Client Services for the

ProEthica® Program

Signing Up/Signing In

Help

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Accessing ETS Client Services for the *ProEthica*® Program

The *ProEthica*® program has a single access point for users of Candidate Score Reports in ETS® Data Manager and the *ProEthica* program Enrollment Management System (see Figure 1).

Due to the nature of the data contained in the ETS Data Manager and the *ProEthica* program Enrollment Management System, access is restricted to authorized *ProEthica* stakeholders (enrollment managers and score recipients) who have been individually designated by your state, department chair/dean, principal or superintendent.

To access the system go to: [https://tlcs.ets.org](https://tlcs.ets.org)

Once you have clicked on the link, you will be taken to the main sign-in page (see Figure 1).

*Figure 1: Main Sign-In Page for ETS Client Services for the Educator Series*
Types of Users

There are two types of users for ETS Client Services for the ProEthica program: New ProEthica Users and Returning Users.

- **New Users** – New Users are users who are new to ETS Client Services for the ProEthica program. If you have an existing Client Services (a.k.a. TLCS) account for Praxis, Title II, PPAT, etc., you are still considered a new user for ETS Client Services for the ProEthica program. You cannot add ETS Client Services for the ProEthica program to your existing account; you must create a new account that is exclusively used for ETS Client Services for the ProEthica program. **Note:** Your new account user name cannot be the same as the user name associated with any existing Client Services account(s) you may have.

- **Returning Users** – Users who already have an ETS Client Services for the ProEthica program account. If you have an existing account in Client Services for Praxis, Title II, PPAT, etc., you are not considered a Returning User, and must create a new account for ETS Client Services for the ProEthica program.

**New Users**

If you are a new ETS Client Services for the ProEthica program user, you must create an account. Click the **Create Account** button on the far right side of the screen.

**Returning Users**

If you are an existing ETS Client Services for the ProEthica program user, enter your ETS Client Services for the ProEthica program user name and password in the Returning User section on the left side of the screen and click **Sign In**.
Creating an Account

Enter the required information on the Create an Account page (see Figure 3). Please note that items marked with an asterisk (*) are required fields.

Type of Account

There are two levels of access to the ETS Client Services for the ProEthica program: Institution/Organization/District/School and State/National Agency.

- Institution, Organization, District or School accounts are available to designated individuals within institutions, organizations, schools and districts that use the ProEthica program. Select the radio button for Institution, Organization, District or School. Select your state name from the first drop-down menu and then select the name of your institution, organization, district or school from the second drop-down menu.

- State or National Agency accounts are available for members of a state agency (i.e., your state’s Department of Education) in states that have adopted the ProEthica program. Select the radio button for State or National Agency. Select your state from the first drop-down menu and your agency name from the second drop-down menu.

Job Title

Enter the title for the position you currently hold at your institution, district or state agency.

Figure 3: Create an Account
User Role

State or National Agency accounts do not have a specific type of user role. Access is managed by staff at ETS, as directed by your state.

Institution, Organization, District or School accounts have two user roles: Primary User or Secondary User.

Primary User
Primary User accounts are managed by a single Primary User at each institution, organization, school or district.

All Primary Users are approved by an ETS administrator. ETS recommends that the Primary User be at the level of a dean, assistant dean, education department chair, director of certification, superintendent, principal, PD director or similar position that would be able to monitor and approve or remove access for staff at the entire institution, organization, school or district.

The Primary User is not required to use the service(s); he or she is only required to manage access to service(s) for users at his or her institution, organization, school or district.

A Primary User must create an account first in order to approve Secondary Users within their institution, organization, school or district.

Secondary Users
All Secondary Users must be approved by the Primary User for their institution, organization, school or district.

Once you have signed up as a Secondary User, the Primary User will be notified via email that you have done so. The Primary User must then approve your account for access to each service you signed up for before you can access those services.

Secondary users sign up exactly the same way as Primary Users; the only difference is they must check the “Secondary” box when selecting services.
Selecting Services

Primary Users will select all three services and indicate the Primary User option for all three services. The three services are listed below.

- **ProEthica** Candidate Score Reports – Direct access to individual candidate scores through an intuitive user interface. Download, view and print candidate score reports.

- **ProEthica** Candidate Score Reports via Web Service (Server to Server Connection) – Direct access to individual candidate scores between the client server and ETS server via a scheduled batch job. The output can be either an XML or Text file.

- **ProEthica** Enrollment Management System – Direct access to the **ProEthica** program Enrollment Management System where **ProEthica** program clients and enrollment managers can enroll educators in the **ProEthica** program, purchase and manage payment vouchers, view dashboard progress reports and access resources for the **ProEthica** program.

