



# **TIMS Web User Account Application Manual**



**United States Department of the Interior  
Information Technology Division**

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## Introduction

### *What is TIMS Web*

TIMS Web Company application allows the Oil, Gas and Renewable energy industries to electronically submit Qualification, Change of Name, Business Conversion, Merger and Maintain Company requests to the Bureau of Ocean Energy Management (BOEM).

TIMS Web Bonding application allows same industries to electronically submit New Bond, Bond Replacement, Bond Cancellation, Bond Termination and Bond Riders to BOEM.

Electronic submittal of data provides the industry a secure file transfer mechanism; eliminates data collection errors and inefficiencies; and allows TIMS Web to maintain current and the most accurate data online. Once Company and Bonding requests are submitted by the industry, TIMS Web Company and Bonding applications enable BOEM to electronically review, and enter the appropriate decision for the request.

### *Links in this document*

Links have been provided for easy and fast access to remote sections in this document. To visit a link, hold the mouse pointer over the link. **Left click** the mouse while pressing the **Ctrl** key. You will be directed to the link target. To return to previous position, hold down **Alt** and press the **left arrow** on your keyboard.

### *Purpose of this manual*

This manual provides information for obtaining access to TIMS Web to submit Company and Bonding requests. Required forms and accompanying instructions are also provided in this document.

To get access to TIMS Web system, user needs to do the following:

- determine his **user type**
- read the **TIMS Web Disclaimer**
- follow the process outlined in **TIMS Web User Account Application Process**
- have company Administrator grant him proper access

### *What is needed to access TIMS Web*

There are two steps to grant a person access to TIMS Web system:

- First user must submit paper applications to request a user account ID
- Once a User ID is created, user's company administrator must grant user the appropriate access to the system. Once access is granted, user is enabled to log on TIMS Web and perform desired functions based on his role and access rights.

User ID and username are used interchangeably throughout this document.

## Definition of TIMS Web User Types

Prospective TIMS Web user must determine the type of user access he needs. There are 4 user types:

### *Company Administrator:*

Company administrator is an employee of a BOEM qualified company or BOEM approved Surety assigned to administer TIMS Web entitlement rights for company users in TIMS Web system.

This type of user will be required to fill out a **TIMS Web Industry Administrator Request Form**.

The administrator's duties include:

- Submitting user access request forms to the bureau
- Maintaining entitlement groups for assigning entitlement roles to company users to perform various Company and Bonding functions

### *Company User*

Company user is an employee of a BOEM qualified company or BOEM approved Surety who will be entering and/or submitting Company and Bonding requests to BOEM on behalf of the company.

This type of user will be required to fill out a **TIM Web Industry User Access Request Form**.

### *Agent Administrator:*

Agent administrator is a person employed by an agent company assigned to administer TIMS Web user entitlement rights in the TIMS Web system on behalf of a BOEM qualified company.

This type of user will be required to fill out a **TIMS Web Industry Administrator Access Request Form** and check and fill out the **Agent** section.

The agent administrator's duties include:

- Submitting user access request forms to the bureau
- Maintaining entitlement groups for assigning entitlement roles and users to perform various Company and Bonding functions.

### *Agent User:*

Agent user is a person employed by an agent company who will be entering and/or submitting Company and Bonding requests to BOEM on behalf of a BOEM qualified company.

This type of user will be required to fill out a **TIMS Web Industry User Access Request Form** and check and fill out the **Agent** section.

## TIMS Web User Account - Application Process

Once you know the type of user account you need, follow the procedure listed below for the appropriate user type:

### ***Company Administrator***

- Company administrator fills out **TIMS Web Industry Administrator Access Request Form** and sends to company representative who has signature authority with BOEM.
- Company representative signs the form and lists the companies user needs access to, and mails the form to the following address:  
BOEM GOM OCS Region  
1201 Elmwood Park Blvd.  
MS 5421  
New Orleans, LA 70123-2394.
- BSEE ITD sends the new username and password by certified mail to the company administrator.
- Company administrator logs on TIMS Web and is forced to change password.

### ***Company User***

- Company user fills out **TIMS Web Industry User Access Request Form**.
- Company representative signs the form and lists the companies user needs access to, and mails the form to the following address:  
BOEM GOM OCS Region  
1201 Elmwood Park Blvd.  
MS 5421  
New Orleans, LA 70123-2394.
- BSEE ITD sends the new username and password by certified mail to the company administrator. Company administrator gives the letter to the user.
- User logs on TIMS Web and is forced to change password.

