

Truancy Enforcement  
Access Management System  
(TEAMS)

*School User Manual*

Northwest Toolbox

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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 and Logging Out

To log in:

1. Open a new browser window.
2. Navigate to <https://truancy.nwtoolbox.org/>
3. The login screen displays:



Truancy Enforcement Access Management System

Log In

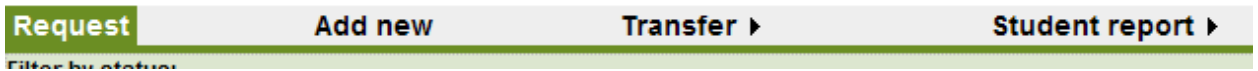
User Name:

Password:

Remember me next time.

Log In

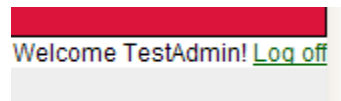
4. Enter your user name and password (assigned to you by NWRESD) and click the **Log In** button.
5. You are now logged in to TEAMS. At the top of the screen, a navigation menu displays tabs for **Request**, **Add new**, **Transfer**, **Student Report**, **Feedback**, and **My Profile**.



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

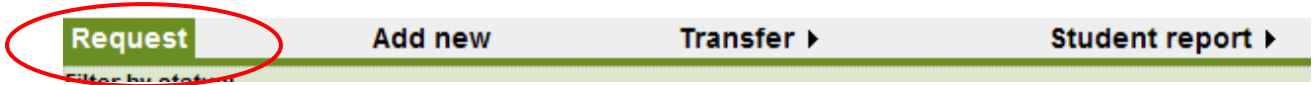
To log out:

At the top right of the screen is a welcome message with your username. Next to it are the words **Log off**. Click **Log off**.



### 3. Navigating the Requests Tab

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



#### 3.1. Requests Tab Overview

The **Requests** tab displays a list of truancy case requests submitted by your school. This list provides the following information:

1. The number (#) of the case.
2. School that generated the request.
3. Student's name.
4. Step in the truancy process.
5. Date the referral was created.
6. Contact person for the referral.
7. Most recent update on the case.

#	School	Student	Step	Opened	Contact	Last Update	
1033	Sample Elementary	Garcia, Molly	Mandatory Meeting	10/09/09	amytest	Oct 09, 09 Deputy1: *Mandatory Meeting	Select
1032	Sample Elementary	Shaw, Echo	Mandatory Meeting	10/08/09	amytest	Oct 09, 09 TestAdmin: *Billed	Select

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.

Filter by status:  
 Show open requests (2)  Show requests assigned to deputies (0)  Show closed requests (0)

Regardless of how you filter the requests list, the list can be sorted according to any of the categories: number, date generated, school, etc.. To sort the list, simply click the **blue highlighted** category name and the list will re-sort according to this category.

#	School	Student	Step
1033	Sample Elementary	<a href="#">Garcia, Molly</a>	Mandatory Meeting
1032	Sample Elementary	<a href="#">Shaw, Echo</a>	Mandatory Meeting

### 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 viewing a request in detail. On the left, there is a sidebar with icons for a pencil, a car, and a book. Below the icons, the following information is displayed: Absences: 25; School: amytest, 614-1439; School Admin: Student: Molly Garcia, DOB: 01/01/1995, Age: 14; Parents: Gemi Garcia, 123 Aspen Lane, Beaverton, OR 97007, 5035352345. On the right, there is a tabbed interface with 'Notes', 'Update', 'Close', and 'Files' tabs. The 'Notes' tab is active, showing a 'Print these notes only' link and three notes: '10/09/09 amytest: \*Request Open Please do not call after 9 p.m.', '10/09/09 TestAdmin: \*Assigned to Deputy1', and '10/09/09 Deputy1: \*Mandatory Meeting'.

There are several features of the request details:

1. **Notes** tab: allows you to view and print notes on the student's case.
  - a. Click **Print these notes only** to print the notes.

This is a close-up screenshot of the 'Notes' tab from the previous image. It shows the 'Notes', 'Update', 'Close', and 'Files' tabs. The 'Notes' tab is selected. Below the tabs, there is a 'Print these notes only' link with a printer icon. Underneath, three notes are listed: '10/09/09 amytest: \*Request Open Please do not call after 9 p.m.', '10/09/09 TestAdmin: \*Assigned to Deputy1', and '10/09/09 Deputy1: \*Mandatory Meeting'.

2. **Update tab:** allows you to enter notes about a case and email them to a deputy.
  - a. Enter the date.
  - b. Enter notes in the white box.
  - c. Optionally, check the box to email these notes to the deputy assigned to the case.
  - d. Hit **Save note** to save the note.

Notes Update Close Files

Date: 10/09/09

Send email to Deputy1:

This is me sending an update.

Save note

3. **Close tab:** allows you to indicate the request has been closed.
  - a. Check the “Check to confirm closing” box.
  - b. Click Close request button.

