



# **TIMS Web Getting Started Industry User Guide**



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

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## Introduction

The Technical Information Management System (TIMS) Web Getting Started Industry User Guide is a document to be used by industry users having access to TIMS Web business applications or administrative functions. This document provides information on system requirements and basic functions common to all TIMS Web industry users and administrators.

### ***What is TIMS Web***

TIMS Web is a web-based application system hosted and supported by the Bureau of Safety and Environmental Enforcement's Information Technology Division (BSEE/ITD).

TIMS Web Company application allows the Oil, Gas and Renewable energy industries to electronically submit Qualification, Maintain Company, Change of Name, Business Conversion and Merger 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.

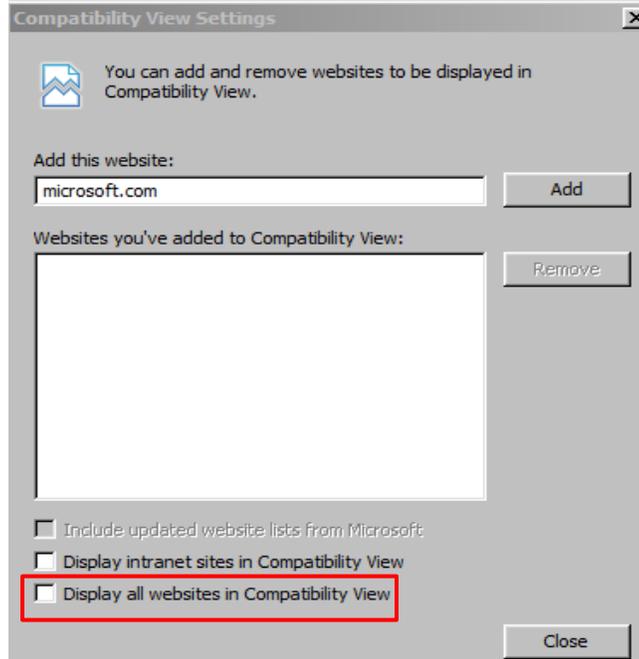
Electronic submittal of data provides a secure file transfer mechanism, eliminates data collection errors and inefficiencies; and allows TIMS Web to maintain current and the most accurate data online. Once Company and Bonding requests are submitted, TIMS Web electronic review process enables BOEM to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

### ***System Requirements for TIMS Web***

Minimum system requirements for TIMS Web are as follow:

- Windows XP, Vista or Windows 7 Operating System
- Internet Explorer (IE) 7, 8 or 9, and Firefox 13.
- Chrome web browser must **not** be used.
- Make sure to **turn off** the pop up blocker
- Make sure to **turn off** the Compatibility Mode on the Internet Explorer.

To **turn off** Compatibility Mode, open your IE browser. Click the **Tools** button located on the top right of the screen and select the **Compatibility View Settings** option. A sample of Compatibility View Settings window for IE8 is displayed. Make sure Display all websites in Compatibility View is not selected. The <https://timsweb.bsee.gov> must **not** be included in websites with compatibility mode on.

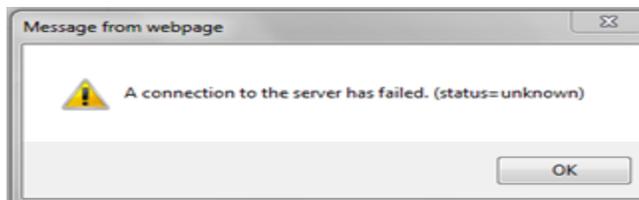


## System Error Message

While using TIMS Web, if you encounter the following error message, **close** the browser window and open a new one. Log on TIMS Web to continue using desired application.



Another error user may encounter is the following:



Follow the steps mentioned above.

## Help Desk

The Enterprise IT Service desk is the point of contact for users when they need assistance with TIMS Web. For non emergency assistance users 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 user questions to narrow down the impending issue.