## ***Agent Administrator***

- Agent administrator fills out **TIMS Web Industry Administrator Access Request Form** and sends to company representative who has signature authority with BOEM for the company the agent administrator needs access for.
- Company representative signs the form and lists the companies user needs access to, and mails the form to the following address:  
BOEM GOM OCS Region  
1201 Elmwood Park Blvd.  
MS 5421  
New Orleans, LA 70123-2394.
- BSEE ITD sends the new username and password by certified mail to the agent administrator.
- Agent administrator logs on TIMS Web and is forced to change password.

## ***Agent User***

- Agent user fills out **TIMS Web Industry User Access Request Form** and sends the form to company representative who has signature authority with BOEM for the company user needs access for.
- Company representative signs the form and lists the companies user needs access to, and mails the form to the following address:  
BOEM GOM OCS Region  
1201 Elmwood Park Blvd.  
MS 5421  
New Orleans, LA 70123-2394.
- BSEE ITD sends the new username and password by certified mail to the agent administrator. Agent administrator gives the letter to the agent user.
- Agent user logs on TIMS Web and is forced to change password.

## TIMS Web User: How to Sheet

### *Obtain access to a new company for an existing TIMS Web username*

- Fill out **TIMS Web Industry User Access Request Form** and check the new company box.
- Include the username for the person wanting access to the company data.
- Once you have filled out the form, contact your TIMS Web administrator to send the form to BOEM.

### *Recover forgotten username*

- To recover your forgotten username, click the [Forgot Username?](#) button on TIMS Web login page.
- Enter email address on file in your account.
- Click [Submit](#)

After you have submitted your email, TIMS Web will send an email to the address on file in your account. The email will contain your username. If you enter an email address that does not match the one on file, you will not receive a notification. Therefore, if you have not received your username via email within a reasonable timeframe, you may have entered your email address incorrectly.

### *Reset forgotten password*

- To recover your forgotten password, click the [Forgot Password?](#) button on TIMS Web login page.
- Enter username, first name and business phone and click [Submit](#). The information must **match** those on file in your account. You may also click the [Help Desk](#) for assistance.

Once you have submitted the information, TIMS Web will send an email to the address on file in your account. The email will include a temporary password and a link to a web page that will allow you to change your password.

You will be required to answer correctly 3 of your 5 security questions first.

### *Security questions*

Security questions are **required** to request a password or to reset or change it.

- To create or modify security questions, log on TIMS Web.
- Select **TIMS Web Admin** option located on the left navigation pane.
- Click **Security Questions**.
- Select a question from the drop-down list and type the answer in the corresponding box.
- Repeat the process for all five questions.
- Save entries.

### ***Change your password***

You can change your password via TIMS Web, provided you know your current password and have security questions set up.

- To change your TIMS Web password, log on TIMS Web.
- Click **TIMS Web Admin**.
- Enter your current password once and the new password twice.
- Click .

If your new password does not meet the standards for strong passwords, you will receive an appropriate message and your password will not be changed. See [Username and password standards](#).

### ***Unlock account***

Upon 3 unsuccessful login attempts, your account will be locked for 10 minutes and will automatically unlock after that time. For other locked account issues you must call the help desk and the BOEM Administrator will unlock the account and notify the company Administrator.

### ***Help Desk***

The Enterprise IT Service desk is the point of contact when you need assistance with TIMS Web. For non emergency assistance you may send an email to [EnterpriseITServiceDesk@bsee.gov](mailto:EnterpriseITServiceDesk@bsee.gov) or contact 1-877-256-6260. Hours of operation are from 4 a.m. to 6 p.m. Mountain time, Monday through Friday.

The Help Desk personnel may ask questions to narrow down the impending issue. A help desk ticket will be generated and routed to the appropriate person.

## ***Username and password standards***

Usernames and passwords follow DOI username and password standards. Every 90 days you will be required to change your TIMS Web password. If a username has not been used within the last 6 months, it will be expired and the company administrator will be notified.

