# PCG *Education*

Public Focus. Proven Results.<sup>TM</sup>

# EdPlan<sup>™</sup> 504 Quick Reference Guide

## How to Get Help

### Primary Help Method: Review reference materials

 On the Main Menu of EdPlan 504 there is a section labeled "Documents." In this section, there is a tab labeled "504."

3	Documents							
	General Files   IEP   Early Childhood   EasyFax/Paperc	lip 50	14					
	504 How to Get Help Quick Reference Guide 504 Paperless Quick Reference Guide							
	504 User System Manual (August 2015) 504 Summer System Enhancements (August 2015)							
	504 Recorded Training Session Link (September 2015) 504 Transfer Process for Administrators (updated August 2015) 504 Transfer Process for School Users (updated August 2015)							
2	504 Accommodations List (updated September 2015)							

- This tab includes documents such as: user manual, quick reference guides like this one on individual topics, link to a recorded training session, PowerPoint by the DOE with an FAQ on procedural questions, and more.
- See if one of these reference materials has the answer you need.

Secondary Help Method: Contact your district's Section 504 administrator

• Call, email, or otherwise contact your designated district support for EdPlan 504. In large districts, please note this may not be the same contact as for EasyIEP.

**Tertiary Help Method:** For district administrators, and for end users when your Section 504 administrator is unavailable in a timely manner, contact PCG via the secure Message Board.

Please note the Message Board turnaround time is 24 hours excluding weekends and federal holidays. In order to maintain this turnaround time, please do not use the message board unless you have first sought support from the Primary and Secondary Help Methods listed above.

- From the Main Menu, click on "Send Message."
- My Messages

Send Message View All Messages

#### Tertiary Help Method continued

- Fill in the fields that appear.
  - Message Type choices are: Question, Bug Report, Comment, or Suggestion
  - Domain Assoc. MUST be: Section 504
    Do not submit a question about EdPlan 504
    with "Special Education" in this dropdown menu
  - o Subject is the topic of your message
  - Your email address is the email associated to your account in EdPlan 504; if the email address is incorrect, stop and go to "My Info" to correct your email address first
  - Page Title and Student should be entered if applicable
  - The final text box is for your message

Message Type:	Question <b>v</b>	Domain Assoc:	Section 504 V						
Subject:		Your E-Mail Address:							
Page Title (if applicable):		Student (if applicable):							
Enter the Message Here:									
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• Click "Send Message."

Send Message

 You will receive an email when PCG responds. To view the response, look on the Main Menu in the "My Messages" box.

My Messages										
New Messages Send Message View All Messages										
From	ID	Date	Message Type	Subject	Message					
Parker Grisham	2816134	09/10/2015 17:29:00	Question	RE: Typing Subject	<u>Test message.</u> <u>Clearing</u>					
Wendy Kleinman	2759110	07/22/2015 13:00:00	Question	RE: Unselecting Accommodations	This is an example of a Reply					