number
- Entire first name, last name, or ID number



3. If the student is already in the TEAMS database, the search will return that student's name and ID number. Simply click on the student's name. The new request form will populate with the student's demographic information. **Make sure to verify that the demographic information is up-to-date.**
4. Otherwise, if the student is not already in the database, enter the student's demographic information manually into the new request form.

Student Name

First: * Amy

Last: * Alexander

Date Of Birth: * 12/13/92 (MM/DD/YY)

Parent(s)

Name: * Deanna Alexander

Home Phone: * 5412313516 Unknown

Alt. Phone: * 0000000000 Unknown

Address

Street: * 5825 NE Ray Circle

City: * Hillsboro

State: * OR

Zip Code: * 97124

Additional Information:

This student has a history of truancy problems

5. Enter the step – initial referral, mandatory meeting, or citation – that you wish to have initiated and who you are requesting the service from.

Request service from: NWRESD

- Step: *** Citation
 Initial Referral
 Mandatory Meeting

6. Check the Spanish language format box if desired, and check the box to indicate if the student is involved with juvenile services.

Please provide the above form in Spanish language format:

This student is involved with juvenile services:

7. Enter the total number of the student’s absences.

Total Absences: * 12 [How to upload from esis](#)
 Esis users, please attach the following esis reports to this request: **Current Files**

- Condensed Attendance Summary (ATT100)
- Emergency Contacts (CLN021 or STU225)

Browse_ Upload

8. Click **Browse** to upload an attendance report for the student. Click **Upload** to upload the file. You may click the green title of your file once it is there to view it, and can click remove to remove it.

Browse_ Upload
 Test [Test \[remove\]](#)

*NOTE: eSIS users need to follow the directions in red for attaching the Condensed Attendance Summary and Emergency Contacts reports to the request. Click the TEAMS link to **How to upload from eSIS** for more information.*

Total Absences: * 12 [How to upload from esis](#)
 Esis users, please attach the following esis reports to this request: **Current Files**

- Condensed Attendance Summary (ATT100)
- Emergency Contacts (CLN021 or STU225)

Browse_ Upload

9. Enter today's date, school name, and your name and contact information.

Date: 12/10/08
School: Test School
District: Beaverton
School Contact Name: * SchoolUser2
Phone: * 5032593800
Email: schooluser2@nwresd.k12.or.us
Administrator/Designee:

I have verified that this student information is the most current and accurate.

10. Check the box next to the statement, ***I have verified that this student information is the most current and accurate.*** You will not be able to submit your request without checking this button.

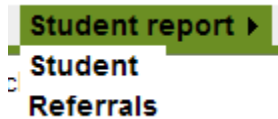
11. Click **Submit Request**. To clear the form at any time, click **Reset Form**.

Once someone in the NWRESD truancy office has assigned a unique student ID to the student, you will then be able to see that request in your list of requests.

5. Running Student Reports

TEAMS gives you access to the history of all requests for a particular student, along with all notes associated with that request. To run a report on a student's request history:

1. Click the **Student report** tab at the top of the screen, and select **Student** or **Referrals**.



2. If you select Student – type into the **Search** box one or more letters of the first or last name, or one or more numbers of the student ID number.

Search for student. Type student's first name, last name or student state id and click *Search*

3. If the student is in the database, TEAMS will return the student's name as one of the search results. Click on the student's name.
4. The student's request history, along with all notes for that request, displays. To view multiple requests, you may have to scroll down. To print the report to pdf, click **Print full report to pdf** (on the top right-hand side of the request). You may also print only the student's notes.


Requests History [Print full report to pdf](#)

Ref #: **1021**
Open: **12/10/08**
Closed:
School: **Beaverton/Test School**
Step: **Initial Referral**
Name: **Amy Test Alexander**
Parents: **Deanna Alexander**
Address: **5825 NE Ray Circle Hillsboro ,OR 97124**
Phone: **5412313516;**

[Print these notes only](#)

12/10/08 schoolUser2: *Request Open This is a test account. This student has been truant several times this year.

5. If you select Referrals – a list of referrals will display. Use the drop-down menu to display only opened, updated, or closed referrals. Once you have selected parameters, click **Display Referrals**.

Show **opened** referrals between **01/01/09** and **01/31/09** **Display Referrals** 

2 referrals

Ref#	Opened / Closed	Last, First	SSID / DOB	Parents / Address	Home Phone
1023	Opened: 01/07/09 Updated: 01/07/09 Closed:	ALEXANDER, AMY	12/13/1979	Deanna Alexander	H: 5412313516 W:

Click the **PDF icon**, next to **Display Referrals**, to generate a PDF of the referrals you have selected.

