

Mississippi Textbook Depository

Fast. Affordable. Reliable.

One Stop Shop ...

- Save **time** in ordering with simplified invoices
- Inventory **automatically uploaded** into TIMS 2.0
- **Personalized** Customer Service
- Substantial Freight **Savings**



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TIMS 2.0

Textbook Inventory Management System

 **State-approved HQIM does not require two quotes.**

 Textbook Coordinators and your publisher representative work hard to determine the right materials for your students. If a publisher has provided you with a quote, send it to us. These are great to have backup for orders.



Toll-Free Phone Number

800-509-4791



Email

[**ms.orders@ingramcontent.com**](mailto:ms.orders@ingramcontent.com)



Online Ordering

Coming Soon

TIMS 2.0

Textbook Inventory Management System

District Level Instruction Handbook

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TIMS 2.0

Overview

The Mississippi Department of Education (MDE) provides all students access to high-quality instructional materials (HQIM) to support instruction in schools. Mississippi defines HQIM as materials that are externally validated, comprehensive and aligned with the Mississippi College- and Career-Readiness Standards. This material includes engaging text and books – both digital and print, multimedia material, rigorous problems, and aligned assessments. HQIM can be used to identify students’ areas of strength and opportunities for growth and are sequentially mapped and designed to prepare students to graduate ready for college and the workforce, educative for teachers, and accessible to students with differentiated needs.

District and School Textbook Coordinators refer to the Textbook and Instructional Materials Administration Handbook for rules and regulations

What is TIMS 2.0?

TIMS 2.0 is Mississippi’s Department of Education Textbook Inventory Management System. School districts can manage HQIM from purchase to distribution. TIMS 2.0 allows schools to report their active and surplus textbook inventory, as well as transfer surplus books to other schools.

To ensure that internal controls are in place to document the most efficient use of taxpayer dollars, public and non-public schools are required to follow the state bid requirements established by Miss. Code Ann. § 31-7-13. Textbooks that are adopted and approved by the SBE are placed under state contract and are exempt from the bidding process.

How do you sign up for TIMS?

Districts should use the TIMS Security Form, located on the MDE Textbook Adoption and Procurement website, to add or make changes to TIMS user accounts. The Director of Instructional Materials and Library Media will review and approve the request prior to changes being made.

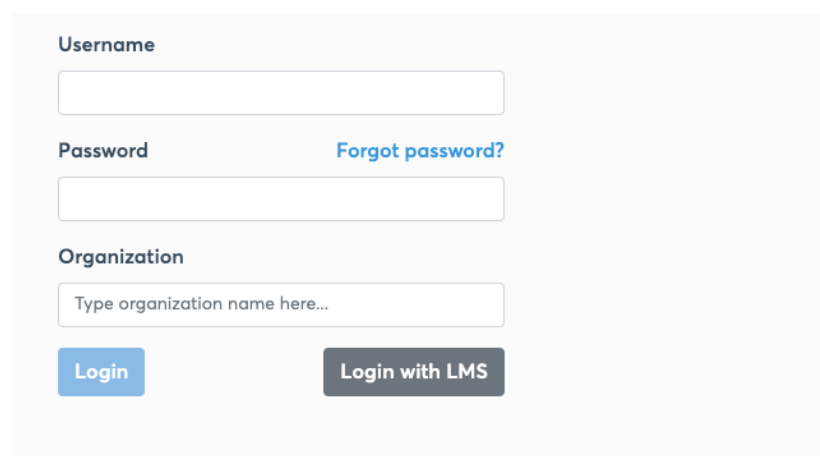
What are you able to do in TIMS?

- Online Textbook Ordering
- Review and search textbook inventory
- Manage textbook inventory (active, surplus, disposal)
- Request surplus
- Request a transfer
- Run reports

Accessing TIMS 2.0

Access TIMS 2.0 directly by going to ms.classgather.com

Enter username (email address) and password. Organization is your **school district name**. Click Login

The image shows a login form for TIMS 2.0. It has a light gray background. At the top, the label "Username" is in a small, dark font. Below it is a white text input field with a thin gray border. Underneath the username field, the label "Password" is on the left, and a blue link "Forgot password?" is on the right. Below the password field is another white text input field with a thin gray border. Underneath the password field, the label "Organization" is on the left, and a white text input field with a thin gray border is on the right. Inside the organization field, the placeholder text "Type organization name here..." is visible. At the bottom left of the form is a blue button with the white text "Login". At the bottom right of the form is a dark gray button with the white text "Login with LMS".

Username

Password [Forgot password?](#)

Organization

Login Login with LMS

Inventory and Status

Inventory

All textbooks, including consumables procured with state dollars, need to be documented in TIMS 2.0. Inventory information for all textbooks is stored in TIMS 2.0 and have one of three types (**active, surplus, and disposal**). Information in the system can be updated to reflect the current textbook inventory.