## Login

Type <https://timsweb.bsee.gov> in your web browser's address bar. If you represent an existing company, enter Username and Password and click [Login](#).

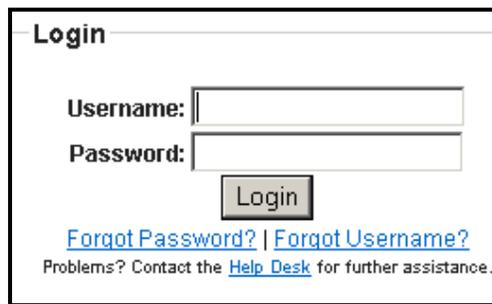


Figure 1: Login

The displayed page shows a listing of BOEM qualified companies and BOEM approved Sureties. A sample is shown.

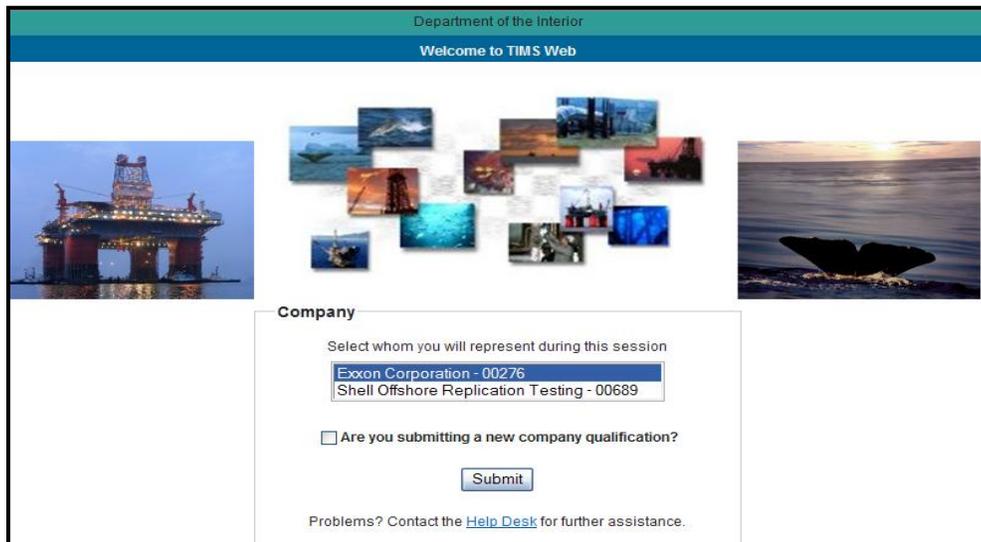


Figure 2: Existing Company Login

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Your representative company will be listed first and highlighted. If you would like to work in a different company, select the desired company from the list and click **Submit**

If your company is not on the list notify the appropriate BOEM official. Please refer to TIMS Web Company/Bonding Industry User Guide for BOEM regional contact information.

If you log on as New Company Qualification you will see the following screen.

