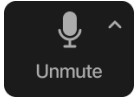
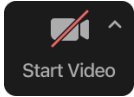


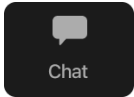
# Zoom Meeting Preparation



- Please make sure your phone or computer is muted to minimize background noise.
  - To do this, hover over the bottom left-hand side of your screen and click “Mute.”



- Please make sure you have turned off your camera to save bandwidth and prevent any connectivity issues.
  - To do this, hover over the bottom left-hand side of your screen and click “Stop Video.”



- Please submit questions during the presentation in the “Chat” function located on the bottom of your screen.

If you require an interpreter or have other accessibility needs for future LDOE meetings, please contact [LDOECommunications@la.gov](mailto:LDOECommunications@la.gov)



# eScholar Office Hours

Visit the [eScholar Support Page](#) for a copy of the webinar deck



September 18, 2025

# Agenda

- General Information
  - Security Coordinators
  - [2025-2026 LEA Contact List](#)
  - Disabling eScholar User Accounts
- 2025-2026 eScholar
  - PersonID
    - Type 2 Charters,
    - Retire/Split IDs
    - LASID Audit # 1
  - DirectMatch
    - Monthly files
    - Address Matching
  - StaffID – staff submission
    - MyLA Username



# General Information



# Handy Links

New support page: [LDOE Data System Support](#)

New ticketing system: [Submit Request](#)

New Superintendent: <https://ldoeforms.jotform.com/251474463796873>

LEA Contact List: [2025-2026 LEA Contact List](#)

[eScholar Support](#)



# Security Coordinators

Update the [2025-2026 LEA Contact List](#)

- Copy/paste your district's data into a new EXCEL sheet
- Review and edit (add/remove data managers)
- Send updated EXCEL file to [Submit Request](#)

Disable accounts of data managers who are no longer in your district.

- EdLink Security <https://registration.edlink.la.gov>
- eScholar PersonID/DirectMatch <https://secureid.ldoe.la.gov/uid/login>
- eScholar StaffID <https://louisianastaffid.escholar.com/uidmgr/>



# Student and Staff PII: LDOE Staff

- Do NOT email any student PII (e.g. full names, SSN, DOB, etc)
- Do NOT email any file that has student PII or staff PII
- Send the student's LASID or eScholar PersonID Batch #
- Send the StaffID, the first/last name of the employee or eScholar Staff ID Batch #



Please contact [Jayanthi.Sothirajah@la.gov](mailto:Jayanthi.Sothirajah@la.gov) with questions.

# 2024-2025 eScholar PersonID



# eScholar PersonID

The eScholar PersonID application allows districts to assign and maintain statewide student identifiers (StudentIDs)

## Submit new enrollments throughout the year

- ESSY = **2026**; Location Active Flag = 1 (active)
- Run DirectMatch

## Consequences of not submitting all students to eScholar PersonID

- *District will receive an error message in EdLink when student data is submitted for Oct. 1 collection*
- *Student will not be matched to the SNAP, TANF, Medicaid files in DirectMatch*



# Graduated Students – 12<sup>th</sup> grade

## Problem Analysis and Resolution:

For student(s) who graduated in the 2024-2025 school year and it was determined there are issues with the student's transcript not being received by LOSFA due to missing demographic information:

- update the students information in your local system (SSN, parental consent, etc.)
- submit the student to PersonID for the **2025-2026** school year:
  - **ESSY = 2026**
  - **Location Active Flag = 0 (inactive)**
  - **Parental Consent Flag = Y**
  - **SSN**
- submit the student to the Student Transcript System (STS)
- submit the graduation date
- certify the site



# Type 2 Charters

Type 2 Charters are required to submit students' addresses and the residing district code to [eScholar PersonID](#).

