



# Employee Service Center

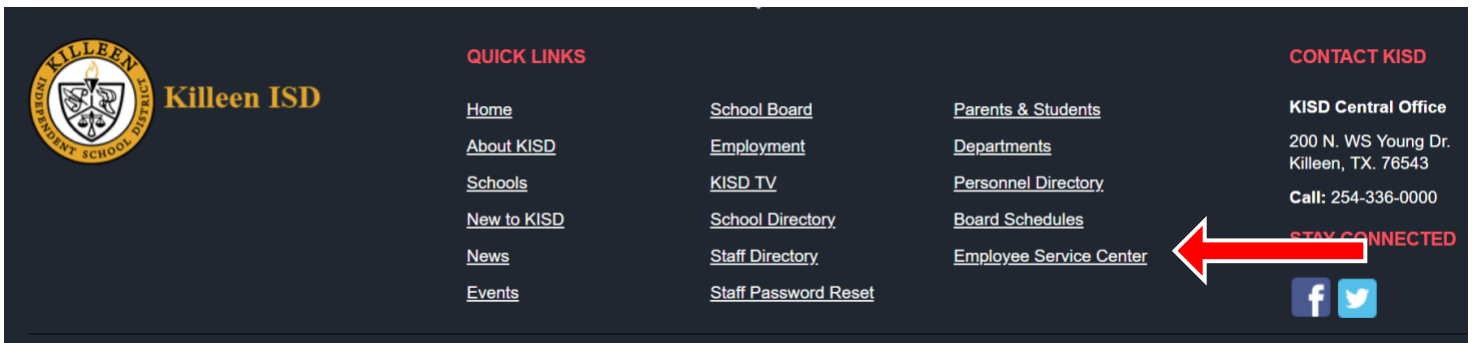
## The Employee Service Center (ESC) can be used to:

- View/Update Personal Information
- View Leave Balance Information
- Enter/View Absence requests
- View Time Cards
- View/Update Employment Information
- Enter Employee Transfer Request
- View/Update Payroll Information
- View/Update Benefits Information
- View Advancements/Reimbursements
- View/Accept Documents

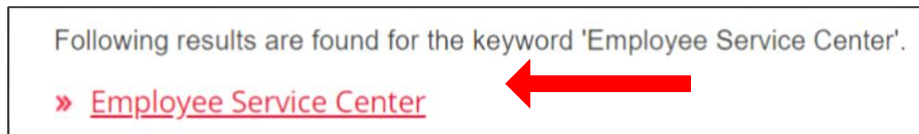
## Accessing the Employee Service Center

There are a different ways to access the ESC:

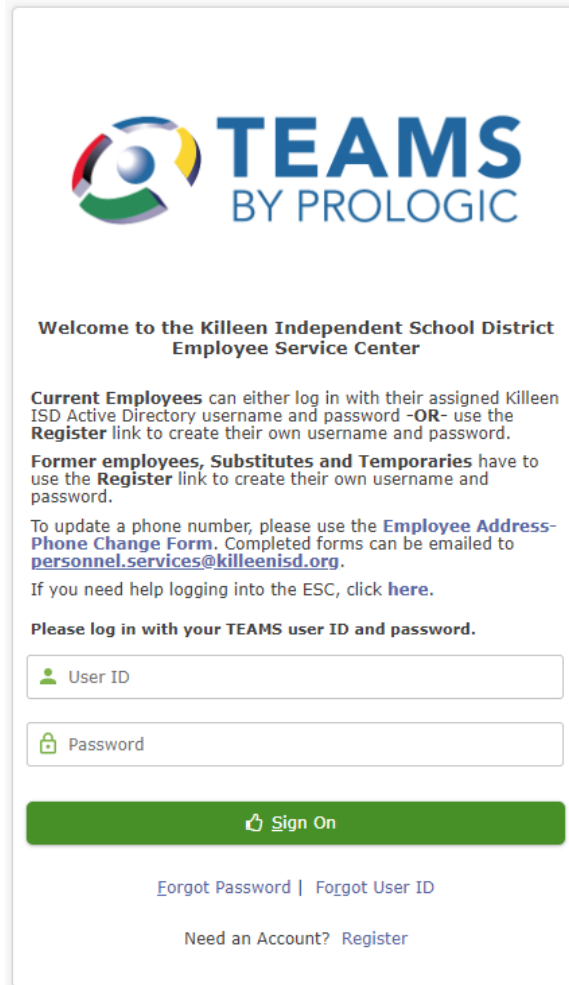
- From your web browser, type: <https://killeen.tx01.teams360.net/servicecenter> which will take you directly to the login page.
- From the Killeen Independent School District (KISD) webpage (<https://www.killeenisd.org>), go to the bottom of the page in the QUICK LINKS section, click on the [Employee Service Center](#) link.



- On the KISD webpage ([www.killeenisd.org](http://www.killeenisd.org)), you can search for “Employee Service Center”, then select the Employee Service Center link from the search results:



# Logging into the Employee Service Center



The screenshot shows the login interface for TEAMS BY PROLOGIC. At the top is the logo, which consists of a stylized globe icon with red, blue, and green segments, followed by the text "TEAMS BY PROLOGIC". Below the logo, the text reads "Welcome to the Killeen Independent School District Employee Service Center".

Instructions for users are provided: "Current Employees can either log in with their assigned Killeen ISD Active Directory username and password -OR- use the Register link to create their own username and password." "Former employees, Substitutes and Temporaries have to use the Register link to create their own username and password."

Additional information: "To update a phone number, please use the Employee Address-Phone Change Form. Completed forms can be emailed to personnel.services@killeenisd.org." "If you need help logging into the ESC, click here."

The login prompt is: "Please log in with your TEAMS user ID and password."

There are two input fields: "User ID" with a person icon and "Password" with a lock icon. Below these is a green "Sign On" button with a right-pointing arrow icon.

At the bottom, there are two links: "Forgot Password | Forgot User ID" and "Need an Account? Register".

There are 2 methods to access the Employee Service Center (ESC):

**1. Active Directory username and password:**

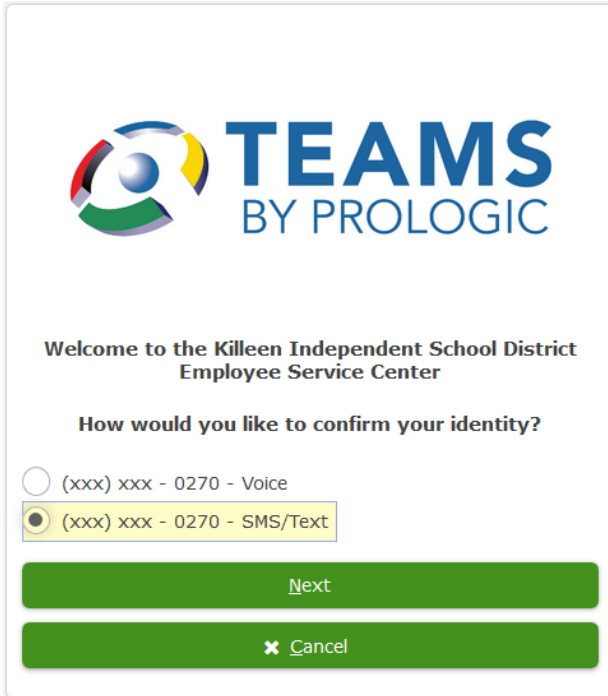
**Current employees** should use their KISD provided Active Directory (AD) username and password. If you know your KISD Active Directory username and password, enter it here. This will be the same information you use to log into other KISD applications such as Email, eSchoolPlus, etc. If you do not know it or it is not active, you will need to use the next method and create your own username and password using the **Register** hyperlink.


**2. Register hyperlink:**

**Former employees, substitutes and temporaries** will need to use the **Register** hyperlink. *NOTE: If a current employee does not know their AD info, they can also create their own TEAMS account by using the **Register** hyperlink.*

## Method 1 – Using Killeen ISD Active Directory username and password

Once you successfully enter your Active Directory Username and Password, there will be a security step to complete. You will see the following screens. Select to either receive your security code via **Voice** or **SMS/Text** and click **Next**.



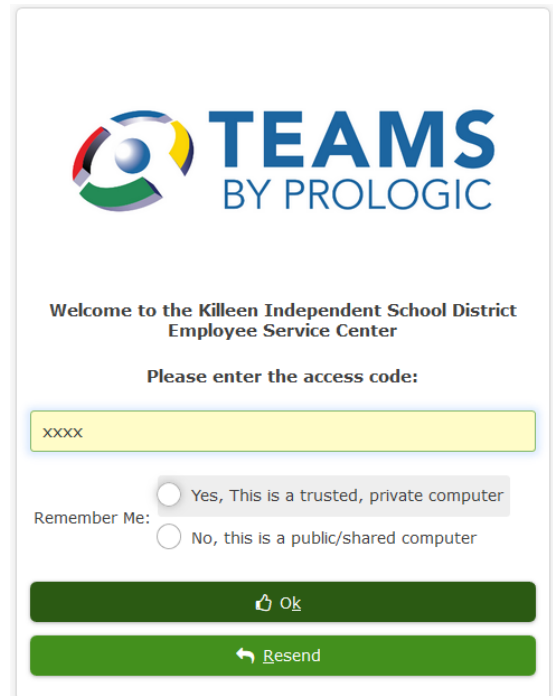
  
**TEAMS**  
BY PROLOGIC


Welcome to the Killeen Independent School District  
Employee Service Center

How would you like to confirm your identity?

(xxx) xxx - 0270 - Voice  
 (xxx) xxx - 0270 - SMS/Text

Next  
Cancel



  
**TEAMS**  
BY PROLOGIC

Welcome to the Killeen Independent School District  
Employee Service Center

Please enter the access code:

xxxx

Remember Me:  Yes, This is a trusted, private computer  
 No, this is a public/shared computer


Ok  
Resend

Enter the access code you receive. If you are on private or personal computer, you can select “**Yes, This is a trusted, private computer**” which will tell the ESC not to ask you again to confirm your identify as long as you are using the same computer. If you are on a computer that other people use, like at a library or teacher workroom, you want to select “**No, this is a public/shared computer**”. With this option, you will need to confirm your identity every time you log into the ESC. Click **OK** when you are done.

***NOTE:** If you DO NOT receive a call or text (as selected), first check to see if you have **BLOCKED** the phone number that is calling or texting you. That number is **512-645-2766**. If you have it blocked, you **MUST** unblock it in order to receive your security code. If you have not blocked that phone number, contact your personnel office in order to verify the phone number KISD has stored within TEAMS for you.*

## Method 2 – Using the Register hyperlink

Click on **Register** (shown below on the login screen). In the next screen, enter the last 4 digits of your SSN#, your date of birth (mm-dd-yyyy format) as well as your last name, which is case sensitive. Click **Next**.



Welcome to the Killeen Independent School District Employee Service Center

**Current Employees** can either log in with their assigned Killeen ISD Active Directory username and password -OR- use the **Register** link to create their own username and password.

**Former employees, Substitutes and Temporaries** have to use the **Register** link to create their own username and password.

To update a phone number, please use the **Employee Address-Phone Change Form**. Completed forms can be emailed to [personnel.services@killeenisd.org](mailto:personnel.services@killeenisd.org).


Please log in with your TEAMS user ID and password.

User ID

Password


[Forgot Password](#) | [Forgot User ID](#)

Need an Account? **Register**




Welcome to the Killeen Independent School District Employee Service Center

Last 4 SSN digits:

Date of Birth:  

Last Name:

TEAMS has added a security feature which requires you to receive and enter a security code in order to access the ESC page. Choose whether you want to receive the code **Via Voice** or **Via SMS/Text** and click **Next**.




Welcome to the Killeen Independent School District Employee Service Center

How would you like to confirm your identity?

Via Voice

Via SMS/Text

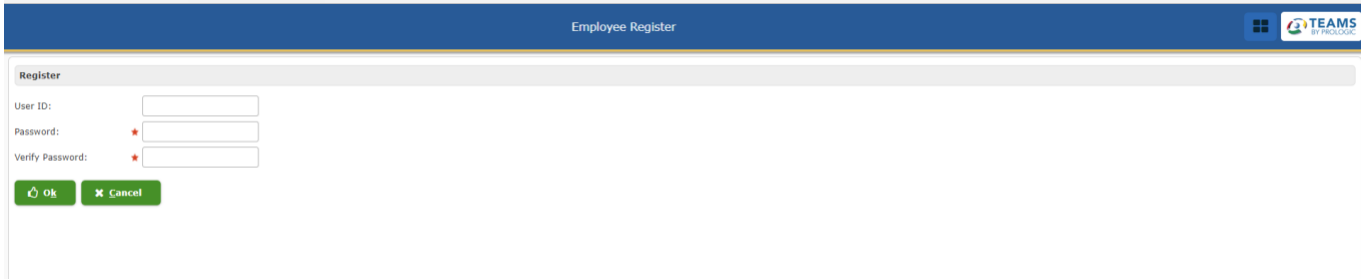


If your personal information was entered correctly and you have a current phone number registered to your user account, you will receive an Access Code. Once you receive that Access Code, enter it into the ESC. If you DO NOT RECEIVE an Access Code, contact your personnel department and verify your phone number(s). If your phone number on file is correct, look on your phone for BLOCKED phone numbers. If you have blocked 512-645-2766, unblock it, then you should be able to receive the call or text.

Please enter the access code:

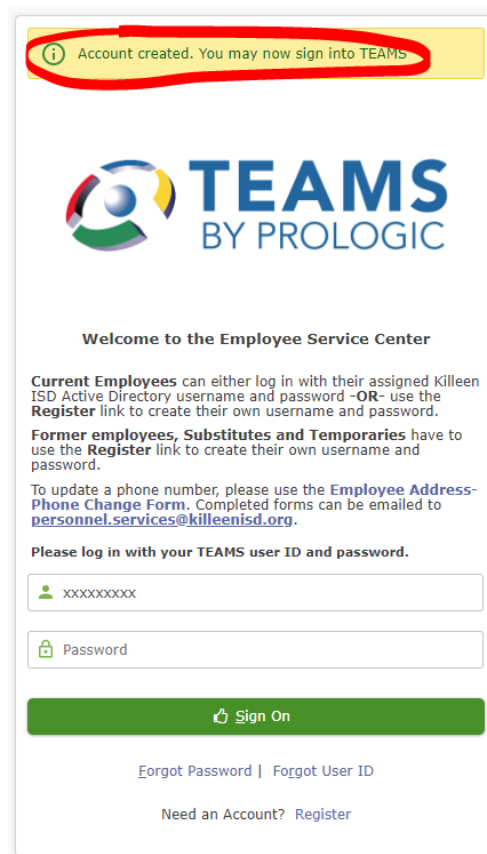
Enter the access code you received and click **OK**.

**NOTE:** If you **DO NOT** receive a call or text (as selected), first check to see if you have **BLOCKED** the phone number that is calling or texting you. That number is **512-645-2766**. If you have it blocked, you **MUST** unblock it in order to receive your security code. If you have not blocked that phone number, contact your personnel office in order to verify the phone number KISD has stored within TEAMS for you.



The screenshot shows the 'Employee Register' interface. At the top, there is a blue header with the text 'Employee Register' and the 'TEAMS BY PROLOGIC' logo. Below the header is a 'Register' form with three input fields: 'User ID:', 'Password:', and 'Verify Password:'. Each field has a red asterisk to its left. Below the fields are two buttons: 'Ok' and 'Cancel'.

Finally, create a **User ID** and **Password**. Verify your password by re-typing it exactly as you entered in the previous field. You cannot re-use a previously used User ID. Click **Ok**. You should receive the login screen with the message that your account was created. You may now log into the ESC.



The screenshot shows the TEAMS login screen. At the top, a yellow notification bar with a green information icon contains the message: 'Account created. You may now sign into TEAMS'. Below this is the TEAMS BY PROLOGIC logo. The text reads: 'Welcome to the Employee Service Center'. It then provides instructions for current employees (log in with Killeen ISD Active Directory username and password or use the Register link) and former employees (use the Register link). It also includes a link to the Employee Address-Phone Change Form and the email personnel.services@killeenisd.org. Below the instructions are two input fields: one for the user ID (containing 'xxxxxxxx') and one for the password. A green 'Sign On' button is positioned below the fields. At the bottom, there are links for 'Forgot Password' and 'Forgot User ID', and a 'Register' link for users who need an account.

If you have questions or need assistance accessing the ESC, you can call the KISD Helpdesk @ 254-336-2999 (during normal KISD business hours) or email [Heat.Helpdesk@killeenisd.org](mailto:Heat.Helpdesk@killeenisd.org), describe your issue, provide your contact information and someone will respond.

**NOTE:** The [Forgot Password](#) and [Forgot User ID](#) hyperlinks only apply if you used the [Register](#) hyperlink and **do not** allow you to retrieve or reset your KISD Active Directory information. You must call the Help Desk @ 254.336.2999 or email [heat.helpdesk@killeenisd.org](mailto:heat.helpdesk@killeenisd.org) for assistance with your Active Directory account information.