



# **Illinois State Board of Education**

**Teacher Certification Information System (TCIS)**

## **System Documentation**

**TCIS Security and CITRIX Install Instructions**

**February 18, 2007**

Introduction.....	3
Access to ECS and TCIS .....	3
ECS Access.....	3
TCIS Access.....	3
Requesting Access to TCIS for ROEs and Institutions .....	4
Accessing TCIS via Internet/CITRIX.....	4
Logging into CITRIX and TCIS .....	7
ISBE Network Security Policy .....	8

## Introduction

The Illinois State Board of Education's **Teacher Certification Information System (TCIS)** is the state's database system that manages teacher certification data and processes. TCIS is a client-server application that is **used by Regional Offices of Education (ROE), Entitling Institutions, and the Illinois State Board of Education (ISBE)** to enter, store, and process applications for teaching certificates, endorsements, approvals, certificate renewal and registration, No Child Left Behind (NCLB) Highly Qualified status, and teacher service record data.

The Educator Certification System (ECS) is a web-based system that allows **educators and district administrators access** to the TCIS data. ECS is basically a "front end" to TCIS. All data in ECS is TCIS data and is current and "real time". The ECS web site consists of two portals, or doorways to certification data: District administrators and the general public can view certification data that is considered public information; that is issued educator credentials. ECS also allows educators to create private accounts and have access to all of their TCIS data, apply for certificates and endorsements, register and renew their certificates, and apply for NCLB HOUSSE HQ status. ECS accepts only credit cards as payment for application services.

## Access to ECS and TCIS

### ECS Access

ECS can be accessed on any computer with internet access and an internet browser at [www.isbe.net/ECS](http://www.isbe.net/ECS)

### TCIS Access

Access to TCIS must be granted by the Illinois State Board of Education. To request an ISBE network userid and password ROE users should have the regional superintendent email [help@isbe.net](mailto:help@isbe.net) and request a login and password for their staff member providing the user's name, access level, email address and region code and description. This email should come to the same email address from the certification officer for university and college staff with the university or college code and description. ISBE user requests should come from the Certification Division Division Administrator. Once the network administrator creates the network id he/she will contact the TCIS System Administrator in the Certification Division to have the user added to the appropriate TCIS security group(s). Once access is granted TCIS can be accessed on any PC computer outside of ISBE with internet access and an internet browser at [cx.isbe.net](http://cx.isbe.net) . ISBE users access TCIS through the ISBE Application Launcher.

## Requesting Access to TCIS for ROEs and Institutions

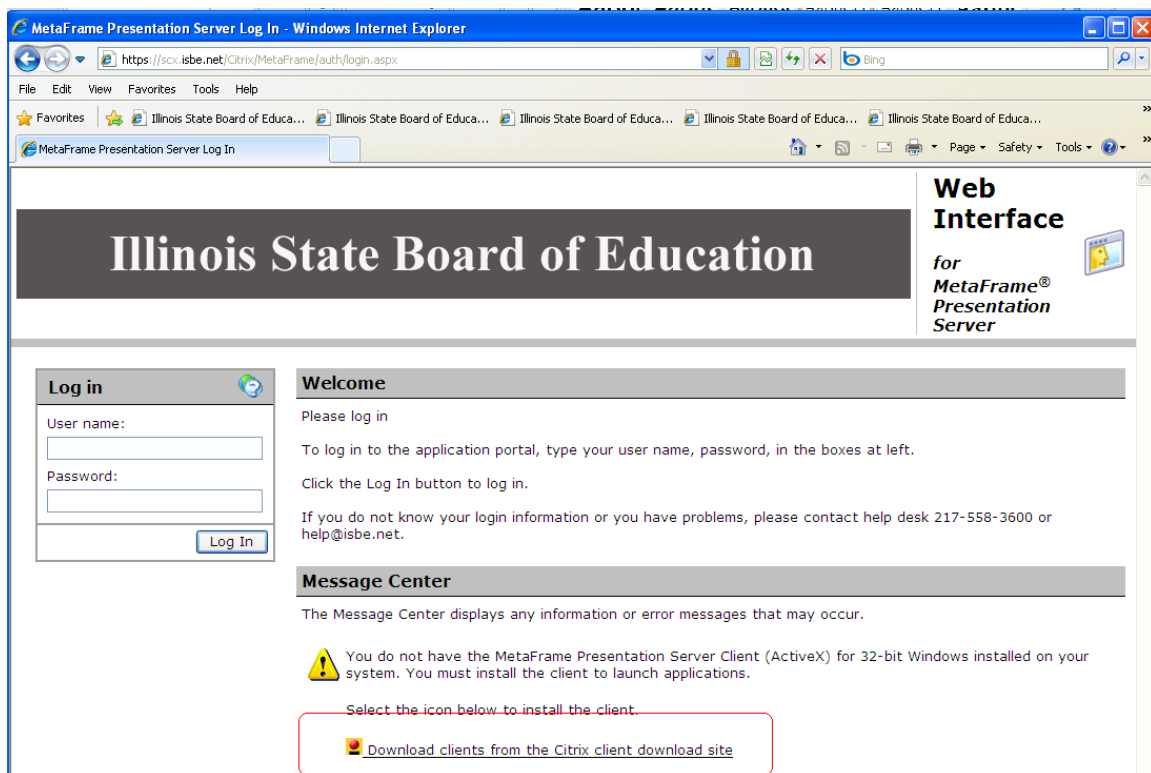
TCIS has been configured to run in the CITRIX environment. It is accessed through any Internet web browser. In our examples we use Microsoft Internet Explorer. However, before the CITRIX environment will work through your browser you must install the CITRIX ICA client. This documentation will walk you through installing the CITRIX client and then review how to log into the TCIS application.