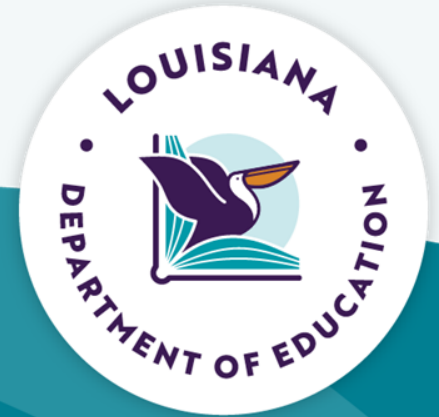
## Residing District Code

- This is the 2-digit parish/city code of the public school district (attendance zone) in which the student lives or if the student is enrolled in a residential school, the school district in which the legal guardian lives
- Parish/city codes: 01-69
- The district of residence does **not** impact students in city/parish public school districts (001-069)
- This field is required for certain types of public/charter schools who are required to submit address records
- **The amount of funding for Type 2 Charters is tied to the parish of residence!**



Please contact [Jayanthi.Sothirajah@la.gov](mailto:Jayanthi.Sothirajah@la.gov) with questions.

# RetireID and SplitID



# SplitIDs

**Issue:** Two or more different students were assigned the same ID

**Cause:** When resolving near matches, the user selected Match instead of No Match

**Prevention:**

- Submit the student to eScholar PersonID with correctly spelled names
- Include the middle name(s)
- Make sure the DOB is correct
- Include the student's SSN if available
- Include the student's address if available

Complete the [Student SplitID TEMPLATE](#) and email to [Jayanthi.Sothirajah@la.gov](mailto:Jayanthi.Sothirajah@la.gov)



Please contact [Jayanthi.Sothirajah@la.gov](mailto:Jayanthi.Sothirajah@la.gov) with questions.

# RetireID

**Issue:** A student was assigned more than one LASID

**Cause:** When resolving the near matches, the user selected No Match instead of Match. A new ID was created for this student

Complete the [Student RetireID TEMPLATE](#) and email to [Jayanthi.Sothirajah@la.gov](mailto:Jayanthi.Sothirajah@la.gov)

**Once the LASID is retired or split:**

- update your local SIS
- submit the student to eScholar PersonID with the active LASID
- run DirectMatch
- update all LDOE data systems (EdLink, eSER, STS, etc.)



Please contact [Jayanthi.Sothirajah@la.gov](mailto:Jayanthi.Sothirajah@la.gov) with questions.

# LASID Audit 1

According to [LA Rev Stat § 17:3914](#), each student should maintain one *and only one* Louisiana Secure ID for their entire public school career

LDOE conducts periodic LASID audits throughout the school year to ensure that each student has only one LASID.

## Audit Process:

- LDOE identifies potential duplicate LASIDs and drops a file into each district's DM FTP folder on **Sept 22, 2025**
  - File name: **LEACODE\_2025-26\_LASID Resolution1**  
(Look in the folder: *ID Management (Purge after 30 days)\Secure ID*)
- Districts should:
  - Review the file
  - Compare the demographic information for the students in the file.
  - Indicate Same or Different in the first column of the spreadsheet to denote whether the students are truly duplicates or if they are actually two separate students.
  - Save the file as **LEACODE\_2025-26\_LASID Resolution1\_COMPLETE** by **October 3, 2025**



# EdLink: Audit Codes U01, U02, U05



Data Processing

**Data Quality**

Data Validation

Staff Data Reports

Student Data Reports

Class Data Reports

**Data Quality**

- Scroll through each Data Quality Measures
- Click on any of the hyperlinks

<b>AUDIT CODE</b>	<b>MEASURE NAME</b>	<b>ERRORS</b>	<b>DAYS TO RESOLUTION</b>
<u><b>U01</b></u>	<u><b>LASID Invalid</b></u>	<u><b>5</b></u>	<u><b>8</b></u>
<u><b>U02</b></u>	<u><b>LASID does not exist</b></u>	<u><b>1009</b></u>	<u><b>9.1</b></u>
<u><b>U05</b></u>	<u><b>Student LocalID does not match</b></u>	<u><b>2163</b></u>	<u><b>8.7</b></u>



Please contact [Jayanthi.Sothirajah@la.gov](mailto:Jayanthi.Sothirajah@la.gov) with questions.