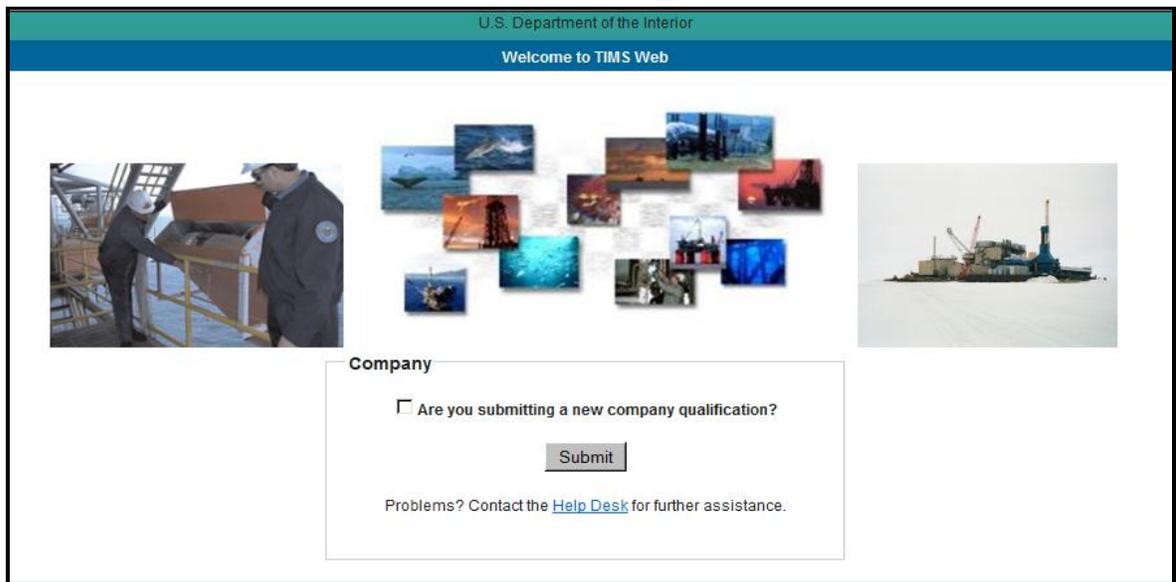


Figure 3: New Qualification Login

Select the **Are you submitting a new company qualification** box and click **Submit**

### ***Forgot Password***

If you forget your TIMS Web password, click **Forgot Password?**. The system displays Forgot Password window.



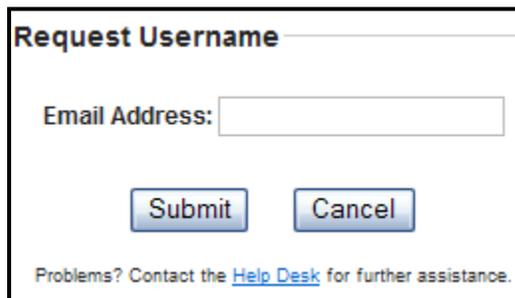
Figure 4: Forgot Password

Enter Username, First Name, Last Name, and Business Phone. The information must match those on file in your account. When you have completed, click [Submit](#). You may click [Cancel](#) to return to Login page. You may also click [Help Desk](#) for assistance.

After you have submitted the identifying 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. Note that you will be required to answer correctly 3 of your 5 security questions first. See [Security Questions](#).

### **Forgot Username**

If you forget your TIMS Web username, click [Forgot Username?](#) on TIMS Web Login page. Enter Email Address on file in your account and click [Submit](#) as shown below.



Request Username

Email Address:

[Submit](#) [Cancel](#)

Problems? Contact the [Help Desk](#) for further assistance.

You may click [Cancel](#) to return to the Login page. You may also click [Help Desk](#) for further assistance.

After you have submitted your Email Address, TIMS Web will send an email to the address on file in your account. This email will contain your username. Please note that 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.

### **Unsuccessful Login**

If your Login is unsuccessful, you will see the following error message.

**Error: Invalid username and/or password. Please try again.**

You may retry **Login** or click [Help Desk](#) for assistance.

## Locked Accounts

Your account may become locked in two ways:

- You enter an invalid username and password combination three times consecutively.
- An authorized administrator has manually locked your account.
- Your account has been inactive for over 90 days and the system has automatically locked it.