When you change your password, it must be consistent with the following standards:

- Must be between 12-16 characters long
- Must contain at least one character from three of the four following groups:
  - a) English upper case letters (A, B, C, ...)
  - b) English lower case letters (a, b, c, ...)
  - c) Westernized Arabic numerals (0-9)
  - d) Special characters (!, @, #, \$, %, &, \*, {} | : “ < > ? [] \ ‘ , ...)
- Must not contain your username or any portion of your full name
- Must not contain dictionary words (words that can be found in an English, French, German or Spanish language dictionary)

## Appendix A: TIMS Web Disclaimer

### ***Security***

BOEM/BSEE, as developer and manager of this web site, has taken several steps to safeguard the integrity of its telecommunications and computing infrastructures, including but not limited to authentication, monitoring, auditing and encryption. Security measures have been integrated into the design, implementation and day-to-day practices of the entire operating environment as part of its continuing commitment to risk management. This information should not be construed in any way as giving business, legal or other advice, or warranting as fail proof, the security of information provided via this web site.

Information presented and collected on this website is shared between BOEM and company users submitting the data. Restrictions have been put in place to maximize the security of the data. All information collected will only be used for purposes for which it was provided and will not be shared with another entity except as prescribed by law. The non-proprietary data submitted will be made available in agency Public Information Office. While we make every effort to provide accurate and complete information, we provide no warranty, expressed or implied, as to the accuracy, reliability or completeness of furnished data.

For site security purposes and to ensure that this service remains available to all users, this government computer system employs software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage. Unauthorized attempts to upload information or change information on this website are strictly prohibited and may be punishable under the Computer Fraud and Abuse Act of 1986 and the National Information Infrastructure Protection Act. Information may also be used for authorized law enforcement investigation.

### ***What happens to information you submit to us?***

The information you submit to us will be transmitted through secure lines to our departmental database. Any private information will only be used for the purposes for which it was provided and will not be shared with another entity except as prescribed by law.

### ***Cookies***

This website uses session cookies only. The site will not store a permanent cookie on your machine. The session cookie is used to store a randomly generated identifying temporary tag on your computer and is stored in memory only.

### ***Personally Identifiable Information***

You may choose to provide us with personal information, as in email with a comment or question. We use the information to improve our service to you or to respond to your request. BOEM will not distribute the email address for any reason except to respond to your request.

## Appendix B: TIMS Web Industry User Access Request Form - Instructions

ITEM	DESCRIPTION
	<b>To electronically fill out the form, type entries in the fields and save a copy of the form under desired name. Use the Tab key to go to the next field. Make sure to print the completed form on one page only (double sided print).</b>
<b>USER INFORMATION:</b>	<b>Front Side</b>
<b>New User</b>	Check the appropriate box. Use this box when you do not have a username in TIMS Web.
<b>Add Company for User</b>	Use this box when you have username and want access to another company.
<b>Delete User</b>	Use this box to delete the user from the system. BOEM will accept delete users option from company Administrator only. The Administrator must drop all entitlements before sending this form.
<b>Name</b>	Enter the name of the user who wants access to TIMS Web system. The First and Last names are required fields.
<b>Title</b>	Company title of the person requesting access to the TIMS Web system.
<b>Address</b>	Enter the company mailing address for person requesting access to TIMS Web system. This address may be used to correspond with the user.
<b>Phone Number and Fax Number</b>	Enter phone and fax numbers for the user who wants access to TIMS Web system.
<b>Email Address</b>	Enter the email address of the person requesting access to TOMS Web system. This email will be used to correspond with the user and is a required field.
<b>Company's TIMS Web Administrator</b>	Enter the name for your company's TIMS Web Administrator.
<b>Company's TIMS Web Administrator's Phone Number</b>	Enter the phone number for your company's TIMS Web Administrator.
<b>Company's TIMS Web Administrator's Email</b>	Enter the email for your company's TIMS Web Administrator.
<b>CONSENT</b>	The CONSENT box must be checked. Your consent states that you have read the certifications and agree with them.
<b>Signature and Date</b>	User needs to sign and date the form.
<b>ENTITLEMENT AUTHORIZATION</b>	<b>Back Side</b>
<b>Company User Authorization</b>	Enter initials if user is employed by the company
<b>Agent Authorization</b>	Enter initials if user is employed by a third party company acting as an agent
<b>New Company Qualification</b>	Enter initials if account is being created for new company qualification
<b>Signature Authority</b>	The signature authority block must be filled out in order to receive a new username or access to a new company.
<b>BOEM Company Number and Name</b>	Enter the companies user needs access to and you have the signature authority for the company. BOEM will verify the signature for each company before granting the user access to the company. If a company is listed and you do not have signature authority for a company, the whole form will be returned and no action will be taken.
<b>Representative Name</b>	Enter the name of the person signing. This person's name must match the name on BOEM Qualification File.
<b>Representative Title</b>	Enter the title of the person entered under Representative Name. The title must match the title on BOEM Qualification File.
<b>Representative Signature</b>	The person with BOEM signature authority must sign and date the form.



