

Ordering TEOs

How to order TOPSpro Enterprise Offline (TEO) units

- Use [Online Ordering](#) with a P.O.
- Submit an [Order Form](#)

You will receive an email from the [Orders Department](#) when your order for TEOs is processed. When you receive this email, proceed with directions for adding TEOs to your Offline System.

Adding TEOs to your Offline System

Steps to use the TEO Request Wizard

1. Launch TOPSpro Enterprise, enter your login credentials, and connect to your offline system.
2. From the Menu Bar, select Tools, and then click TEO Request Wizard.
3. Click “Generate TEO request code” (selected by default), then click Next.
4. Select the State and Agency from their respective drop-down fields, then click Next.

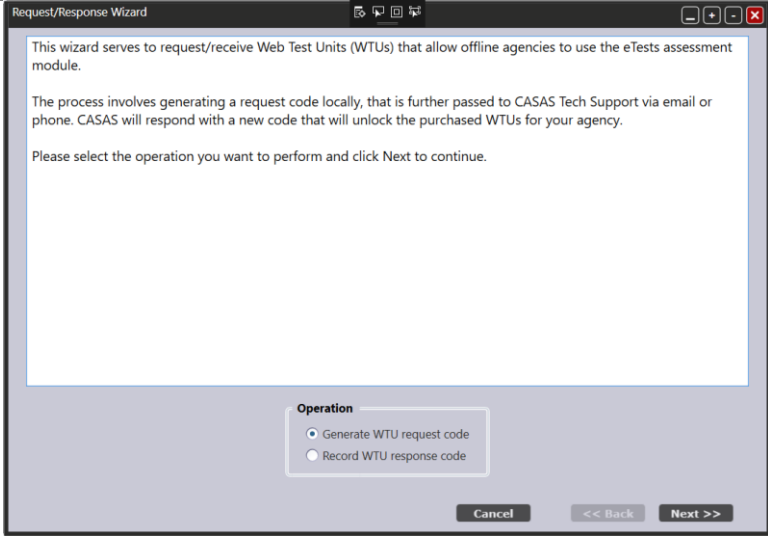
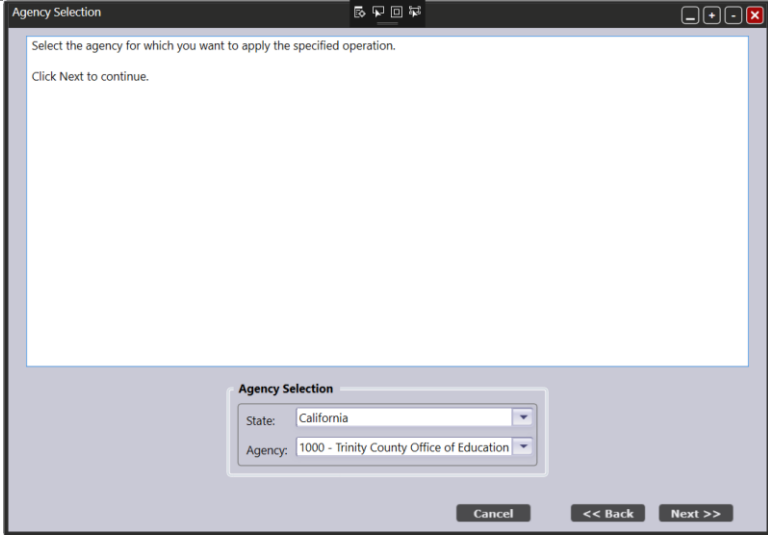
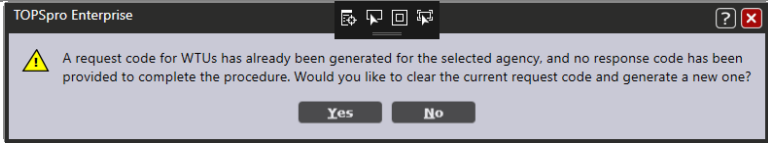
Note! A popup message will display if a request code for WTUs was already generated.

5. Enter the number of TEOs requested, then click Next.
6. The request code is generated. Click “Copy to Clipboard” to copy the code in system memory, and then click Finish.
7. Send the code to CASAS by email at techsupport@casas.org. Include your Agency/Site ID in your email.
8. CASAS will reply with a response code. Open the TEO Request Wizard again.
9. Click “Record TEO response code,” then click Next.
10. Select the State and Agency from their respective drop-down fields, then click Next.

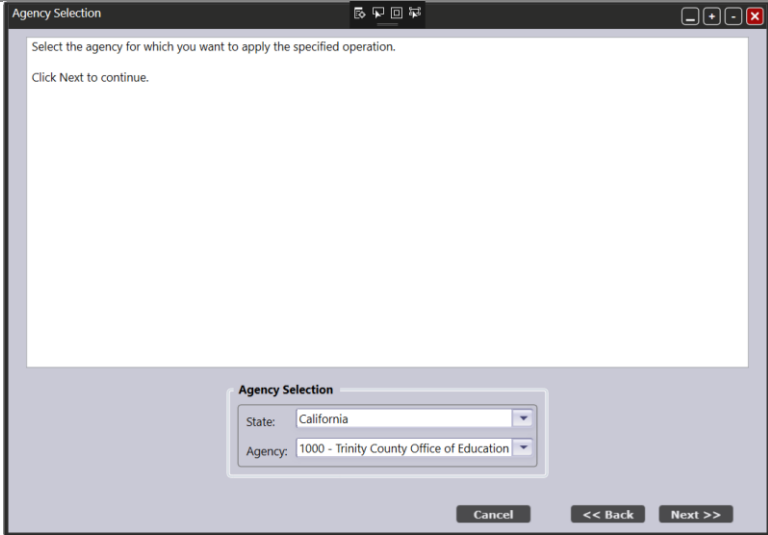
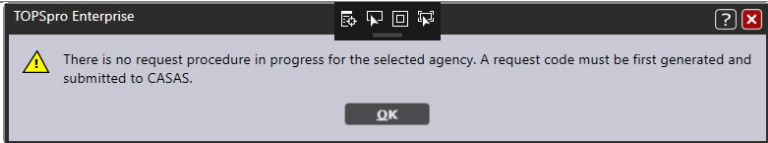
Note! A popup message will display if the selected Agency has no request in progress.

11. Enter the response code provided by CASAS, then click Next.
12. The last screen shows a confirmation message. Click Finish.

TEO Request Wizard

Prompt	Display
Intro – Generate request code	
Agency Selection	
If request code already generated:	

Prompt	Display
Enter the number of WTUs to request	
Finish	
Intro – Record response code	

Prompt	Display
Agency Selection	
If no request code generated previously:	
Enter response code	