

## Using EdPlan Connect Frequently Asked Questions

Number	Question	Answer
1	<b>Are there any videos demonstrating the new EdPlan Connect system?</b>	Yes. There are two videos available-- <a href="#">Using EdPlan Connect for Parents</a> and <a href="#">Using EdPlan Connect for IIEP Users</a> .
2	<b>Can a school corporation opt out of EdPlan Connect, and how can the school corporation turn it off?</b>	Yes. School corporations are able to opt out of EdPlan Connect. If a Director of special education wishes to turn off EdPlan Connect (or turn it back on), please email <a href="mailto:indianaIEP@pcgus.com">indianaIEP@pcgus.com</a> .
3	<b>Do the guidelines need to be emailed out to each family for EdPlan Connect?</b>	The system is turned on. Alerts went out starting April 1, 2020. IDOE would recommend sending out information to parents, including the <a href="#">EdPlan Connect Parent Quick Access Guide</a> and the <a href="#">IN Connect Parent Complete Guide</a> . Both documents are available on the OSE's website on the "Parent & Community Resources" page, along with a short announcement introducing EdPlan Connect.
4	<b>Will parents be automatically notified about EdPlan Connect?</b>	<p>Parents will receive a notification if an IEP/SP is finalized. They will also receive a notification if an IEP/SP needs a signature. The IEP/SP will generate an email that states that the parent has a pending action.</p> <p>If any of the following documents are finalized, parents will receive an email:</p> <ul style="list-style-type: none"> <li>● Notice of Initial Evaluation</li> <li>● Notice of Reevaluation</li> <li>● Notice of Case Conference (Evaluation)</li> <li>● Data Points</li> <li>● Billing Medicaid for Health-Related Services</li> <li>● Notice of Procedural Safeguards (finalized in the system)</li> </ul>

		<p>Notifications do not go out immediately. The documents generated during the day are swept into EdPlan Connect each night around midnight and notifications go out accordingly.</p>
5	<p><b>Who will the email be from, so that parents know it is a legitimate email and not a scam of some sort?</b></p>	<p>The email alert will be sent out to parents from "<a href="mailto:noreply@doe.in.gov">noreply@doe.in.gov</a>."</p>
6	<p><b>What happens when a parent writes a note on their response to a document? Will the teacher of record (TOR) get notification?</b></p>	<p>The notes from the parent's response are stored under the <b>Details</b> of the event recently finalized (e.g. the IEP) to which you are awaiting a response. To view this, click on the <b>Student History</b> tab and then under the event (meaning the document recently finalized and needing signature), when you click on <b>Details</b>, you will see the notes, along with the parent response selected by the parent and signature date.</p>
7	<p><b>Are documents available in English and in a parent's native language?</b></p>	<p>All emails, the website, and onscreen instructions will be translated for parents if the TOR has marked the parent's language in the Parent Info section as one of the ten languages currently translated by PCG. Those languages include: French; German; Japanese; Mandarin; Russian; Spanish; Vietnamese; Burmese; Arabic; and Punjabi.</p> <p>The parent would be able to see both the English and translated versions of the document as long as the TOR created both versions.</p>
8	<p><b>How can Parent Portal Access be disabled on a parent-by-parent basis?</b></p>	<p>The following users have the permissions to disable Parent Portal access: Teacher of Record, Team Member, District Admin., and District Admin.-Transfer.</p> <p>To find the <b>Disable</b> checkbox, choose a student and click on the <b>Parent Info</b> tab. Click on <b>Details</b> and then choose <b>Disable Portal Access</b> at the bottom.</p>
9	<p><b>What happens after a parent signs a document in EdPlan Connect?</b></p>	<p>The parent's signature is stored under the <b>Details</b> of the event recently finalized (e.g. the IEP or SP) to which you are awaiting a response. To view this, click on the <b>Student History</b> tab and then under the event (meaning the document recently finalized and needing signature), when you click on</p>

