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**CTIMS Support**

If you have questions about submitting information in CTIMS, please contact CTIMS Support at CTIMSSupport@careertech.ok.gov, contact:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Office Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mika Hickman</td>
<td>Administrative Assistant</td>
<td>(405) 743-5124</td>
<td><a href="mailto:Mika.Hickman@careertech.ok.gov">Mika.Hickman@careertech.ok.gov</a></td>
</tr>
<tr>
<td>Rebecca Thacker</td>
<td>Technical Support Specialist</td>
<td>(405) 743-5134</td>
<td><a href="mailto:Rebecca.Thacker@careertech.ok.gov">Rebecca.Thacker@careertech.ok.gov</a></td>
</tr>
<tr>
<td>Andra Beyer</td>
<td>Data Quality Coordinator</td>
<td>(405) 743-5403</td>
<td><a href="mailto:Andra.Beyer@careertech.ok.gov">Andra.Beyer@careertech.ok.gov</a></td>
</tr>
<tr>
<td>Dennis Griffith</td>
<td>Performance Data / Analysis Coordinator</td>
<td>(405) 743-6882</td>
<td><a href="mailto:Dennis.Griffith@CareerTech.ok.gov">Dennis.Griffith@CareerTech.ok.gov</a></td>
</tr>
<tr>
<td>Carol Hall</td>
<td>Manager, Information Management Division</td>
<td>(405) 743-5125</td>
<td><a href="mailto:Carol.Hall@careertech.ok.gov">Carol.Hall@careertech.ok.gov</a></td>
</tr>
</tbody>
</table>
Help and Troubleshooting
If you do not have a CTIMS account set up or are having trouble with the navigation or software, contact CTIMSSupport@careertech.ok.gov. Send a message describing your problem. Include your school name and your telephone number and we will contact you. Someone is always monitoring that inbox and will return your email swiftly.

If you have forgotten your password, click the Forgot your password? link to reset.

For helpful tips, see the CTIMS Helpful Hints section of this document.

IMPORTANT: Please log into CTIMS using the latest version of Microsoft Edge, Google Chrome, or Mozilla Firefox. CTIMS is currently not compatible with other browsers.

CTIMS Customer Support Contact
Rebecca Thacker
Office: (405) 743-5134
Email: CTIMSSupport@careertech.ok.gov
Objective: This guidebook will take you through the steps to search for business names & codes and to request new business codes in CTIMS.

Logging into CTIMS
Sign in using your school email and CTIMS password at https://ctims.okcareertech.org/CTBDSWeb

Or, Go to http://www.okcareertech.org/ and select the CTIMS tab.

On the IMD website, select the green CTIMS Login button.
Accessing the Business Master Module
If you have more than one role in CTIMS make sure you have the correct role selected. Verify that you are signed in with the role of Tech Center FT Submitter, Tech Center BIS Submitter or EDI Local Initiative Coordinator in the top right-hand corner. Use the drop-down arrow to select your role, if necessary.

- Click the arrows next to Organizations & Business Master.
- Click on the Request New Business Code or View Business Master link.
NOTE: Search the Business Master before requesting a new business code to verify that the business does not already have a code in CTIMS. If you find a business code that is inactive, please email CTIMSSupport@careertech.ok.gov, we will make it active for you.

To search for an existing business record, select Find Existing Business.

- Click on the down arrow on the Business Name box to select different search options.
- You can search by Business Name, Business Code, City or All.
- If you choose Business Name, Business Code or City, type at least one character in the Enter Search Text box, then select the Search button.
- If you select ALL and do not enter in any criteria, all records will be displayed.

There may be more than one business with the same name. Match your business name with the address. Also, the same business name could have hyphens or be one word. If a business name has hyphens, try searching with and without the hyphens. NOTE: You can expand columns by hovering over the line between the columns, the pointer changes to a double arrow, move the arrow right or left to change the size of the column.
Requesting a New Business Code

If a business is not found:

- Request a new business code by clicking on the + New Business Request button.
  - You will be directed to a new screen.

- In the box next to Business Name, enter the name of the business. The business name must be unique. If the business is a chain or the name already exists, you will need to add a unique identifier, such as a town name or store number to define it.

- Click Save & Next.
  - You will be directed to a new screen.
Entering Information for New Business

- Click the drop-down to choose the **Primary NAICS Code**, start typing in the NAICS number or a title keyword, the selection will filter down the more you type in.

- Enter the **FEI Number** and **DUNS Number**, if applicable.

- If the NAICS code begins with a **92**, you **must** select the **Business Type** (City Business, County Business, State Business, or Federal Business.)

- Complete the **Physical** and **Mailing** addresses. The Physical address is **mandatory**. Enter the mailing address if it is different than the physical address. **NOTE:** When information is entered in the address fields, a red triangle will appear in the upper left corner of the box; this does not mean there is an error, only that data has been entered in the field.

- Click on the **Refresh** button if you would like to clear the form and start over.

- Click **Submit for Approval**.
  - If you are missing any data elements, you will get an error message when you try to submit. Correct the errors and resubmit.
Click the OK button.
- Your request has now been successfully submitted for review.

Feel free to email CTIMSSupport@careertech.ok.gov to let us know you have submitted a business code request.

You will receive an email from CTIMS@careertech.ok.gov indicating that your request was successfully submitted.
No additional action is required from you at this point.

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**Note:**

The following browsers are recommended:
- Microsoft Edge
- Google Chrome
- Mozilla Firefox

CTIMS is not recommended with other browsers.

For assistance, contact us at ctimssupport@careertech.ok.gov

Thank you,

CareerTech Information Management Division
If your Business Code request is rejected, you will get an email stating that your Approval Status is **Rejected**. The reason for the rejection will be listed in the **Approval Process Note** in the rejection email. See instructions for the **Change Request** process to make corrections and resubmit your request.

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**Business Name:** Hobby Lobby Distribution - S OKC  
**Approval Stage:** Fully Approved Stage  
**Approver School Name:** Oklahoma Department of Career and Technology Education  
**Approver Name:** Beyer Andra  
**Approval Status:** Rejected

**Approval Process Note:** Please add physical address.

**Action Required Details**
Next Stage: Business Submitter  
Next Stage User: kumarendra.mishra@omes.ok.gov  
Approval Status: Pending

If action is required by your role, click the URL to access the CTIMS application: [https://ctims.okcareertech.org/CTBDSWeb](https://ctims.okcareertech.org/CTBDSWeb)

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**Note:**

The following browsers are recommended:

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- Mozilla Firefox

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For assistance, contact us at ctimssupport@careertech.ok.gov

Thank you,

CareerTech Information Management Division
Change Request
If changes need to be make after submitting a Business Code request, but before it is fully approved, or if your request is rejected, you will need to go through the change request process to make changes.

- Select the **View Requests** radio button.
  - To see only the requests submitted by your site, uncheck the box next to **All Sites**.
- Type the first 3 letters of your school name in the **School Name(s)** box and select your school.
- Click on the **Search** button.

- Select the request you wish to change by clicking on the blue Business Master Name hyperlink.
• Click the **Change Request** button.

You will get a popup indicating you are going to cancel the approval process and initiate the change request process.

• Click **OK**.
• Make the necessary changes to your request.
• Click on **Submit for Approval**.

![Request New Business Code or View Business Master](image)

• Click OK on the popup screen.
  ○ You will be directed to another screen

![Business](image)

• Click on the **Approve** button if you are ready to finalize your changes.
• Click Ok.
• Click Ok, again.

**View Requests**

View the business requests that you have submitted by returning to the screen with the tab entitled Request New Business Code or View Business Master.

• Select the radio button beside View Requests.
• To see only the requests submitted by your site, clear the check mark beside All Sites.
• Type the first 3 letters of your school name in the School Name(s) box and select your school.
• Click on the Search button.

This will bring up the list of requests.

• To see the status of the request, click on the black arrow at the beginning of the row, to the left of the Status column.
You can view the details of the business request as it moves through the approval process.

<table>
<thead>
<tr>
<th>Approval Stage</th>
<th>Approval Status</th>
<th>Approval/Rejection Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Submitter - 1st Stage</td>
<td>Approved</td>
<td>New Process</td>
</tr>
<tr>
<td>Business Submitter - 1st Stage</td>
<td>Cancel for Change ...</td>
<td>Initiated Change request process.</td>
</tr>
<tr>
<td>Business Submitter - 1st Stage</td>
<td>Cancel for Change ...</td>
<td>Change Request Process</td>
</tr>
<tr>
<td>Business Submitter - 1st Stage</td>
<td>Approved</td>
<td></td>
</tr>
<tr>
<td>IMD Approver - Fully Approved</td>
<td>Approved</td>
<td></td>
</tr>
</tbody>
</table>