The Primary User should advise Secondary Users on which service to select. Otherwise the Secondary User might be denied access to services that the Primary User elects for them not to have.

**Figure 4: Selecting Services**

**ETS® Client Services for Educator Series**

**Create an Account**

Individuals from institutions, organizations, school districts or schools that use the **ProEthica** program can create an ETS Client Services for the **ProEthica** program account and request access to the services listed below. If you do not see your organization contact a **ProEthica** program Client Services Administrator.

* Required field

| Type of Account: | ○ State or National Agency | ○ Institution, Organization, District or School |
| Select your State and Organization: | State: | Select |
| Institution, Organization, District or School: | Select |

* Select the service(s) you would like to access:

- **ProEthica** Candidate Score Reports
- **ProEthica** Candidate Score Reports via Web Service (Server to Server Connection)
- **ProEthica** Enrollment Management System

Account Type: (for Institutions/Organizations/Districts/Schools only)

Primary User option is not available when a Primary User currently exists for the Institution/Organization/District/School and Service selected. To replace a Primary User, please email ProEthicaSupport@ets.org.
Contact Information

Continue entering your contact information on the remainder of the screen (see Figure 5) and click Continue.

Figure 5: Entering Contact Information

* First Name: 
* Middle Initial: 
* Last Name: 
* Email Address: All ETS Client Services communications will be emailed to this address. Please add @ets.org to your address book or safe email list.
* Re-enter Email Address: 
* Address Line 1: 
* Address Line 2: 
* City: 
* State: Select 
* ZIP/Postal Code: Example: 012340000
* Primary Phone Number: Example: 1234567890
Alternate Phone Number: 
Fax Number: 

Cancel Continue
Create User Name and Password

On the next screen, confirm that your account information is correct. To make corrections, click **Edit Information**. If all information is correct, click **Continue**.

The Create User Name and Password page asks you to create a user name and password as well as set your security question (see Figure 6). **Note:** Your new account user name cannot be the same as the user name associated with any existing Client Services account(s) you may have. Items marked with an asterisk (*) are required fields. Please be sure that both your user name and password meet the guidelines posted on the page.

Figure 6: Create User Name and Password

### Create User Name and Password

<table>
<thead>
<tr>
<th>Required field</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>User Name:</strong></td>
</tr>
<tr>
<td><strong>Password:</strong></td>
</tr>
<tr>
<td><strong>Re-enter Password:</strong></td>
</tr>
<tr>
<td><strong>Security Question:</strong></td>
</tr>
<tr>
<td><strong>Security Answer:</strong></td>
</tr>
</tbody>
</table>
Read the user agreement and provide your consent by checking the box. You can print a copy of this user agreement from this page if you wish (see Figure 7).

Figure 7: User Agreement

Account Approval and Access

Once you have submitted your information, your request will be sent to either the ETS Administrator (if you are a Primary User) or the Primary User (if you are a Secondary User) for your institution, organization, district or school for approval, and a confirmation email will be sent to the email address provided. Once approved, you will receive an email indicating that your access has been approved. Proceed to the website and enter the user name and password created during your sign up process to enter ETS Client Services for the ProEthica program.
Client Services

Adding a Service

Sign in to ETS Client Services for the ProEthica program using your existing user name and password. Once on the Home page, click the Add Services button on the lower left corner of the page.

The Create Account window will appear with all the information you have previously provided to ETS. Select the service you wish to add and click Continue. Verify that all the information submitted is correct and click Continue. If required, a user agreement will appear. Read the agreement and provide your consent by checking the box.
Once you have submitted your information, your request will be sent to either the ETS Administrator (if you are a Primary User) or the Primary User (if you are a Secondary User) for your institution, organization, district or school for approval, and a confirmation email will be sent to the email address provided. Once approved, you will receive an email indicating that your access has been approved. The service will then appear in your list of services the next time you sign in.

Approve and Manage Users Accounts


Select the “Approve and Manage User Accounts” link

Be sure that “ProEthica” appears in the title for each User Group at the top of the page (see Figure 11)

Check the box(es) next to the user(s)

From the “Action” drop-down menu, select the appropriate action: Approve or Reject.

- Approve: Approves access to the service for selected user(s)
- Reject: ReJECTs access to the service for selected user(s)

Click “Apply” to apply the selected action to the user(s)
Contact Us

If you have questions pertaining to the ETS Client Services for the ProEthica program, please contact us

Phone:

1-888-729-0799 (United States, U.S. Territories and Canada)  
Monday–Friday, 10 a.m.–6 p.m. ET. (except for U.S. holidays)

1-609-771-7347 (all other locations)  
Monday–Friday, 10 a.m.–6 p.m. ET. (except for U.S. holidays)

Email:

ProethicaClientSupport@ets.org