An annual inventory of active, surplus, and disposable textbooks must be conducted and submitted by way of the TIMS program to the MDE by June 15th of each year. The MDE Textbook Office will send an INVENTORY SIGN OFF FORM to the district superintendent to be signed verifying the inventory report in the TIMS system is correct.

District/School Textbook Coordinators, refer to the Textbook and Instructional Materials Administration Handbook for rules and regulations relating to inventory types and status.

Three Inventory Types

Active textbooks

Active textbooks are in the district/school's possession and are currently in use.

Surplus textbooks

The surplus textbook program has been beneficial to schools throughout the state. A surplus textbook is one that is still in good physical condition but is no longer being used in the district. In most situations, the surplus textbooks will be from a previous adoption and may be much more current than those being used in some districts. Books with a copyright of 10 years of age or less should be kept in the surplus book program.

Disposal textbooks

Each local school district will determine if textbooks are unusable. Textbooks may be unusable because they are **ten years or older**, or not relative to current state standards, or the textbooks may be physically worn to the point that continued use is not practical. Before a school district disposes of textbooks, approval must be granted by the Superintendent, and the information must be entered into the TIMS.

Ordering Textbooks

Ordering Textbooks

The MDE Textbook Office does not complete textbook orders for public school districts.

All orders should go to the regional depository, publisher, or used textbook vendor. Inventory should be entered into the Textbook Inventory Management System TIMS 2.0 as soon as it is processed and received.

Individual Order Items (textbook ISBNs) generate Pending inventory into a District's account at the point invoiced. Ordered inventory is invoiced and shipped via Ingram Education Services.

Mississippi Textbook Depository – Ingram Education Services

All textbooks purchased through Ingram Education Services (MDE Textbook Depository) will automatically generate into the district's inventory in TIMS 2.0. Districts can purchase textbooks directly by ordering through any of the following ways:

- **TIMS 2.0 online catalog – Coming this Summer**
- **Phone: 800-509-4791**
- **Email: ms.orders@ingramcontent.com**

All orders placed and procured through Ingram Education Service will automatically be inventoried into TIMS 2.0.

TIMS 2.0 Physical Inventory Module

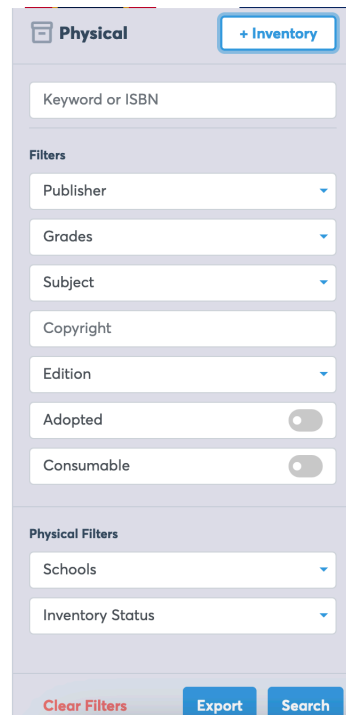
Physical inventory represents all highly qualified instructional materials purchased by the school district including hardback, digital and consumable textbooks. Let's get familiar with main screen.

Search Section

Search section allows users to search using keyword or ISBN number.

Additional filters include

- **Publisher - vendors**
- **Grades**
- **Subject - courses**
- **Copyright - year**
- **Edition- student or teacher version**
- **Adopted – Highly Qualified Instructional Materials**
- **Consumable – workbooks**

The screenshot shows the 'Physical' inventory search interface. At the top, there's a 'Physical' tab and a '+ Inventory' button. Below is a search bar labeled 'Keyword or ISBN'. A 'Filters' section follows, containing dropdown menus for 'Publisher', 'Grades', and 'Subject', and text input fields for 'Copyright' and 'Edition'. There are also toggle switches for 'Adopted' and 'Consumable'. Below these is a 'Physical Filters' section with dropdowns for 'Schools' and 'Inventory Status'. At the bottom, there are three buttons: 'Clear Filters' (in red), 'Export', and 'Search'.

District Administrators can filter by school and inventory status.



Tip: Select Clear Filters when starting to a new Search.

Header Tabs

The Header Tabs are divided into three types: Physical, Transfers and Surplus.

Physical – Inventory information for all textbooks including hardback, digital and consumables

Transfers – list of all transfers requested

Surplus – Textbooks still in good physical condition but is no longer being used in the district.