## Accessing TCIS via Internet/CITRIX

TCIS has been configured to run in the CITRIX environment. CITRIX is an environment that allows users to use client/server applications remotely via the internet. Using TCIS through CITRIX frees the user from having to install and operate the application software (TCIS) on the local PC. However, before the CITRIX environment will work through your internet browser you must install the CITRIX client software. The CITRIX client software only has to be installed once. Follow the steps as outlined below to install the CITRIX client software.

The first step to getting started is opening your internet browser and entering the following web address in the browser's address bar. <http://cx.isbe.net>


Once you press <Go> or hit <Enter> the following screen will be displayed.




It may appear at first that you can log in to the system, however you may need to scroll the screen down to see whether or the MetaFrame Presentation Server Client (ActiveX) for 32-bit Windows software is installed on your computer.

If you have the following message you will need to install the CITRIX Client software:

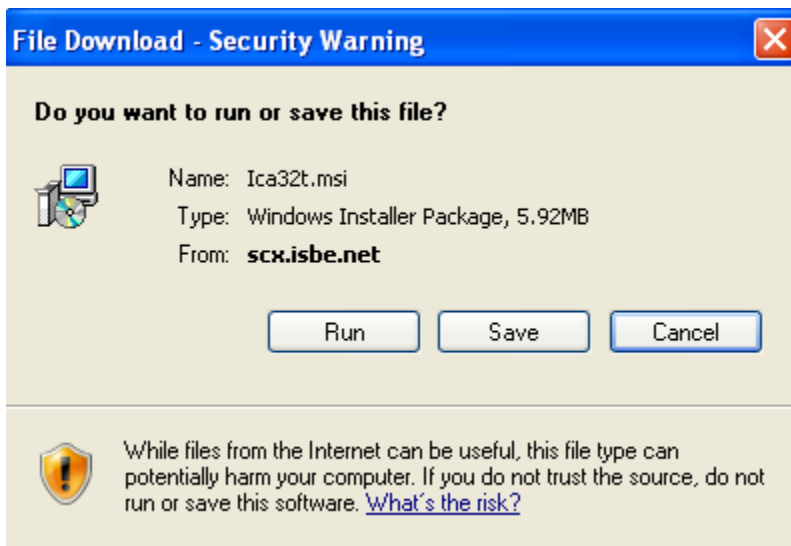
The Message Center displays any information or error messages that may occur.

 You do not have the MetaFrame Presentation Server Client (ActiveX) for 32-bit Windows installed on your system. You must install the client to launch applications.

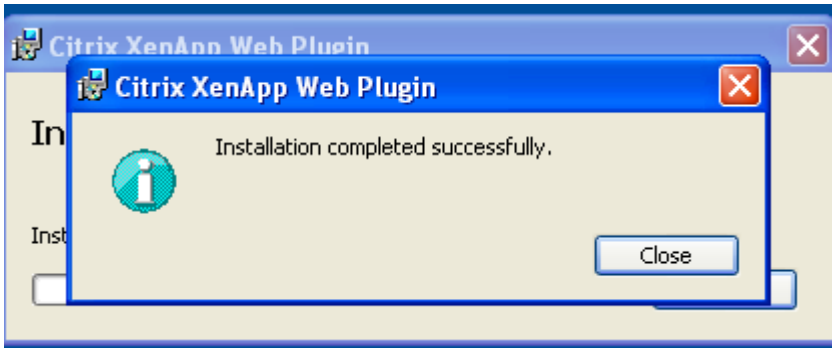
Select the icon below to install the client.