		<p><b>Details</b>, you will see the signature once provided, along with the parent response selected by the parent and signature date.</p> <p>An automatic notification telling the TOR that a response and signature or notes have been received is NOT sent out. The user must follow the above-mentioned steps to check whether a response has been provided.</p>
<b>10</b>	<b>What types of historical documents are visible to parents in the EdPlan Connect System?</b>	<p>The following is a complete list of documents that would be visible to parents - only if they are the final version and finalized after April 1, 2020:</p> <p><b>IEP Documents:</b></p> <ul style="list-style-type: none"> <li>● Billing Medicaid for Health-Related Services</li> <li>● Consent to Disclose Personally Identifiable Information</li> <li>● Data Points</li> <li>● Education Evaluation Report</li> <li>● Homebound Referral</li> <li>● IEP</li> <li>● IEP/SP at a Glance</li> <li>● Indicator 14 Letter</li> <li>● Medicaid Referral</li> <li>● Notice of Case Conference (Evaluation)</li> <li>● Notice of Discontinuation of Special Education</li> <li>● Notice of Evaluation Refusal</li> <li>● Notice of Implementation</li> <li>● Notice of Ineligibility</li> <li>● Notice of Initial Evaluation</li> <li>● Notice of Initial Evaluation Following Interventions</li> <li>● Notice of Initial Proposed IEP</li> <li>● Notice of Procedural Safeguards (html)</li> <li>● Notice of Reevaluation</li> <li>● Notice of Reevaluation Refusal</li> <li>● Rejection of Initial Proposed IEP</li> <li>● Rejection of Services in a Public School</li> <li>● SP</li> <li>● Summary of Performance</li> </ul> <p><b>If the district uses the ILP system, the following ILP Documents will be viewable (if applicable):</b></p> <ul style="list-style-type: none"> <li>● Annual Parent Notification Letter</li> <li>● EL Monitoring Letter</li> <li>● ILP</li> <li>● ILP At A Glance</li> <li>● Initial Parent Notification Letter</li> <li>● Parent Notification Letter Annual</li> <li>● Parent Notification Letter Exit</li> </ul>

		<ul style="list-style-type: none"> <li>● Parent Notification Letter Initial</li> </ul> <p><b>If the district uses the 504 system, the following 504 Documents will be viewable (if applicable):</b></p> <ul style="list-style-type: none"> <li>● 504 Consent for Evaluation</li> <li>● 504-EasyFax Cover Sheet</li> <li>● 504-Eligibility Report (Eligibility Termination)</li> <li>● 504-Eligibility Report (Eligible)</li> <li>● 504-Eligibility Report (Not Eligible)</li> <li>● 504-Health Care Plan</li> <li>● 504-Manifestation Determination</li> <li>● 504-Medical Information Certification</li> <li>● 504-Meeting Minutes</li> <li>● 504-Parent Revocation of Consent</li> <li>● 504-Prior Written Notice</li> <li>● 504-Procedural Safeguards</li> <li>● 504-Referral Form</li> <li>● 504-Service Plan</li> <li>● IN-504-Release Info</li> </ul>
11	<b>Can we import parent information (phone and emails) into the system?</b>	Yes, email <a href="mailto:indianaiep@pcgus.com">indianaiep@pcgus.com</a> to get a copy of the import template, along with the instructions.
12	<b>What reports are available to administrators to track Parent actions?</b>	<p>There are 4 reports available for the District Administrators. The first report will pull the information available in the system for the parents and the last 3 will provide information on parents accessing the system, actions outstanding, and actions that have been completed.</p> <ul style="list-style-type: none"> <li>● Parent Contact Information</li> <li>● Parent Portal Logins</li> <li>● Parent Portal Document Actions</li> <li>● Parent Portal Action Report</li> </ul>
13	<b>Will parents be able to view past IEPs?</b>	Parents will only be able to view the documents that have been sent to their Parent Portal since the activation of EdPlan Connect. The documents will remain in the Parent Portal accounts under the tab for <b>Documents</b> for future reference.

14	<b>I do not have the original email that allows me to access EdPlan Connect. How can I access it?</b>	An ad-hoc email can be sent to a parent anytime they need the link to the portal. Additionally, the link will also be included in any email notifications sent to the parents through EdPlan Connect when a new final document is posted to the portal. To send an ad-hoc email, the user would need to go to the <b>Parent Info</b> tab, click on the parent they would like to send an email to, and then scroll down to find <b>Portal Access: Send Adhoc Access Email</b> .
15	<b>Which document types are available for signature?</b>	<ul style="list-style-type: none"><li>● IEP/SP</li><li>● Notice of Implementation for an IEP/SP</li><li>● Notice of Initial Proposed IEP</li></ul>

For additional information, please email Emma Everson at [eeverson@doe.in.gov](mailto:eeverson@doe.in.gov).

Version: 2019.05.15