Notes Update Close Files

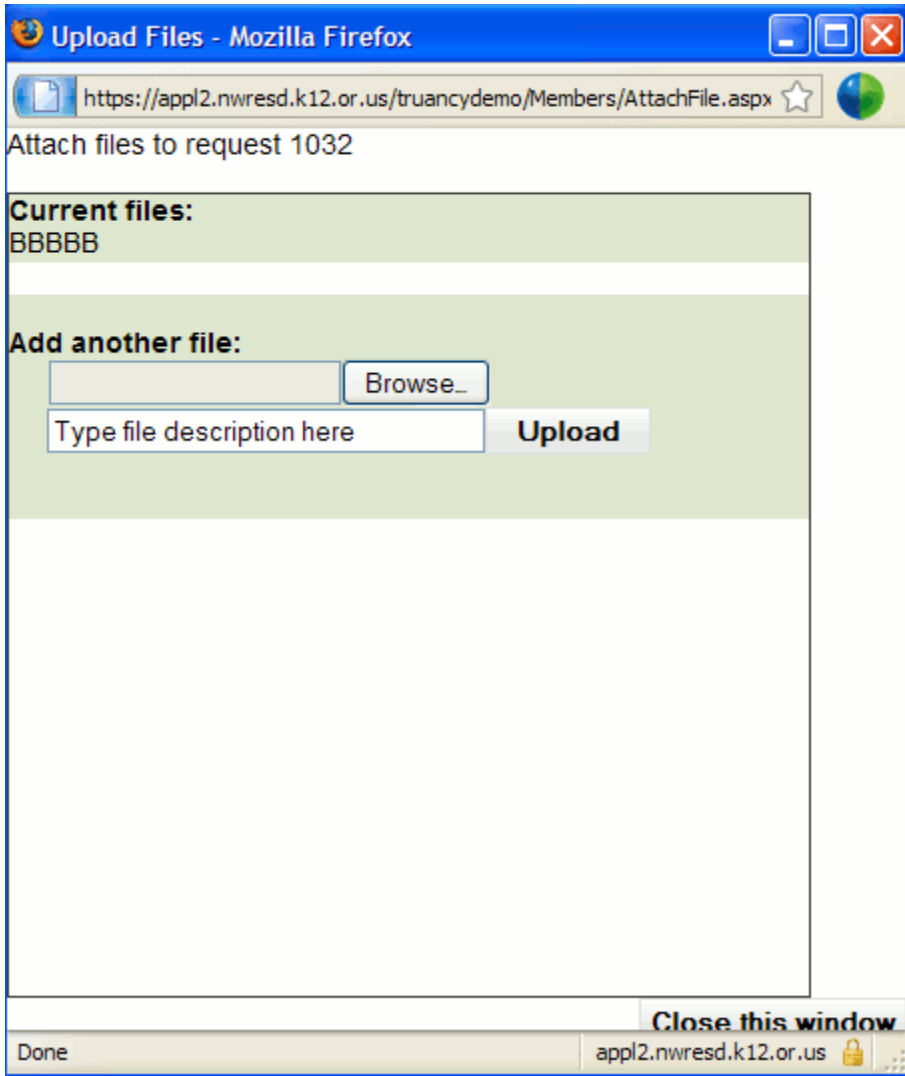
Check to confirm closing

Close request

4. **Files tab:** allows you to view currently attached files, and attach new ones.
  - a. Click **Attach a new file** to browse for and upload a file.

Attach a new file | Refresh file list

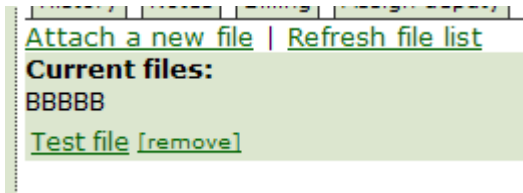
**Current files:**  
BBBBB



Browse for the file on your computer. Then type a file description and click Upload.



Click **Refresh file list** to see your new file(s).

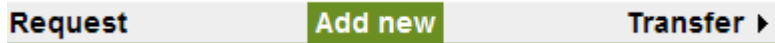


Click the name of a file to view it.

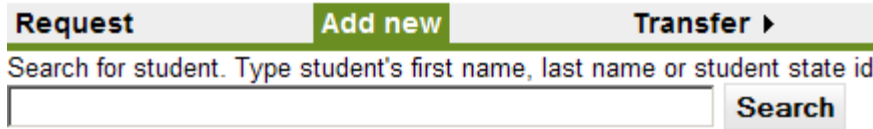
Click **remove** next to any file to remove it.