# EdLink: Audit Codes U01, U02

**U01 - Student 0123456789 during 2025-2026 does not exist in the eScholar active state IDs list.**

- LASID submitted to EdLink does not exist in eScholar PersonID database.
- Remove the LASID that is in your local SIS and resubmit the student to eScholar PersonID
- The application will assign a LASID for the student

**U02 - Student 0012345678 during 2025-2026 does not exist in eScholar at the same District for current school year**

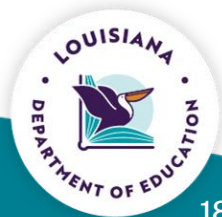
- The LASID in eScholar PersonID is from a previous school year.
- The district should submit the student to eScholar PersonID for ESSY 2026.



# EdLink: Audit Codes U05

U05 - Student 0123456789 has an enrollment at Site ABC123 beginning on 08/12/2025 does not have the same STUDENT\_local ID (98765) for the current school year.

- LocalID submitted to EdLink is 98755. The LocalID submitted to eScholar is 32133
- The LocalIDs must match
- Select which LocalID you want to use update the appropriate application (local SIS or eScholar PersonID)



# eScholar DirectMatch



# Qualified vs Allowed to Eat Free

A student who is allowed to eat free is different from a student who is qualified to eat free.

Your district should be reporting students as [free in EdLink 360](#) if they [qualify](#) to eat free:

- **Direct Certification (DC)** of students through SNAP, TANF, Medicaid Free Lunch
- **DC extended** (siblings or children at the same address)
- **Other Source Categorical Eligibility** students enrolled in Head Start or Even Start programs, migrants, runaways, homeless, foster children
- Qualified through [income survey forms](#) (if attending a CEP school)
- Qualified through [lunch applications](#) (if attending a non-CEP school)

Please contact [Jayanthi.Sothirajah@la.gov](mailto:Jayanthi.Sothirajah@la.gov) with questions.



# Free Lunch vs. Reduced Lunch

The free lunch status supersedes the reduced lunch status no matter when the student was identified during the school year.

- Student is in free lunch now (SNAP, TANF, Medicaid-Free), and later in the school year, is in the Medicaid-Reduced file:
  - **keep the student as free lunch**
- Student is in the Medicaid-Reduced file, and later in the school year, is in the free lunch file (SNAP, TANF or Medicaid-Free):
  - **change the student's status to free lunch**
- Student is in the SNAP, TANF, Medicaid Free and Medicaid Reduced file:
  - **keep the student as free lunch**



# eScholar DirectMatch

- **September - June:** LDOE will run the statewide DirectMatch

September State Matches	Public Batch #	Non-Public Batch #
SNAP	12017	12018
TANF	12016	12015
Medicaid Free Lunch	12034	12036
Medicaid Reduced Lunch	12033	12035
Medicaid All	12032	NA

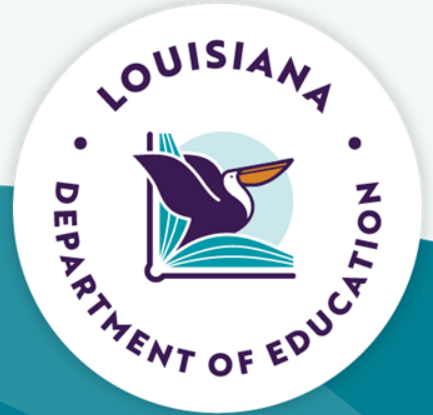
Districts will resolve the near matches, download the DM-Index files to load into their food service system and/or local SIS.

Do **NOT** load the Medicaid All file into your food service system or local SIS.