## Appendix C: TIMS Web Industry Administrator Access Request Form - Instructions

ITEM	DESCRIPTION
	<b>To electronically fill out the form, type entries in the fields and save a copy of the form under desired name. Use the Tab key to go to the next field. Make sure to print the completed form on one page only (two sided print).</b>
<b>USER INFORMATION:</b>	<b>Front Side</b>
<b>New Administrator</b>	Check the appropriate box. Use this box when you do not have a username in TIMS Web.
<b>Add Company for User</b>	Use this box when you have username and want access to another company.
<b>Delete Administrator</b>	Use this box to delete the user from the system. BOEM will accept delete users option from company Administrator only. The Administrator must drop all entitlements before sending this form.
<b>Name</b>	Enter the name of the user who wants access to TIMS Web system. The First and Last names are required fields.
<b>Title</b>	Company title of the person requesting access to the TIMS Web system.
<b>Address</b>	Enter the company mailing address for person requesting access to TIMS Web system. This address may be used to correspond with the user.
<b>Phone Number and Fax Number</b>	Enter phone and fax numbers for the user who wants access to TIMS Web system.
<b>Email Address</b>	Enter the email address of the person requesting access to TOMS Web system. This email will be used to correspond with the user and is a required field.
<b>Company's TIMS Web Administrator</b>	Enter the name for your company's TIMS Web Administrator.
<b>Company's TIMS Web Administrator's Phone Number</b>	Enter the phone number for your company's TIMS Web Administrator.
<b>Company's TIMS Web Administrator's Email</b>	Enter the email for your company's TIMS Web Administrator.
<b>CONSENT</b>	The CONSENT box must be checked. Your consent states that you have read the certifications and agree with them.
<b>Signature and Date</b>	User needs to sign and date the form.
<b>ENTITLEMENT AUTHORIZATION</b>	<b>Back Side</b>
<b>Company User Authorization</b>	Enter initials if user is employed by the company
<b>Agent Authorization</b>	Enter initials if user is employed by a third party company acting as an agent
<b>Signature Authority</b>	The signature authority block must be filled out in order to receive a new username or access to a new company.
<b>BOEM Company Number and Name</b>	Enter the companies user needs access to and you have the signature authority for the company. BOEM will verify the signature for each company before granting the user access to the company. If a company is listed and you do not have signature authority for a company, the whole form will be returned and no action will be taken.
<b>Representative Name</b>	Enter the name of the person signing. This person's name must match the name on BOEM Qualification File.
<b>Representative Title</b>	Enter the title of the person entered under Representative Name. The title must match the title on BOEM Qualification File.
<b>Representative Signature</b>	The person with BOEM signature authority must sign and date the form.

U.S. Department of the Interior  
Bureau of Ocean Energy Management (BOEM)  
Bureau of Safety and Environmental Enforcement (BSEE)

**TIMS Web Industry User Access Request Form**

(This form must be printed on one page only, front and back)

**USER INFORMATION:**

New User \_\_\_ Add Company for User \_\_\_ Delete User \_\_\_

Name: \_\_\_\_\_  
Prefix First Name MI Last Name Suffix

Title: \_\_\_\_\_

Address: Company Name: \_\_\_\_\_

Division: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

ZIP: \_\_\_\_\_ Country: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Email: \_\_\_\_\_

**CERTIFICATION**

1. I understand that using the BOEM/BSEE TIMS Web system means I will be using BOEM/BSEE Computer Systems, Electronic Mail, Internet connections and associated equipment, software and data. These resources are to be used for official government business only and in conjunction with Department of the Interior and all related bureau policies. Law prohibits any other use of these items (section 641, 18 USC). Violations of the law can result in loss of system access.
2. If I am aware of a security breach (password sharing, hacking), I will immediately notify the BSEE/ITD TIMS Help Desk.
3. I will select my own password and I will NOT share my password or username with anyone. If I no longer need access to the TIMS system for any reason, I will contact the BSEE/ITD TIMS Help Desk to notify them to delete my username from the system.
4. I will handle sensitive data appropriately and understand that this information is not to be exchanged, divulged or otherwise compromised in any way unless necessary for official government business. I agree not to disclose information covered by the Privacy Act to unauthorized personnel.
5. I have read the TIMS Web disclaimer and agree to the conditions specified in the document.