## 4. Adding a New Request

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

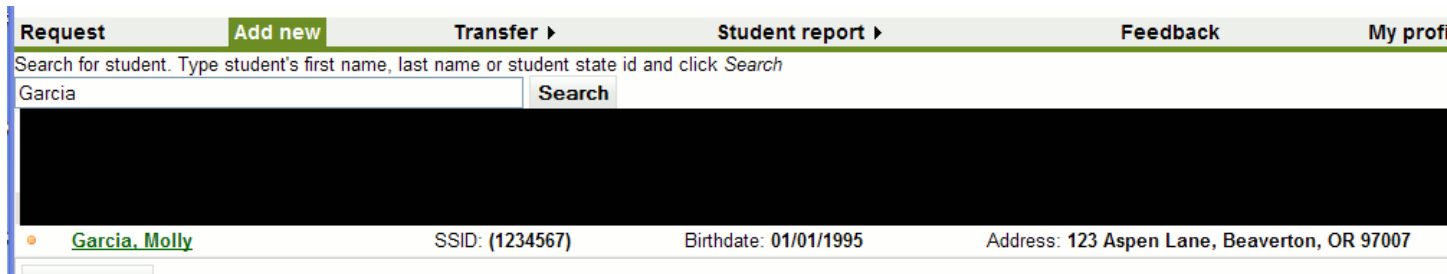


2. To check if the student is already in the TEAMS database, use the **Search** box beneath the navigation bar to search for a student by name or ID number.



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:** \*  [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)

As an eSIS user, you must attach the Condensed Attendance Summary and Emergency Contacts reports to this request. Click **How to upload from esis** for a quick online tutorial.

**Condensed Attendance Summary is available through Hot Print in eSIS.**

**Emergency Contacts is found in Reports > 06 Demographics. You must Specify Extract Criteria and search by last name and first name so that the report will print for just that one student.**

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.

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

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. 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 **Transfer** tab and select **Request file transfer**.



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



Search for students regardless of school and district.

Alexander

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3. A list of results will display. You will be able to see the student's name, SSID, birthday, address, and current school they are attending.

Name	SSID	Birthday	Address	Current School
<a href="#">Shaw, Echo</a>	12345	12/01/94	5825 NE Ray Circle, Hillsboro, OR 97124	Sample District / Sample Elementary

4. Click on the student's name.

<a href="#">Alexander, Kristen</a>	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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This process will generate an email to the TEAMS user at the student's current school, letting them know that you have made a request and asking them to log into TEAMS to approve that request.

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	

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. <a href="#">Select</a>		

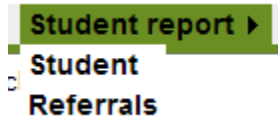
11. At the top of the screen is the student's name; at the bottom of the screen is the student's and parent's information, along with any notes the user has entered. You may type additional notes into the Notes box. Then click **Approve** or **Deny**.

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

## 6. 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 entire 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 by clicking **Print these notes only**. Additionally, you may print notes for mandatory attendance meetings. They will have a little gray icon along with a date, time, and the name of the user who entered the notes.

Current Info	Requests History
Age: 14	Ref #: 1033
Parents: Gemi Garcia	Open: 10/09/09
Address: <a href="#">123 Aspen Lane</a> <a href="#">Beaverton, OR 97007</a>	Closed:
	School: <b>Sample District/Sample Elementary</b>
	Step: <b>Mandatory Meeting</b>
	Name: <b>Molly Garcia</b>
	Parents: <b>Gemi Garcia</b>
	Address: <b>123 Aspen Lane</b> <b>Beaverton, OR 97007</b>
	Phone: <b>5035252345</b>
	<a href="#">Print full report to pdf</a>
	<b>Mandatory Attendance Meeting</b>
	 10/09/09 09:20 AM By Deputy1
	<a href="#">Print these notes only</a>
	10/09/09 amytest: *Request Open Please do not call after 9 p.m.
	10/09/09 TestAdmin: *Assigned to Deputy1
	10/09/09 Deputy1: *Mandatory Meeting

- 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**.

**You may sort by any of the headers, simply by clicking the header.**

Show  referrals between  and  **Display Referrals** 

2 referrals

Ref#	Updated / Closed	Last, First	SSID / DOB	Parents / Address	Home Phone
1023	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

## 7. Submitting Feedback

If you would like to give Northwest Regional ESD feedback about TEAMS, or have a question,

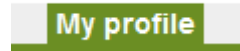
you may click the **Feedback** tab.

Select the subject of your message. Type your message in the **Message** box, then hit **Submit**.

Requests	Mand. Meeting	Student Ids
Have problems using the application, need help? Let us know ...		
Please, choose a subject, type in your message, and email it to us. Th		
<b>Subject</b>		
<input type="radio"/> Got an error message		
<input checked="" type="radio"/> I need help		
<input type="radio"/> I have a suggestion		
<input type="radio"/> Something else		
<b>Message</b>		
<input type="text" value="I am logged in as an admin. Why can't I add new requests?"/>		
<input type="button" value="Submit"/>		

## 8. Changing Your Password

To change your password, click the **My profile** tab.



1. Type your current password.
2. Type your new password twice.
3. Hit **Change Password**.
4. If you decide not to change your password, hit **Cancel**.

**Change Your Password**  
User Name: **amytest**  
Current Password:   
New Password:   
Confirm New Password: