

Web-Based EIS Registry

Inaccurate Data

You finally have access to the EIS Registry, but discover some of the information is incorrect.

What do you do?



KEEP CALM

WE CAN FIX IT!

Issue	User can Fix in TKIDS	User can Fix in Registry	User can contact State Office for Fix
Name is wrong or misspelled			Correct by sending an email to the TKIDS mailbox (mailto:tkids@dars.state.tx.us) Contact Stephanie.Powitzky@dars.state.tx.us if the EIS needs a new certificate with the new/correct name.
Incorrect gender			Correct by sending an email to the TKIDS mailbox (mailto:tkids@dars.state.tx.us)
Supervisor is not listed on the drop down lists.	Identify the staff person as an EIS Supervisor in TKIDS.		
Wrong supervisor is assigned to the EIS.		Change the supervisor by using the drop down menu on the EIS Detail page.	
Contact information is not listed for the EIS or EIS Supervisor	Enter the contact information for these staff in TKIDS.		

Issue	User can Fix in TKIDS	User can Fix in Registry	User can contact State Office for Fix
EIS is not listed on the Add EIS drop down	Assign the EIS a hire date for your program in TKIDS.		
The university information is inaccurate (wrong university, wrong graduation date, wrong degree, etc.)		Correct the information on the EIS Detail screen.	
The EIS's major/area of specialization is incorrect			Contact Stephanie.Powitzky@dars.state.tx.us with the correct information.
EIS is in the wrong stage		First - Make sure the required training information has been entered.	Second – Contact Stephanie.Powitzky@dars.state.tx.us if the training is waiting to be approved by the State Office OR if the required information was entered and approved and the system did not move the EIS to the next stage.
EIS has the wrong status	If Inactive and should be Active – update TKIDS with the EIS's hire date for your program. If Active and should be Inactive – update TKIDS with the EIS's termination date.	If Past Due – First make sure the required training information has been entered.	If Past Due - Second –Contact Stephanie.Powitzky@dars.state.tx.us if the training is waiting to be approved by the State Office OR if the required information was entered and approved and the system did not move the EIS to active status.
The Training Detail Page shows missing dates, or completion dates are in the wrong “due date” year			Contact Stephanie.Powitzky@dars.state.tx.us with a screen shot of the EIS's Training Detail page.
There is not a row to add the EIS's training information (CPE or Ethics).			Contact Stephanie.Powitzky@dars.state.tx.us with a screen shot of the EIS's Training Detail page.
Other incorrect information			Contact Stephanie.Powitzky@dars.state.tx.us with a screen shot of the issue.