<div>Physical Transfers Surplus</div>					
Name	ISBN	Publisher	Active	Pending	Su

Columns

The Columns identify specific information relating to textbooks purchase. The Columns include

Name – Product Title

ISBN – International Standard Book Number is a unique, numeric commercial product identifier

Publisher – Company publishing the product

Active – Currently in use

Pending – Not currently in use --- ex. In transit

Surplus – Books on hand and not currently in use

Disposal – marked for disposal

Name	ISBN	Publisher	Active	Pending	Surplus	Disposal
▶ ON THE HORIZON 3RD GRADE	9780663521838	Sbg	138	2	96	0

Physical Inventory Screen

The screenshot shows the Physical Inventory Screen. At the top is a header bar with a logo on the left and a user profile 'global admin' on the right. Below the header is a 'Header Tab' with three tabs: 'Physical' (selected), 'Transfers', and 'Surplus'. On the left side, there is a 'Search Box' with a search bar and several filter categories: 'Filters' (Publisher, Grades, Subject, Copyright, Edition, Adopted, Consumable) and 'Physical Filters' (Schools, Inventory Status). The main area is a table with the following columns: Name, ISBN, Publisher, Active, Pending, Surplus, and Disposal. The table contains several rows of textbook data. Annotations include a green arrow pointing to the column headers, a blue arrow pointing to the table body labeled 'Inventory', and an orange arrow pointing to the search box.

Textbook detail screen

Textbook detail displays specific product information

The screenshot shows the Textbook detail screen. At the top is a header bar with a logo on the left and a user profile 'global admin' on the right. Below the header is a 'Header Tab' with three tabs: 'Physical' (selected), 'Transfers', and 'Surplus'. On the left side, there is a 'Textbook Details' panel showing information for 'Science Math Achievement 10/11 Edition (MERRILL PRE-ALGEBRA)'. The main area is divided into two sections: 'Inventory' and 'Transfers'. The 'Inventory' section shows a table with columns: Type, Quantity, Status, From, To, and Date. The 'Transfers' section shows a table with columns: Type, Quantity, Status, From, To, and Date. Annotations include a green arrow pointing to the 'Textbook Details' panel, a blue arrow pointing to the 'Inventory' section labeled 'Textbook Inventory Status', a green arrow pointing to the 'Transfers' section labeled 'Transfer Process', and an orange arrow pointing to the 'Transfers' section labeled 'Transfer History'. At the bottom, there is a note: 'District TC can select schools to view' with an arrow pointing to the 'Schools' filter in the 'Textbook Details' panel.

Textbook details section

Title	Glencoe Math Accelerated, Student Edition (MERRILL PRE-ALGEBRA)
	ISBN 9780076637980
	Publisher McGraw Hill Education
Internal Reference	Vendor Resource ID 7bd69ec4-99a0-4744-a397-50056cdd7428
	Grade 07
	Subject Math
Student Or Teacher Version	Edition Student
	Copyright 2001
	Last Updated Dec 5, 2022



Tip:

District Textbook Coordinators have access to view each school's inventory in the district.

Textbook Inventory Status

Textbook Inventory Status 	Status Item	Description
	Active	Currently in use
	Pending	Not currently in use – ex. In transit
	Surplus	Books on hand and not currently in use
	Disposal	Marked for disposal

Inventory	Active 154	Pending 0	Surplus 297	Disposal 0	+ Transfer
------------------	---------------	--------------	----------------	---------------	----------------------------

Type	Quantity	Status	From	To	Date
Import → Active	30	Approved	Capital City Alternative School	Capital City Alternative School	2021-07-21 15:27
Import → Active	124	Approved	Kirksey Middle School	Kirksey Middle School	2021-07-21 15:27
Import → Surplus	76	Approved	Northwest Middle School	Northwest Middle School	2021-05-20 16:31
Import → Surplus	81	Approved	Chastain Middle School	Chastain Middle School	2021-05-20 16:22
Import → Surplus	140	Approved	Bailey Middle Apac School	Bailey Middle Apac School	2021-05-05 13:45

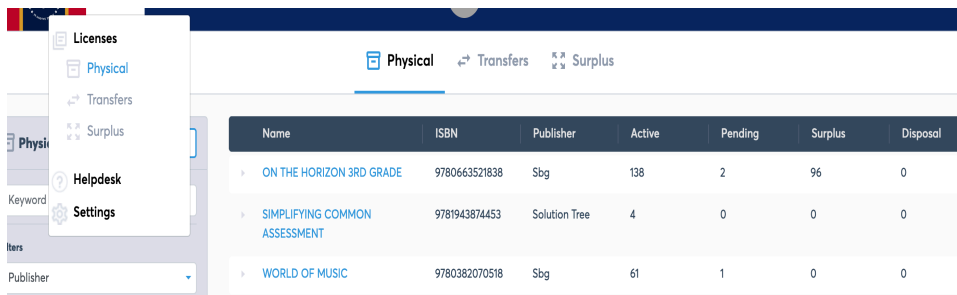
Showing 1 to 5 records of 5 Show per Page 25 < 1 >

Textbook Transaction History

TIMS 2.0 Transfer Module

Viewing Transfer History

To view all Transfers, go to the Licenses section in the main dropdown menu. Select Transfers.



The Transfers tab provides a history of transfer within the district. Each line of the table displays a change in status for a quantity of textbooks for a single ISBN.

Physical

Transfers

Surplus

Name	ISBN	Publisher	Type	Qty	Status	Date
▶ ON THE HORIZON 3RD GRADE	9780663521838	Sbg	Surplus → Active	1	<button>Review</button>	01/17/23
▶ ON THE HORIZON 3RD GRADE	9780663521838	Sbg	Surplus → Active	1	<button>Review</button>	01/17/23
▶ ON THE HORIZON 3RD GRADE	9780663521838	Sbg	Surplus → Active	1	✔ Approved	01/17/23
▶ ON THE HORIZON 3RD GRADE	9780663521838	Sbg	Surplus → Active	1	✔ Approved	01/17/23
▶ ON THE HORIZON 3RD GRADE	9780663521838	Sbg	Surplus → Active	1	✔ Approved	01/17/23
▶ WORLD OF MUSIC	9780382070518	Sbg	Active → Surplus	1	<button>Review</button>	01/17/23
▶ MATH IN FOCUS SINGAPORE MATH SE, BK B CRS 3 2013	9780547560090	Great Source Education Group	Active → Surplus	2	✔ Approved	01/17/23

To view the FROM and TO customer details for an individual Transfer, expand the row by clicking the small arrow next to each title's name on the main Transfers table or by clicking the name of the title.

ON THE HORIZON 3RD GRADE	9780663521838	Sbg	Surplus → Active	1	Approved	01/17/23
From Popp's Ferry Elementary School	To Popp's Ferry Elementary School	Grade 3	Subject REA04	Edition Student	Copyright 1991	

Each title is identifiable by its Name, ISBN, Edition, Grade, Subject, and Copyright year.

Filter titles by using the options on the left panel. For instance, search for transfers only involving a certain school by selecting that school in the "Schools" dropdown just above the "Search" button

Transfers

Keyword or ISBN

Filters

Publisher

Grades

Subject

Copyright

Edition

Adopted

Consumable

Transfer Filters

Schools

Transfer Status

Clear Filters

Search

Transferring Textbooks

From the Textbook Detail Screen, select the + Transfer button.

HM - CC JOURNEYS REA ADVENTURES SE &

ISBN
9780547636443

Publisher
Houghton Mifflin

Grade
01

Subject
REA

Edition
Student

Copyright
2012

Adopted
No

Last Updated

Clay County School District (MS)

global admin

Inventory

Active28Pending0Surplus0Disposal0

+ Inventory

Name	Active	Pending	Surplus	Disposal
West Clay Elem	28	0	0	0

Showing 1 to 1 records of 1Show per Page10

Transfers

+ Transfer

Type	Quantity	Status	From	To	Date
Import → Active	28	Imported	West Clay Elem	West Clay Elem	2023-01-18T15:00

Showing 1 to 1 records of 1Show per Page25

Within the Transfer window, complete the following information:

- FROM Status – Active, Surplus
- FROM School
- Quantity
- TO Status – Active, Surplus, Disposal
- TO School

HM -CC JOURNEYS REA ADVENTURES SE &

From Status

Select Status

Active

Surplus

To Status

Select Status

To School

Select School

Quantity

1

Cancel

Physical transfers will generate a Packing Slip to include in transfer.

Packing Slip

West Clay Elem

9414 JOE STEVENS ROAD
CEDAR BLUFF, MS 39741
6624942350

PACKING SLIP

Date: 01/27/2023
Page: 1 of 1

Ship To

Clay Co School Dist
205 COURT STREET
WEST POINT, MS 39773
6624942915

ISBN	Description	Quantity
9780547636443	HM -CC JOURNEYS REA ADVENTURES SE &	1

The recipient of the inventory must Receive inventory before it's added to Inventory.

Physical Transfers Surplus						
Name	ISBN	Publisher	Type	Qty	Status	Date
HM -CC JOURNEYS REA ADVENTURES SE &	9780547636443	Houghton Mifflin	Active → Active	1	Receive	01/27/23

Review Transfer

HM -CC JOURNEYS REA ADVENTURES SE &

From
West Clay Elem

To
Clay Co School Dist

Transfer
Active → Active

Quantity
1

ISBN
9780547636443

Publisher
Houghton Mifflin

Grade
01

Subject
REA

Edition
Student

Copyright
2012


Cancel

✓ Receive

TIMS 2.0 Surplus Module

Surplus View

When inventory is in Surplus, it is listed in the Surplus page of the Inventory section and other districts can "Claim" the Surplus inventory.


Clay County School District (MS)
ClayCountyDistrictTextbookCoordinator

Physical
1 Transfers
Surplus

Surplus

Keyword or ISBN

Filters

Publisher

Grades

Subject

Copyright

Edition

Adopted

Clear Filters Export Search

Name	ISBN	Publisher	Quantity	Posted By	Posted On	Claimed
PH -CC PRENTICE HALL LITERATURE GR 7 2012	9780133195538	Prentice Hall	80	Hickory Flat Attendance Center	01-20-2023	Claim
MATH IN FOCUS SINGAPORE MATH TEACHER'S ED	9780547876726	Great Source Education Group	2	Hickory Flat Attendance Center	01-20-2023	Claim
MATH IN FOCUS SINGAPORE MATH SE BK B GR 1 2013	9780547876429	Great Source Education Group	45	Hickory Flat Attendance Center	01-20-2023	Claim
MATH IN FOCUS SINGAPORE MATH SE, BK A GR 4 2013	9780547876344	Great Source Education Group	91	Hickory Flat Attendance Center	01-20-2023	Claim
MATH IN FOCUS SINGAPORE MATH SE, BK A GR 5 2013	9780547876146	Great Source Education Group	48	Hickory Flat Attendance Center	01-20-2023	Claim
MATH IN FOCUS SINGAPORE MATH SE, BOOK A	9780547875934	Great Source Education Group	116	Hickory Flat Attendance Center	01-20-2023	Claim
MATH IN FOCUS SINGAPORE MATH TEACHER'S ED	9780547875927	Great Source Education Group	1	Hickory Flat Attendance Center	01-20-2023	Claim
MATH IN FOCUS SINGAPORE MATH	978054787	Great Source Education	50	Hickory Flat	01-20-2023	Claim

Claiming Surplus Process

Using the Search feature within Surplus, locate the textbook needed.

Surplus

Keyword or ISBN

Filters

Publisher

Grades

Subject

Copyright


Edition

Adopted

Clear Filters

Export

Search



Tip: Using the Textbook ISBN is a fast way to search for a textbook.

Select Claim. Claim Surplus box allows user to identify the Quantity needed.

Claim Surplus

HM -CC JOURNEYS STUDENT ED VOL 1 2012 GR 2

Posted By

Clausell Elementary School

Posted On

2023-01-17 17:26:48.237428-06:00

Quantity

73

73

ISBN

9780547251912

Grade

02

Edition

Student

Publisher

Houghton Mifflin

Subject

REA

Copyright

2012

Cancel

Claim

16

TIMS User Manual Revised Feb 2023

After entering the Quantity and selecting the Claim button, a Claim Surplus window will verify the quantity and transfer request. After claiming inventory, user will work with district/school to receive the quantity selected.

Claim Surplus

Are you sure you want to claim textbooks of HM -CC JOURNEYS STUDENT ED VOL 1 2012 GR 2 (9780547251912) for Clay Co School Dist [\[change\]](#) from Clausell Elementary School ?

After claiming this inventory, you will be required to work directly with Clausell Elementary School to receive the quantity selected. Do you want to claim this inventory?

[Cancel](#)[Yes](#)

After Claiming request, a Claim Surplus window will verify the Quantity, textbook requested and pending approval from School or District.

Claim Surplus

Your claim for textbooks of HM -CC JOURNEYS STUDENT ED VOL 1 2012 GR 2 (9780547251912) for Clay Co School Dist was successfully submitted, and pending approval by Clausell Elementary School.

If approved, you will work directly with Clausell Elementary School to complete the transfer.

[Ok](#)

Districts and schools are responsible for physically transferring textbooks.

Adding Inventory

Automated loading of orders to Inventory

All textbooks purchased through Ingram Education Services (MDE Textbook Depository) will automatically generate into the district's inventory in TIMS 2.0. Districts can purchase textbooks directly by ordering through any of the following ways:

- **TIMS 2.0 online catalog – Coming this Summer**
- **Phone: 800-509-4791**
- **Email: ms.orders@ingramcontent.com**



Tip: One Stop Shop – ordering through TIMS 2.0 automatically adds to your inventory --- saving time and increasing inventory accuracy.

Manually adding textbooks to Inventory

Any inventory purchased through Ingram Educational Services will automatically appear in TIMS 2.0. All purchases outside Ingram Educational Services will require manual input into TIMS 2.0.

To manually add textbooks to inventory, the District TIMS 2.0 Administrator will access the Physical Inventory screen under the Licenses tab in the main dropdown menu in the top left of your screen.

