

# Client Services for the *ProEthica*® Program

## *Signing Up/Signing In*

### *Help*

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## Accessing ETS Client Services for the *ProEthica*<sup>®</sup> Program

The *ProEthica*<sup>®</sup> program has a single access point for users of Candidate Score Reports in ETS<sup>®</sup> 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>

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

SIGN IN | CONTACT US | HELP

**ETS**

### Sign In to Your ETS<sup>®</sup> Client Services for the Educator Series Account

The ETS Client Services for the Educator Series website is intended for approved states, institutions, organizations, school districts and schools who use ETS products.

**Returning User**

User Name:

Password:

[Forgot User Name](#) or [Forgot Password?](#)

**New User**

Create an account to request access to the following online tools:

ETS Data Manager for *The Praxis Series*<sup>™</sup> Tests  
[Learn More >](#)

ETS Data Manager for GACE<sup>®</sup> Assessments  
[Learn More >](#)

ETS Performance Assessments Submission Center  
[Learn More >](#)

Title II Reporting Services  
[Learn More >](#)

**New *ProEthica* User**

Create an account to request access to the following online tools:

Score Reports for the *ProEthica*<sup>®</sup> Program  
[Learn More >](#)

*ProEthica*<sup>®</sup> Program Enrollment Management System  
[Learn More >](#)

## 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**.

Figure 2: Users Sign-in

The screenshot displays three distinct sign-in options for ETS Client Services:

- Returning User:** This section includes input fields for "User Name:" and "Password:", a "Sign In" button with a red arrow pointing to it, and a link for "Forgot User Name or Forgot Password?".
- New User:** This section is titled "Create an account to request access to the following online tools:" and lists four tools with "Learn More >" links:
  - ETS Data Manager for *The Praxis Series*™ Tests
  - ETS Data Manager for GACE® Assessments
  - ETS Performance Assessments Submission Center
  - Title II Reporting Services
 A "Create Account" button is located at the bottom of this section.
- New ProEthica User:** This section is also titled "Create an account to request access to the following online tools:" and lists two tools with "Learn More >" links:
  - Score Reports for the *ProEthica*® Program
  - ProEthica*® Program Enrollment Management System
 A "Create Account" button is located at the bottom of this section.

Red arrows in the original image point to the "Sign In" button in the "Returning User" section and the "Create Account" button in the "New ProEthica User" section.

## 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

## 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:	<input type="radio"/> State or National Agency <input type="radio"/> Institution, Organization, District or School	
* Select your State and Organization:	State:	<input type="text" value="Select"/>
	Institution, Organization, District or School:	<input type="text" value="Select"/>
* Job Title :	<input type="text"/>	
* Select the service(s) you would like to access:	<b>Service:</b>	
	<b>Account Type:</b> (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 <a href="mailto:ProEthicaSupport@ets.org">ProEthicaSupport@ets.org</a> .	
<b>ETS® Services for the <i>ProEthica</i> Program</b>		
<input type="checkbox"/> ProEthica Candidate Score Reports <a href="#">more</a>	<input type="radio"/> Primary <input type="radio"/> Secondary	
<input type="checkbox"/> ProEthica Candidate Score Reports via Web Service (Server to Server Connection) <a href="#">more</a>	<input type="radio"/> Primary <input type="radio"/> Secondary	
<input type="checkbox"/> ProEthica Enrollment Management System <a href="#">more</a>	<input type="radio"/> Primary <input type="radio"/> Secondary	

## 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:	<input type="radio"/> State or National Agency
	<input type="radio"/> Institution, Organization, District or School
* Select your State and Organization:	State: <input type="text" value="Select"/>
	Institution, Organization, District or School: <input type="text" value="Select"/>
* Job Title :	<input type="text"/>
* Select the service(s) you would like to access:	
<b>Service:</b>	<b>Account Type:</b> (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 <a href="mailto:ProEthicaSupport@ets.org">ProEthicaSupport@ets.org</a> .
<b>ETS® Services for the <i>ProEthica</i> Program</b>	
<input type="checkbox"/> ProEthica Candidate Score Reports <a href="#">more</a>	<input type="radio"/> Primary <input type="radio"/> Secondary
<input type="checkbox"/> ProEthica Candidate Score Reports via Web Service (Server to Server Connection) <a href="#">more</a>	<input type="radio"/> Primary <input type="radio"/> Secondary
<input type="checkbox"/> ProEthica Enrollment Management System <a href="#">more</a>	<input type="radio"/> Primary <input type="radio"/> Secondary

## 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:	<input type="text"/>	
Middle Initial:	<input type="text"/>	
* Last Name:	<input type="text"/>	
* Email Address:	<input type="text"/>	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:	<input type="text"/>	
* Address Line 1:	<input type="text"/>	
Address Line 2:	<input type="text"/>	
* City:	<input type="text"/>	
* State:	<input type="text" value="Select"/>	
* ZIP/Postal Code:	<input type="text"/>	Example: 012340000
* Primary Phone Number:	<input type="text"/>	Example: 1234567890
Alternate Phone Number:	<input type="text"/>	
Fax Number:	<input type="text"/>	