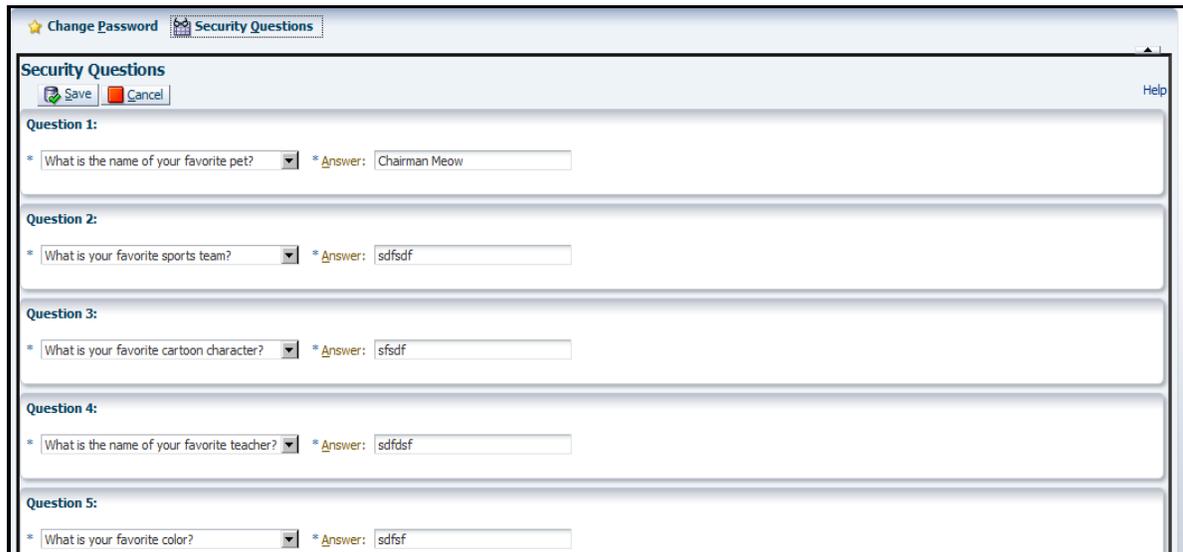
A locked account due to three consecutive failed Logins will remain locked for 20 minutes or until an administrator unlocks it, whichever occurs first. An account locked due to inactivity or a manually locked account can only be unlocked by the Enterprise IT Help Desk personnel. Click [Help Desk](#) or contact [Enterprise IT Help Desk](#) for assistance.

## Security Questions

It is strongly recommended that security questions and answers be created as soon as possible. The security questions serve to protect user and the DOI from malicious intent.

To create or modify security questions, **Login** TIMS Web as a new or existing company as appropriate.

Click **TIMS Web Admin** (located on the left) and select **Security Questions**. The system displays the following window.



The screenshot shows a web browser window with the title bar containing "Change Password" and "Security Questions". The main content area is titled "Security Questions" and contains five question entries. Each entry consists of a question label (e.g., "Question 1:"), a dropdown menu for selecting a question, and a text input field for the answer. The questions are: "What is the name of your favorite pet?" (answer: Chairman Meow), "What is your favorite sports team?" (answer: sdfsf), "What is your favorite cartoon character?" (answer: sfsdf), "What is the name of your favorite teacher?" (answer: sdfsf), and "What is your favorite color?" (answer: sdfsf). At the top left of the form area are "Save" and "Cancel" buttons, and at the top right is a "Help" link.

**Figure 5: Security Questions**

Select a question from the drop-down list labeled **Question 1**. Then type the answer in corresponding box. Repeat the process for all five questions. Click [Cancel](#) at any time to

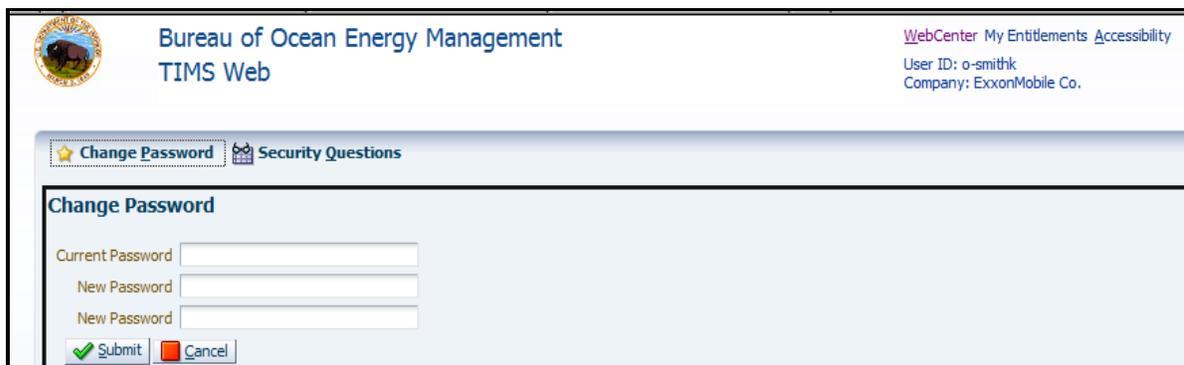
exit the window without saving or click  to save selections. Guidelines for security questions are:

- You must have five questions and answers
- You can use a question one time
- You can use an answer one time
- Answers are case-sensitive

### Change Password

To change your TIMS Web password **Login** TIMS Web. Click **TIMS Web Admin**. Select **Change Password**.

Enter your Current Password once and the New Password twice and click . Click  to exit the window without saving. A sample screen is shown.



The screenshot shows the 'Change Password' form within the 'Bureau of Ocean Energy Management TIMS Web' interface. The page header includes the Bureau logo, the text 'Bureau of Ocean Energy Management TIMS Web', and user information: 'WebCenter My Entitlements Accessibility', 'User ID: o-smithk', and 'Company: ExxonMobile Co.'. Below the header, there are two tabs: 'Change Password' (selected) and 'Security Questions'. The 'Change Password' form contains three input fields: 'Current Password', 'New Password', and 'New Password' (repeated). At the bottom of the form are 'Submit' and 'Cancel' buttons.

**Figure 6: Change Password**

If you type the new password differently the second time, you will receive an appropriate message and your password will not be changed. Click **OK** to try again.

If your new password does not meet the DOI guidelines for strong passwords, you will receive an appropriate message and your password will not be changed. Click **OK** to try again. See DOI Password Guidelines in [Appendix A](#).

### WebCenter Spaces

All TIMS Web business applications and administrative utilities are accessed through **WebCenter Spaces** page.

Upon **Login**, user arrives at WebCenter Spaces page shown below.

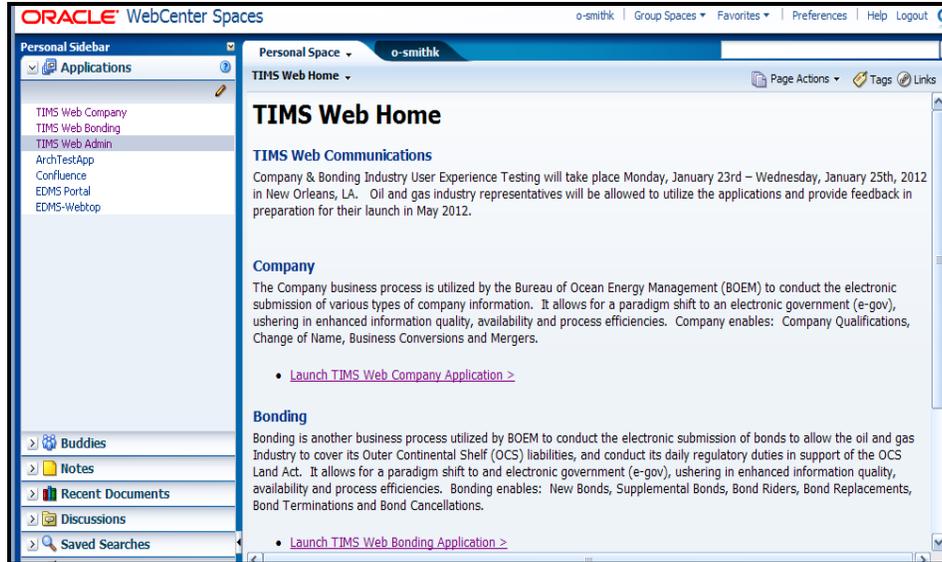


Figure 7: WebCenter Spaces Page

TIMS Web utilities and business applications can be found under **Applications** in the left navigation pane.