Physical							
Physical Transfers Surplus							
Physical	+ Inventory						
	Keyword or ISBN						
	Filters						
	Publisher						
Name	ISBN	Publisher	Active	Pending	Surplus	Disposal	
ON THE HORIZON 3RD GRADE	9780663521838	Sbg	138	2	96	0	
SIMPLIFYING COMMON ASSESSMENT	9781943874453	Solution Tree	4	0	0	0	
WORLD OF MUSIC	978038207051	Sba	61	1	0	0	

From here, click the "+Inventory" button at the top of the search panel to the left. A Select Inventory box will appear. Search for a title by either inputting the ISBN or a keyword of the title (ex. "Math").

Select Inventory						
math						
Search						
Name	ISBN	Publisher	Grade	Subject	Copyright	Edition
MATH CON BRID ALG & GEO	9780395669389	Houghton Mifflin Company	9	MAT	1994	Student
ADV MATH CONCEPTS	9780628242860	Glencoe/Mcgraw-Hill	9	MAT	1994	Student
EXPLORING MATHEMATICS	9780673455215	Scott Foresman	1	MAT01	1991	Student
EXPLORING MATHAMATICS VOL. 1	9780673455178	Scott Foresman	1	MAT01	1994	Teacher
MATHEMATICS PLUS VOL. 2 T/E	9780153018732	Harcourt School Publishers	1	MAT01	1994	Teacher

Note: If the title is not in the catalog, first double-check the search information to verify ISBN or Title is correct. If it is, you will need to request the title be added to the catalog,

which you can do so by completing the on screen form or mailing the full information of the title to helpdesk@classgather.com with the subject "Request to add [missing title] to Mississippi Department of Education Catalog. (See TIMS 2.0 Helpdesk Section)



Tip: ISBN Search is preferred to a Title Search.

Following title selection, select the textbook title to add to inventory. Select the location to move onto the final screen.

From the Enter Details box, enter the Quantity, Purchase Order number and Reference ID (optional). Click Submit.

Select Inventory

Name	ISBN	Publisher	Grade	Subject	Copyright	Edition
------	------	-----------	-------	---------	-----------	---------

No titles were found for this search
Please double check your keyword search or search by ISBN.

If the title you are looking for is not in the catalog, you may request the addition of the title by completing the form below. All fields are required:

ISBN*

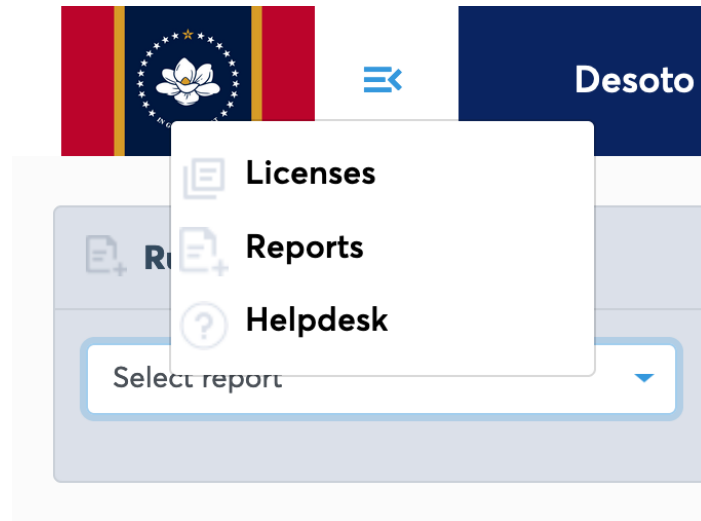
Title

Publisher

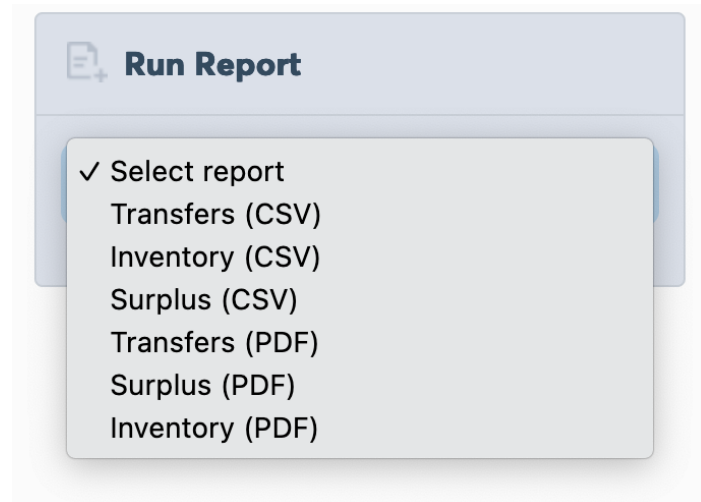
TIMS 2.0 Reports

Reports Tab

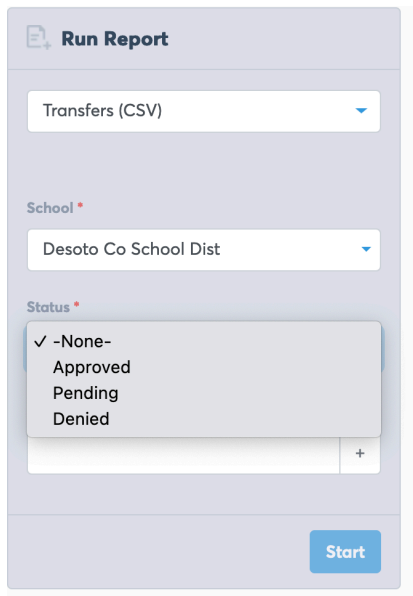
The reporting page can be accessed via the menu



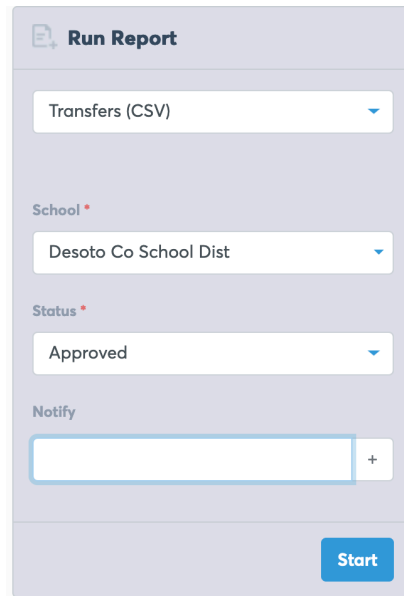
On this page, any of the reports below can be generated.



Selecting a report from this list will provide additional filtering options.

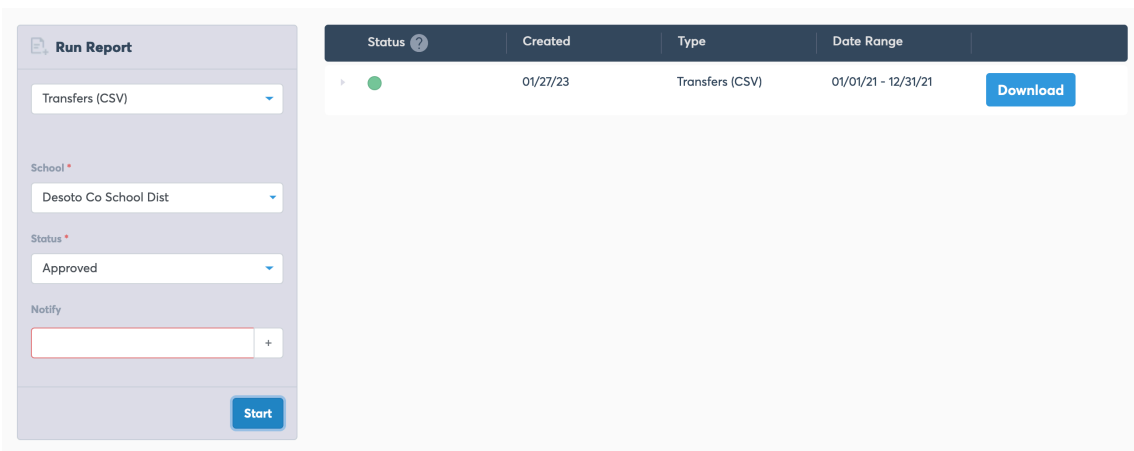


The 'Run Report' form is shown with the 'Status' dropdown menu open. The menu lists four options: '-None-' (selected with a checkmark), 'Approved', 'Pending', and 'Denied'. The other fields are 'Transfers (CSV)', 'School' (Desoto Co School Dist), and a 'Notify' field with a plus icon. A 'Start' button is at the bottom.



The 'Run Report' form is shown with the 'Status' dropdown menu set to 'Approved'. The other fields are 'Transfers (CSV)', 'School' (Desoto Co School Dist), and a 'Notify' field with a plus icon. A 'Start' button is at the bottom.

Additionally, you can also enter an email address to receive a notification once the report has been generated. Optionally, you can return to this page at any time to see the current status of the report generation and to download your completed report.

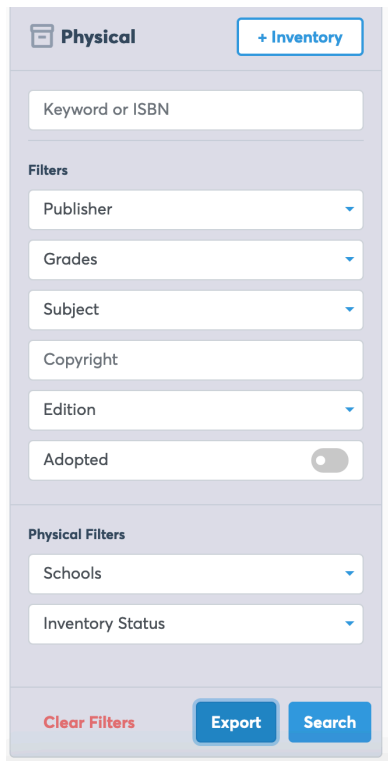


The 'Run Report' form is shown on the left, with the 'Status' dropdown menu set to 'Approved'. The 'Notify' field is empty. A 'Start' button is at the bottom. To the right is a table showing the report status.

Status ?	Created	Type	Date Range	
▶ ●	01/27/23	Transfers (CSV)	01/01/21 - 12/31/21	Download

Export view

On the license page, you can choose the Export option to export any view. This export will appear on your Reports page for download.



The screenshot shows a sidebar for the 'Physical' inventory view. At the top, there is a 'Physical' header with a folder icon and a '+ Inventory' button. Below this is a search bar labeled 'Keyword or ISBN'. A 'Filters' section contains several dropdown menus: 'Publisher', 'Grades', 'Subject', 'Edition', and 'Adopted' (which has a toggle switch). Below the 'Filters' section is a 'Physical Filters' section with two more dropdowns: 'Schools' and 'Inventory Status'. At the bottom of the sidebar are three buttons: 'Clear Filters' (in red), 'Export' (in blue), and 'Search' (in blue).

Inventory Report

Exporting School Inventory Report for Desoto Co School Dist as a PDF...

Reports can take a few minutes to complete, and you can close this window any time. When your report is complete, it will appear in the [Reports](#) section, where you can also monitor export progress and download historical reports.

[Close](#)

Report on end-of-year closeout in TIMS no later than June 15th, which includes:

- Active Inventory
- Surplus Inventory

TIMS 2.0 Helpdesk

If you need assistance, the following methods are available.

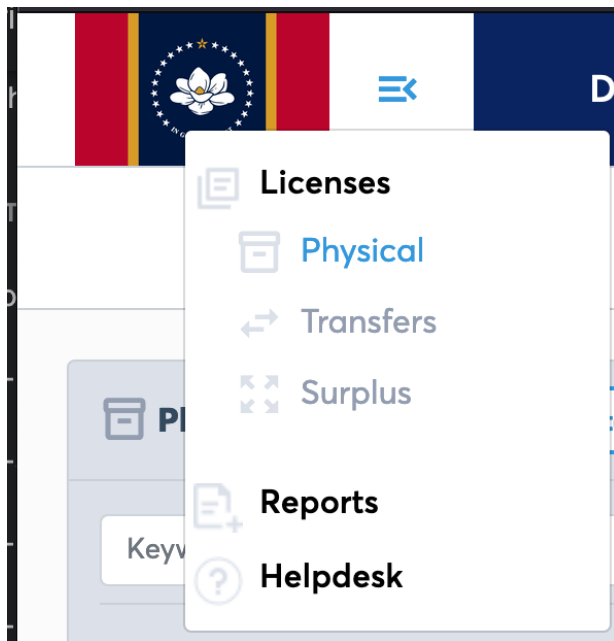
Documentation

Documentation is available on the TIMS 2.0/ClassGather support website.

<https://helpdesk.classgather.com/hc/en-us>

Submitting a helpdesk ticket

To submit a helpdesk ticket to the TIMS 2.0/ClassGather support team, click on the “Helpdesk” link inside of TIMS 2.0/ClassGather.



On the left-hand side of the screen, click on the “+ Create Ticket” button to open a new ticket.

Also on this page is a list of all your tickets.

You can also filter tickets with the filtering options on the left-hand side of the screen.

Create Ticket

You can create a ticket here or simply email helpdesk@classgather.com and your tickets will appear in this section.

Subject

Subject

Select Application

Select Type

Description

Describe the issue

Cancel

Create Ticket

Desoto

Helpdesk

+ Create Ticket

Filter Tickets

Keyword

Status

Ticket Status

Closed and Archived Tickets

Application

All

Type

All

Date Range

mm/dd/yyyy

mm/dd/yyyy

Clear Filters

Search

Please fill in as much information as you can on the form provided.

Click “Create Ticket” once you have filled in the form.

This will create a new ticket with the TIMS 2.0/ClassGather support team.

You can check back on this page for updates and responses.

Emailing the helpdesk

You can also email your issue/question to the support team by emailing your issue to helpdesk@classgather.com.

Telephone support

If you need immediate assistance or would prefer to speak to someone on the phone, you can call **(800) 509-4791**. Support is available Monday – Friday 8:00 AM – 4:00 PM Central.