Display Referrals 

Referral Report

Truancy Enforcement Access Management System

Opened between 1/1/2009 and 1/31/2009

#	Opened	Updated	Closed	Student	SSID	Absences
1023	01/07/09	01/07/09		ALEXANDER, AMY		12

6. Submitting and Approving Transfers

TEAMS allows you to request file transfers from other schools and also approve requests from other schools.

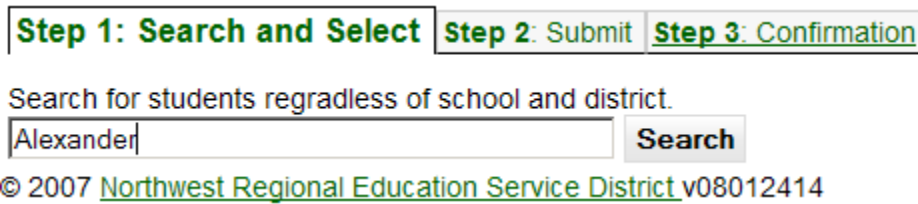
As referrals come in, they belong to a school. However, these referrals remain the property of the school even after the student transfers to another school. Thus, the new school needs to

request their referrals to be transferred and the old school needs to approve the transfers as well.

1. To make a file transfer request, click the **Transfers** tab and select **Request file transfer**.



2. Begin by using the **Search** box to locate the student.



3. A list of results will display. The students who belong to the school sending the referral will be available for selection; the other students will have a "T" by their names. By holding the mouse over the "T" icon you will see which school they belong to.
4. Click on the student's name.

Alexander, Kristen	659464	12/13/93	5825 NE Ray Circle, Hillsboro, OR 97124
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5. The **Request Transfer tab** opens. Verify that the student information is correct. Then, in the Your Comments box, type comments about the student, the request, etc.

[Step 1: Search and Select](#) **Step 2: Submit** [Step 3: Confirmation](#)

Request transfer for



Alexander, Amy Test

Date of Birth: 12/01/1992
Student State Id: 125654
Address: 5825 NE Ray Circle
Hillsboro, OR 97124



Test School

Contact: [SchoolUser2](#)
(503)259-3800
Administrator:
Address: 15261 NW Avenue Av, Hillsboro, Or
97123

Your Comments:

Submit Request

6. Click the **Submit Request** button at the bottom of the screen.

Submit Request

7. You will see a confirmation message along with a reference number in bold.

[Step 1: Search and Select](#) **Step 2: Submit** **Step 3: Confirmation**

Your request for file transfer has been submitted and awaits school approval.

Thank you.

Reference number **T-9**.

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8. If you want to view open requests and their status, click **Transfer > File Transfer queue**.



9. Requests will be listed as **Pending, Approved, or Denied**.

Request		Add new		
★ Pending		✔ Approved		✘ Denied
SSID	School	Requested		
★ 125654	Alexander, Amy Test	01/22/09	E	

10. To approve a transfer request that is in the transfer queue, click the word **Select** (all the way to the far right of the record).

Request		Add new		Transfer ▾		Student report ▾		Feedb	
★ Pending		✔ Approved		✘ Denied					
SSID	School	Requested	School	School Contact	Revised	Revised By	Notes		
★ 125654	Alexander, Amy Test	01/22/09	Beaverton / Test School	schoolUser2			This is a test. Select		

11. At the top of the screen is the student's name; at the bottom of the screen is the student's and parent's information, along with any notes the user has entered. You may type additional notes into the Notes box. Then click **Approve** or **Deny**.

Name: Alexander, Amy Test	Parents: Deanna Alexander	Notes:
SSID: 125654	Address: 5825 NE Ray Circle	This is a test.
Date of birth: 12/01/92	Hillsboro, OR 97124	This request has been approved.
		<input type="button" value="Approve"/> <input type="button" value="Deny"/>

7. Additional Features

7.1. Changing Your Password

To change your password, click the **My profile** tab at the top of the screen. Enter your current password and new password, then click **Change Password**.

Change Your Password

User Name: _____

Current Password:

New Password:

Confirm New Password:

7.2. Providing Feedback

If you experience technical difficulties using TEAMS, have a question about using a particular feature, or have a suggestion or comment for the programmers, click the **Feedback** tab at the top of the screen. The feedback screen displays.

Have problems using the application, need help? Let us know ...

Please, choose a subject, type in your message, and email it to us. The messages will be kept for future reference.

Subject

- Got an error message
- I need help
- I have a suggestion
- Something else

Message

Select a subject line for your comment, enter your message in the box, and click **Submit**.