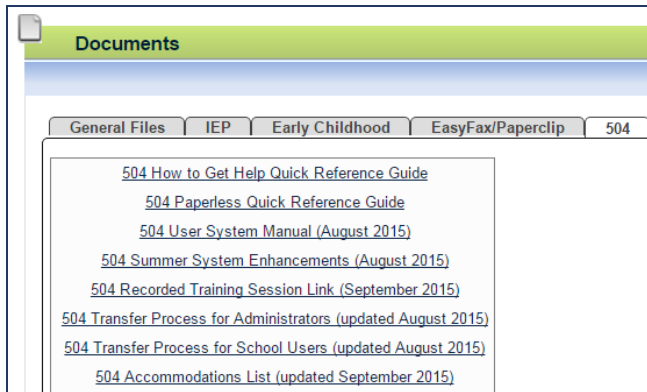


Primary Help Method: Review reference materials

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



- 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.

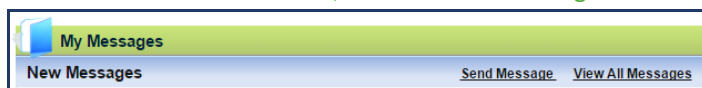
Secondary Help Method: Contact your district’s Section 504 administrator

- 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.

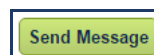
- From the Main Menu, click on “Send Message.”



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
 - 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

- Click “Send Message.”



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

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