 [Download clients from the Citrix client download site](#)

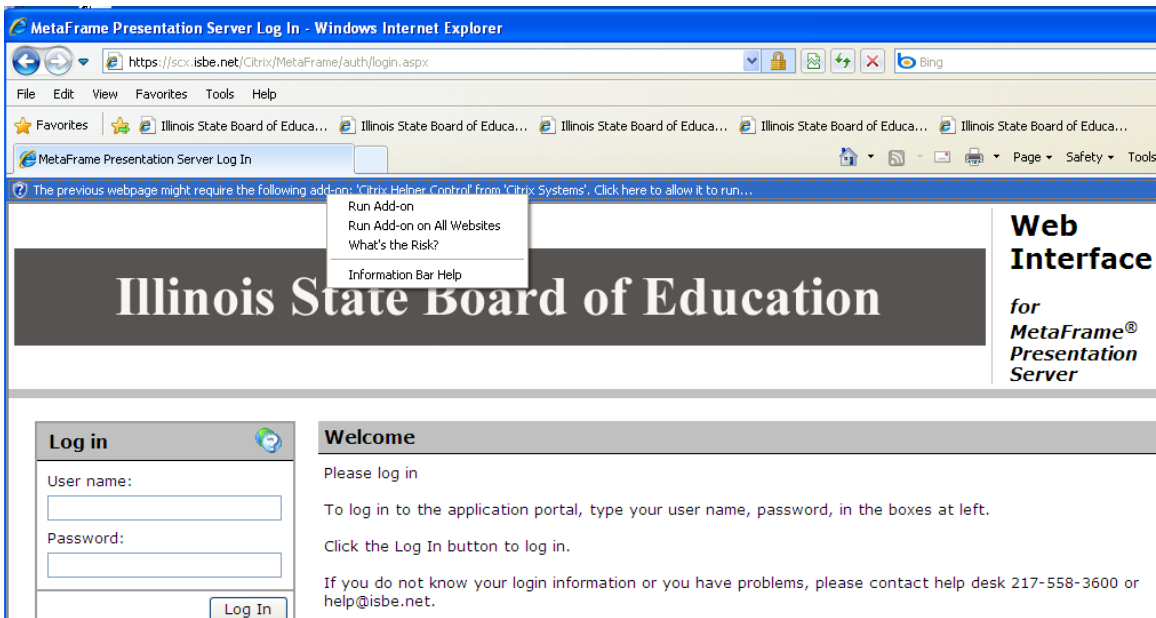
Once the CITRIX client link has been selected the program install will begin. Depending on your operating system and Internet Explorer version your screen may or may not appear like the following image. It should, however, be conceptually the same. When the message box for the link appears click on the <Run> button, not the default <Save> button. At this point the installation will begin.



Once the installation is complete you will see a screen similar to the one pictured below.



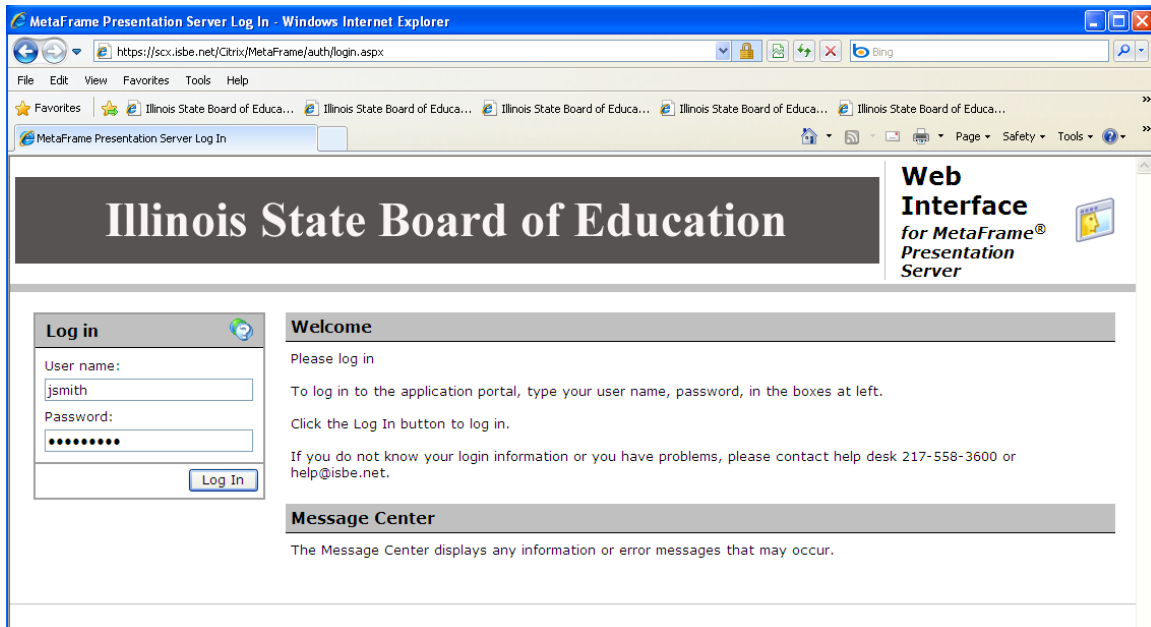
Also, depending upon what version of Internet Explorer you have you may be presented with the following message:



If so, click on the Run Add-On option and the following screen will be displayed:

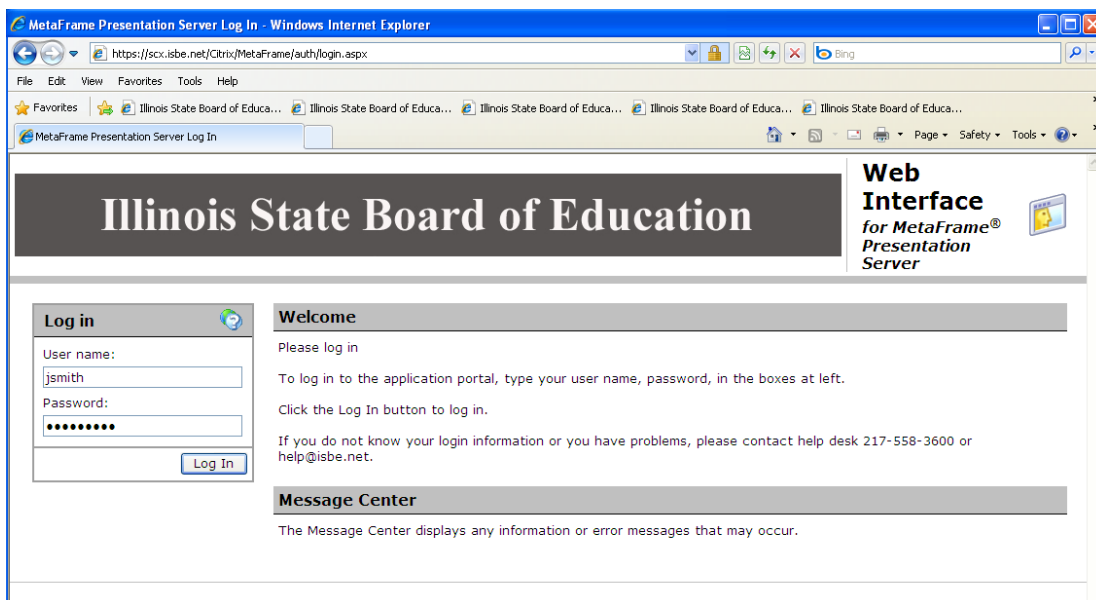


Click on the Run button. Once the CITRIX client has been installed you can login to the system following the instructions below.