## 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

\* Required field

* User Name:	<input type="text"/>	User Name must be between 6 and 16 characters (letters and/or numbers only).
* Password:	<input type="password"/>	Passwords must... <ol style="list-style-type: none"> <li>1. Not be one of the 5 previous passwords</li> <li>2. Not contain more than two consecutive characters from the user's account name or parts of the user's full name</li> <li>3. Be at least eight characters in length</li> <li>4. Contain characters from three of the following four categories:               <ol style="list-style-type: none"> <li>a. Uppercase letters (A through Z)</li> <li>b. Lowercase letters (a through z)</li> <li>c. Numbers (0 through 9)</li> <li>d. Non-alphabetic characters (for example, !, \$, #, %)</li> </ol> </li> </ol>
* Re-enter Password:	<input type="password"/>	If you forget your user name or password, you will be asked to respond to your security question to verify your identity. Select a question and answer below.
* Security Question:	<input type="text" value="Select"/>	
* Security Answer:	<input type="text"/>	

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

Please read the following agreement and provide your consent.

Access and use of the Services (defined below) and Materials (defined below) made available through the Site (defined below) by an Authorized User (defined below) indicates Your (defined below) acceptance of the terms and conditions set forth below. All access and use of the Services and Materials through the Site is contingent upon acceptance of the following terms and conditions. IF YOU DO NOT AGREE TO THE FOLLOWING TERMS AND CONDITIONS YOU MUST EXIT THE SITE NOW AND NOT USE THE SERVICES OR ANY MATERIALS THEREIN.

**TERMS AND CONDITIONS**  
Updated: February 6, 2017

The terms and conditions set forth below (the "Agreement") together with those terms and conditions set forth on [www.ETS.org](http://www.ETS.org), shall govern use of TLCS (the "Services") currently available through <https://tlcs.ets.org> (the "Site"), and all data, content, printouts and other materials available therein ("Materials") provided by Educational Testing Service, and its licensors (collectively "ETS"). In the case of conflict in provisions set forth in the terms and conditions of [www.ETS.org](http://www.ETS.org) and the terms and conditions set forth below, these terms and conditions shall control.

**1. Consent to Terms.** The terms "You" and "Your" mean the government agency, institution of higher education or entity entering into this Agreement with ETS. If You do not agree with these Terms of Conditions, do not use the Services. ETS reserves the right at its sole discretion to change these terms at any time. Please check these terms periodically for

[Print a copy of the State Agency / Institution Agreement.](#)  I understand and agree to the agreement above.

### 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.

Figure 8: Adding a Service

### ETS® Client Services for Educator Licensure Home

Select an online service from the list of available options below.

**Important reminders:**  
None at this time.

Client Services	Manage Profile
<p><b>ETS® Services for the <i>ProEthica</i> Program</b></p> <ul style="list-style-type: none"> <li>• <a href="#">ProEthica Candidate Score Reports</a></li> <li>• <a href="#">ProEthica Candidate Score Reports via Web Service (Server to Server Connection)</a></li> <li>• <a href="#">ProEthica Enrollment Management System</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Change Contact Information</a></li> <li>• <a href="#">Change Password</a></li> <li>• <a href="#">Change Security Question</a></li> </ul>
<p><b>Request Access to More Services</b></p> <p style="text-align: center;"> <input type="button" value="Add Services"/> ←                 </p>	

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.

Figure 9: Change Contact Information/Add Service

### Change Contact Information/Add Services

\* Required field

\* Type of Account:

State or National Agency  
 Institution, Organization, District or School

Select your State and Organization:      State:

Institution, Organization, District or School:

\* Job Title :     

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

<p><b>Service:</b></p> <div style="border: 2px solid red; padding: 5px; margin-top: 10px;"> <p><b>ETS® Services for the <i>ProEthica</i> Program</b></p> <p><input checked="" type="checkbox"/> ProEthica Candidate Score Reports <a href="#">more</a></p> <p><input checked="" type="checkbox"/> ProEthica Candidate Score Reports via Web Service (Server to Server Connection) <a href="#">more</a></p> <p><input checked="" type="checkbox"/> ProEthica Enrollment Management System <a href="#">more</a></p> </div>	<p><b>Account Type:</b> (for Institutions/Organizations/Districts /Schools only)</p> <p>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 <a href="mailto:ProEthicaSupport@ets.org">ProEthicaSupport@ets.org</a>.</p> <p style="margin-top: 10px;"> <input type="radio"/> Primary   <input checked="" type="radio"/> Secondary                 </p> <p style="margin-top: 5px;"> <input type="radio"/> Primary   <input checked="" type="radio"/> Secondary                 </p> <p style="margin-top: 5px;"> <input type="radio"/> Primary   <input checked="" type="radio"/> Secondary                 </p>
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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

Log into <https://tlcs.ets.org>.

Select the “Approve and Manage User Accounts” link

Figure 10: Approve User Accounts



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)

Figure 11: Manage Accounts

## Manage Accounts

Select a User Group to manage. Click individual name to view and edit user details. Choose preferred filter option to narrow user list. Select a user by checkbox and select an action. Approve or reject pending users by selecting one of those option in the Actions menu. Apply all actions and view updated status.

User Group:  **ProEthica Candidate Score Reports**

State:  Role:   
 Status:  Last Name:   
 Institution:

Actions:

0 records retrieved.

<input type="checkbox"/>	Status	Permission	Name	Role	State Agency	Org Code	Institution
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## 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](mailto:ProethicaClientSupport@ets.org)

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