**I consent and will adhere to the above conditions.**

User Signature: \_\_\_\_\_

Date: \_\_\_\_\_

ENTITLEMENT AUTHORIZATION

(Please initial if user is employed by the company)

\_\_\_\_\_ I assign this user as company's administrator. As an administrator, the user will have full access to all company data stored in the BOEM Company and Bonding database. The user will be responsible for granting entitlements (View, Enter, Submit, et cetera) to company data stored in the TIMS database for other company users and agents.

\_\_\_\_\_ (Please initial if user is employed by a third party company acting as an agent)

I authorize this user as an agent administrator. As an agent administrator, the user will have full access to all company data stored in the BOEM Company and Bonding databases. The user will be responsible for granting (View, Enter, Submit, et cetera) to company data stored in the TIMS database for other company users and agents.

NEW COMPANY QUALIFICATION

(Please initial if this account is being created for a new company qualification)

\_\_\_\_\_ I authorize this user to have access to submit a new company qualification for the below companies only. **Note:** a BOEM Company Number will not be required in the list below.

List all companies that user will submit data for. These must be companies for which you have BOEM signature authority.

**BOEM Company Number**

**Company Name**

(as entered on BOEM Qualification File)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Representative Name: \_\_\_\_\_  
(print)

Representative Title: \_\_\_\_\_

Representative Signature: \_\_\_\_\_ Date: \_\_\_\_\_



U.S. Department of the Interior  
Bureau of Ocean Energy Management (BOEM)  
Bureau of Safety and Environmental Enforcement (BSEE)

**TIMS Web Industry Administrator Access Request Form**

(This form must be printed on one page only, front and back)

**USER INFORMATION:**

**New Administrator** \_\_\_ **Add Company for User** \_\_\_ **Delete Administrator** \_\_\_

**Name:** \_\_\_\_\_  
Prefix                      First Name                      MI                      Last Name                      Suffix

**Title:** \_\_\_\_\_

**Address:**      **Company Name:** \_\_\_\_\_

**Division:** \_\_\_\_\_

**Street:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_

**ZIP:** \_\_\_\_\_ **Country:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_ **Fax Number:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**CERTIFICATION**

1. I understand that using the BOEM/BSEE TIMS Web system means I will be using BOEM/BSEE Computer Systems, Electronic Mail, Internet connections and associated equipment, software and data. These resources are to be used for official government business only and in conjunction with Department of the Interior and all related bureau policies. Law prohibits any other use of these items (section 641, 18 USC). Violations of the law can result in loss of system access.
2. If I am aware of a security breach (password sharing, hacking), I will immediately notify the BSEE/ITD TIMS Help Desk.
3. I will select my own password and I will NOT share my password or username with anyone. If I no longer need access to the TIMS system for any reason, I will contact the BSEE/ITD TIMS Help Desk to notify them to delete my username from the system.
4. I will handle sensitive data appropriately and understand that this information is not to be exchanged, divulged or otherwise compromised in any way unless necessary for official government business. I agree not to disclose information covered by the Privacy Act to unauthorized personnel.
5. I have read the TIMS Web disclaimer and agree to the conditions specified in the document.

**I consent and will adhere to the above conditions.**

User Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## ENTITLEMENT AUTHORIZATION

**(Please initial if user is employed by the company)**

\_\_\_\_\_ I assign this user as company's administrator. As an administrator, the user will have full access to all company data stored in the BOEM Company and Bonding database. The user will be responsible for granting entitlements (View, Enter, Submit, et cetera) to company data stored in the TIMS database for other company users and agents.

\_\_\_\_\_ **(Please initial if user is employed by a third party company acting as an agent)**

I authorize this user as an agent administrator. As an agent administrator, the user will have full access to all company data stored in the BOEM Company and Bonding databases. The user will be responsible for granting (View, Enter, Submit, et cetera) to company data stored in the TIMS database for other company users and agents.

List all companies that user will submit data for. These must be companies for which you have BOEM signature authority.

**BOEM Company Number**

**Company Name**

(as entered on BOEM Qualification File)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Representative Name: \_\_\_\_\_  
(print)

Representative Title: \_\_\_\_\_

Representative Signature: \_\_\_\_\_ Date: \_\_\_\_\_



The Enterprise IT Service Desk

Phone: 1-877-256-6260

[EnterpriseITServiceDesk@bsee.gov](mailto:EnterpriseITServiceDesk@bsee.gov)