# Setting Up the TIMS Dashboard

## **Dashboard Overview**

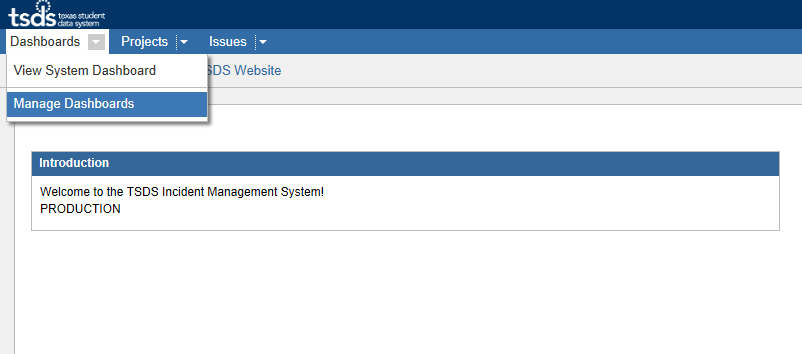
TIMS Dashboards are customized to display specific views of TSDS incident information. Pre-designed dashboards are accessible to TIMS users at each level of TSDS support. Incoming tickets for each support level are displayed in the upper right section of the dashboard, titled L*x* Support Queue.

|  |  |
| --- | --- |
| **Support Level** | **Dashboard Name** |
| Level 1 – LEA Data Steward | L1 Support Queue |
| Level 2 – ESC Support | L2 Support Queue |
| Level 3 – TEA TSDS Support | L3 Support Queue |
| Level 4 – TSDS Component Owner | L4 Support Queue |

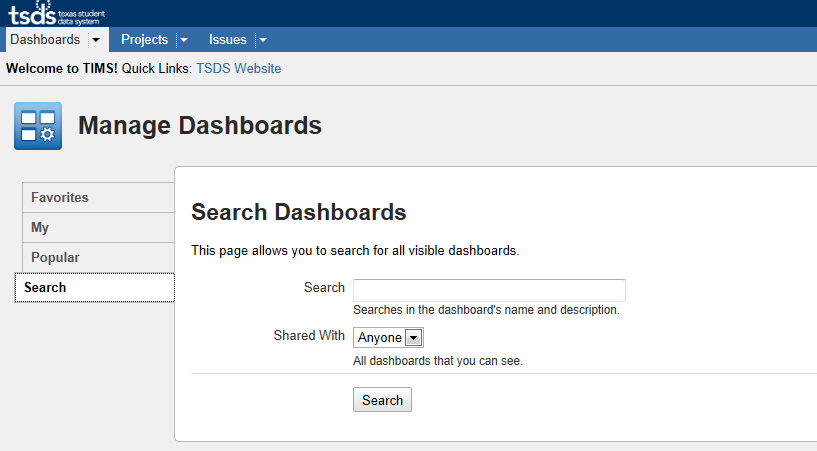
## **Setting Up Dashboards**

TIMS support users set the dashboard appropriate for their support level as follows:

1. From the Dashboards menu select **Manage Dashboards***.*



1. Select the **Search** tab on the left-hand side of the page.

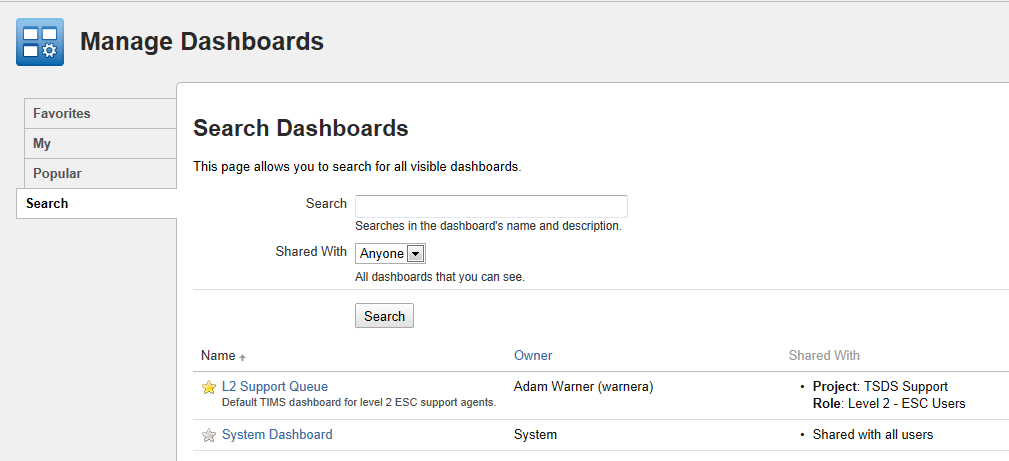


Note: To view all available dashboards, leave the Search field blank.

1. Click **Search**.

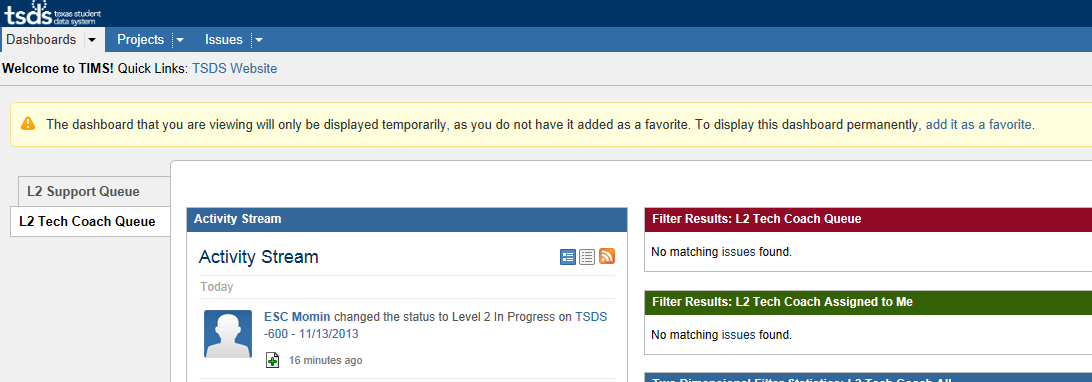


1. Select the dashboard that corresponds to your support role level. (Example: ESC would select L2 Support Queue; LEA would select L1 Support Queue, etc.)

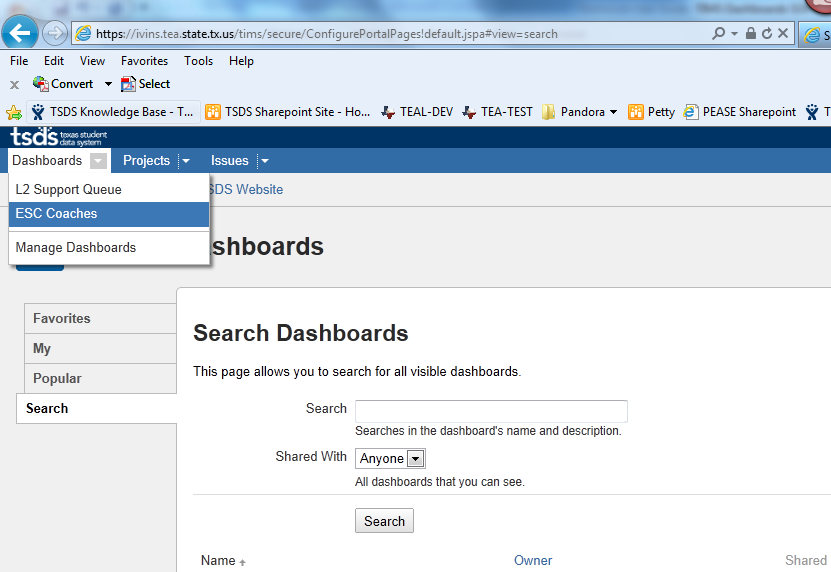


***Note****: The dashboard you are viewing will only be displayed temporarily, until you add it as a favorite.*

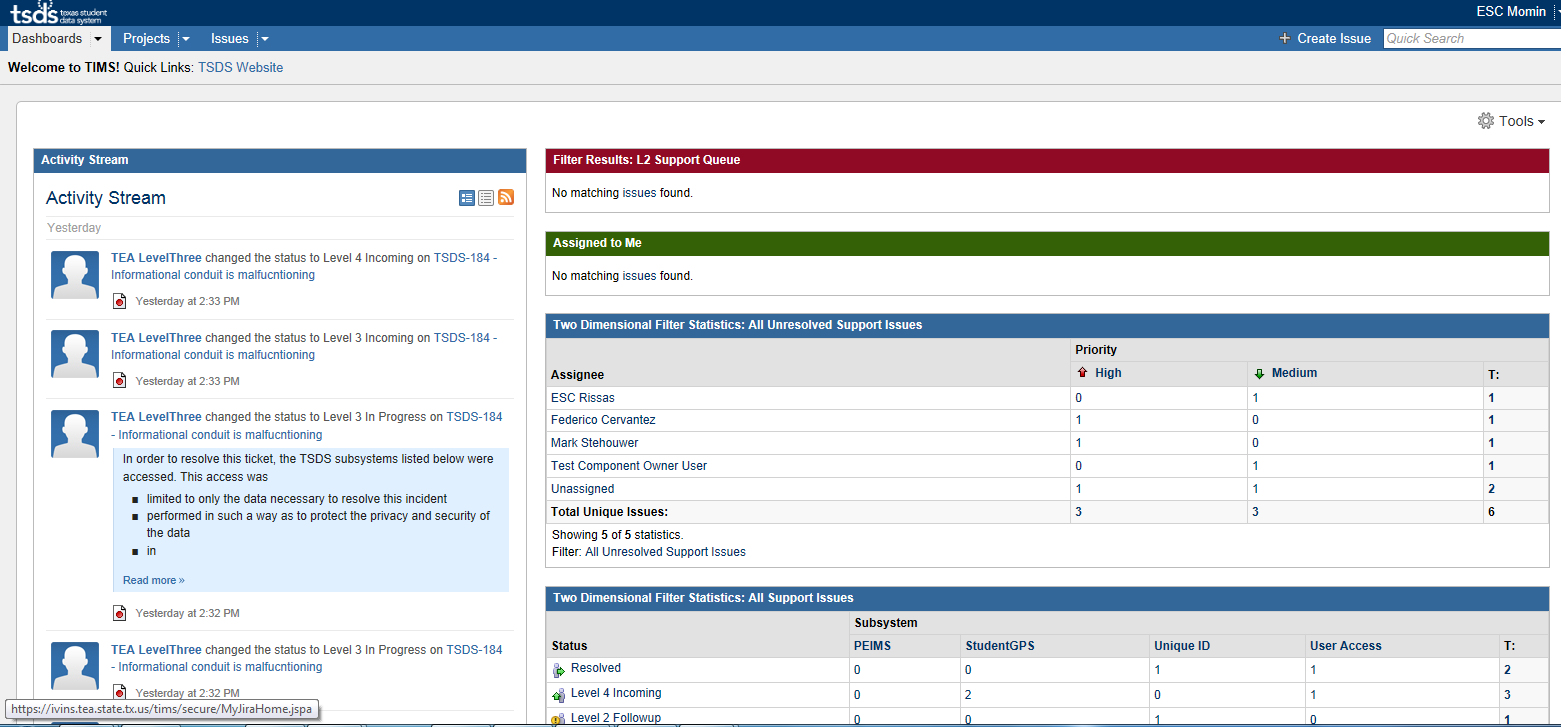
1. To add the Dashboard as a favorite click the “add it as a favorite” link.



1. Select **Dashboards** on the navigation menu to choose a favorite dashboard view.



The dashboard will load the gadgets from the pre-designed dashboard view selected.



Your TIMS dashboard view is complete.