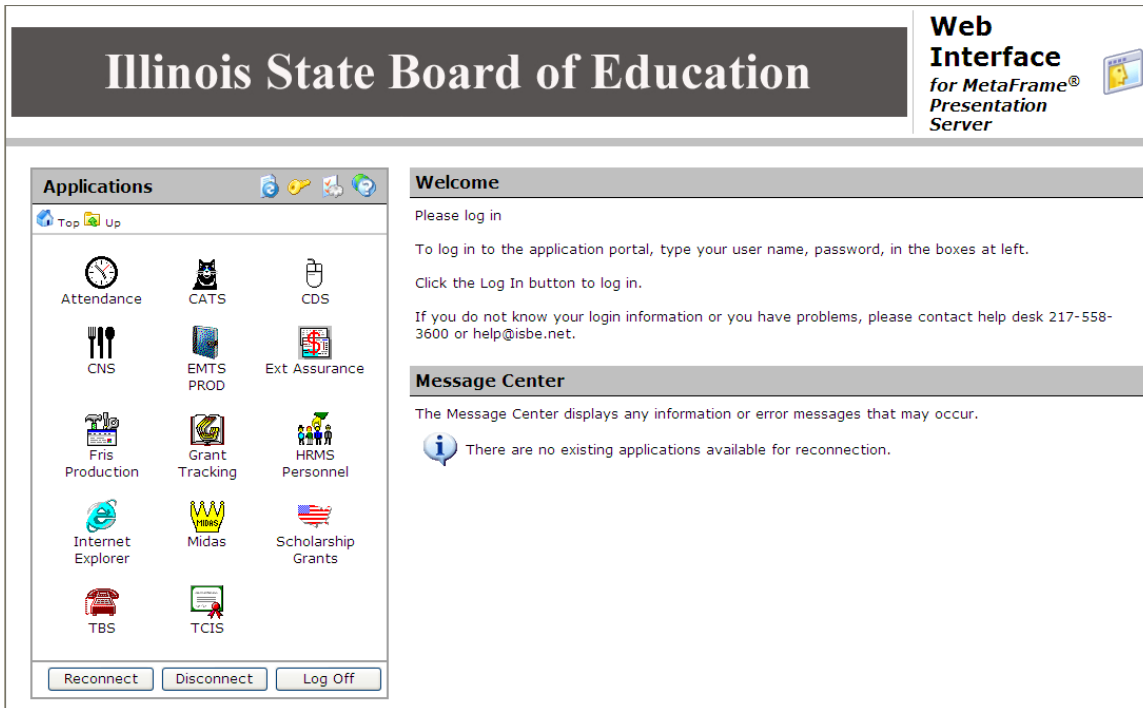


## Logging into CITRIX and TCIS

To log into CITRIX you will need a **username and password**. These will be assigned to you by ISBE network staff. Type your username and password in the marked areas and then press the <Log In> button. Your credentials will be checked and you will be logged into the Citrix server.

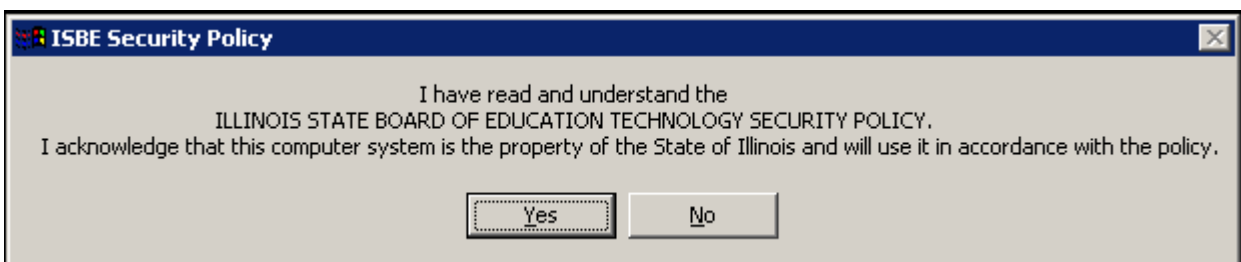


Once you have logged in you will the programs for which you have access.



Click on the TCIS icon. After clicking the TCIS application icon you will encounter several message screens that tell you the program is loading.

During the login process you will encounter a dialog reminding you that you are using ISBE resources. Press <Yes> to confirm your awareness of this fact to continue the login process.



## ISBE Network Security Policy

Your password to CITRIX/TCIS will expire every 35 days and the system will prompt you to change your password every 35 days. Network security policies will also disable your account if you have not logged into CITRIX every 35 days or have attempted to log

in more than three times with the incorrect password. When you are prompted to change your password use the following rules to establish a new password.

An acceptable password has at least 6 characters with the following attributes:

- Does not contain all or part of the user's account name.
- Contains characters from three of the following four categories:
- English uppercase characters (A through Z).
- English lowercase characters (a through z).
- Base-10 digits (0 through 9).
- Non-alphanumeric (for example, !, \$, #, %)
- All users are required to change their password every 35 days.

**If your network login is disabled you must contact the ISBE helpdesk at [helpdesk@isbe.net](mailto:helpdesk@isbe.net) or phone (217) 558-3600. Please do not contact the programmers or the certification department for login or password changes.**

Full documentation on network security policies is viewable from the Intranet or during the network logon process. While logging onto the network, when the prompt appears asking if you will comply with the agency's IT Security Policy, click "No". You will be prompted as to whether or not you would like to read it now. Click "Yes" and the IT Security Policy will be brought up on your screen.