**Functions are enabled according to user’s role and access rights.**

Roles and access rights are established **in advance** by user’s representative company.

## Logout

To log out of TIMS Web, user must return to WebCenter Spaces page and click **Logout** identified by red oval in Figure 8.

To return to WebCenter Spaces page, click the **WebCenter** link located on top right of your current screen.

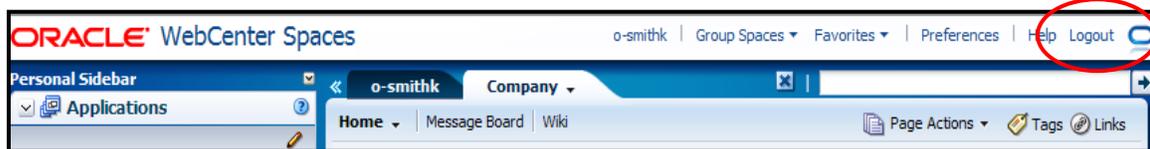
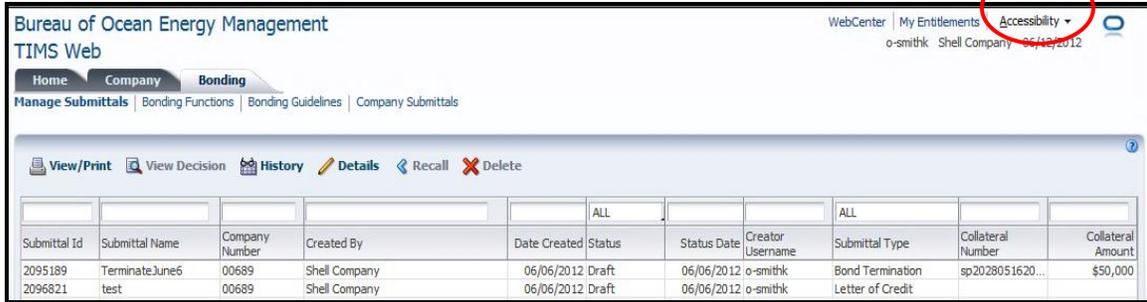


Figure 8: Logout

## Accessibility Menu

When a TIMS Web utility or business application is selected, the displayed screen enables user to adjust the screen, for viewing purposes, through the **Accessibility** tab.

The **Accessibility** tab is identified in the following figure.



Upon clicking **Accessibility**, the displayed menu shows the following options: Screen Reader, High Contrast and Large Fonts.

Accessibility options enable user to modify the displayed screen to facilitate reading. Once an option is selected, user's selection will last throughout the session, until deselected or until the user exits the application.

## My Entitlements

To view your established roles, **Login** TIMS Web. Select **TIMS Web Company/Bonding** or a TIMS Web utility link and click the **My Entitlements** tab located on the top right of the page. User's roles and access rights are displayed in a drop-down window. To close the entitlement window, click any point on the page outside the drop-down window.

## Online (Wiki) Help

Online help pages are available through **TIMS Web Company/Bonding** application. Once the application window is opened, user may click the online help icon  located on the right side of the screen to access the help content relevant to the current page.

After the help icon is selected, the help content will be launched in a new window. User may close the online help window when finished.

## 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. All figure references provide a link to the figure as well.

### Appendix A: DOI Password Guidelines

The Department of the Interior has set guidelines for strong passwords. DOI password guidelines are summarized here.

TIMS Web passwords must:

- Be between 8-16 characters.
- Include at least one of each of the following: uppercase character, lowercase character, number, and special character.
- Not contain the username.
- Not contain words in the restricted word list (dictionary words, user name, offensive words, et cetera).
- Not be a repeat of any of the previous 24 passwords used.

Passwords expire every 60 days and are encrypted during storage and transmittal across the Internet.

**The Enterprise IT Service Desk**

**Phone: 1-877-256-6260**

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