The Oct. 1 MFP collection **snapshot** date is 10/23/2025



# Address Matching




# Address Matching

## September – June:

- LDOE will run the statewide Address matching
  - Students, submitted with addresses to PersonID for ID assignment, will be matched against the addresses of students who were matched to the SNAP file.
  - These are the Directly Certified (DC) Extended students i.e. children living in the same household with another child who is receiving SNAP benefits will also be considered as free lunch eligible.
- LDOE will run the Address matching once a month ( $\approx 20^{\text{th}}$  of each month starting 9/24/2025)
  - **Caution: some addresses are apartments/trailer lots that do not include the apt # or lot #**
- Districts will resolve their near matches
  - See slides 63-68 [March 29 slide deck](#) [March 29 recording](#)
- LDOE will provide a roster of Address Matched students



# Address Matching

- Select the Match Options button 
- Under Match Options, select Address

Match Options

PERSON ADDRESS



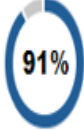

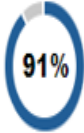

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Match Option	Person ID	Upload File	Individual Match	Manual Authorization
District	All Districts	Specific Districts		
School	All Schools			
Match Type	<input type="text" value=""/>			

Reset

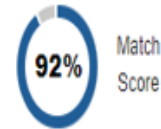


- The address matching found three potential matches with match scores of 92, 91 and 91 respectively.
- Expand the selection to see the potentially eligible matches

<p>Eligible Address</p> <p>123 Pelican Drive Apt F Bossier City, LA 71111</p>	<p>Matched Address</p> <p>123 Pelican Drive Apt F Bossier City, LA 71111</p>	 <p>92% Match Score</p>	<p>Expand the selection</p> <p>1 Students Potentially Eligible</p> 
<p>Eligible Address</p> <p>65 Egret Blvd METAIRIE, LA 70006</p>	<p>Matched Address</p> <p>65 Egret Blvd METAIRIE, LA 70006</p>	 <p>91% Match Score</p>	<p>Expand the selection</p> <p>4 Students Potentially Eligible</p> 
<p>Eligible Address</p> <p>21 W. Jay Lane Harvey, LA 70058</p>	<p>Matched Address</p> <p>21 W. Tufted Jay Lane HARVEY, LA 70058</p>	 <p>91% Match Score</p>	<p>Expand the selection</p> <p>1 Students Potentially Eligible</p> 

- The eligible address and the matched address are spelled slightly differently
- The apt #, city, state and zip are the same
- Students' last name are the same
- The user will determine if this is the same address or not
- If yes, click on the Match button

Eligible Address	Matched Address
123 Pelican Drive Apt F Bossier City, LA 71111	123 <u>Pelicans</u> Drive Apt F Bossier City, LA 71111



1 Students Potentially Eligible



Matches all students below

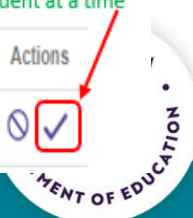
Identified Student at Eligible Address

Student Name	District	School	Grade	Gender	DOB	Identified Date
Perry Pelican (1234567899)	Aviary School District (ABC)	<u>Pelicanus</u> Elementary (ABC001)	01	Male	01/01/2016	09/09/2021

Student(s) Currently Not Identified at Matched Address

Student Name	District	School	Grade	Gender	DOB	Actions
Polly Pelican (1234567890)	Aviary School District (ABC)	<u>Pelicanus</u> High School (ABC003)	Twelfth	Female	12/10/2005	<input checked="" type="checkbox"/>

Matches only one student at a time



## Eligible Address

21 W. Jay Lane  
Bossier City, LA 71111

## Matched Address

21 W. Tufted Jay Lane  
Bossier City, LA 71111



Match  
Score

1 Students  
Potentially Eligible



Identified Student at Eligible Address

Student Name	District	School	Grade	Gender	DOB	Identified Date
Perry Pelican (1234567899)	Aviary School District (ABC)	<u>Pelicanus Elementary (ABC001)</u>	01	Male	01/01/2016	09/09/2021

Student(s) Currently Not Identified at Matched Address


Student Name	District	School	Grade	Gender	DOB	Actions
Polly Pelican (1234567890)	Aviary School District (ABC)	<u>Pelicanus High School (ABC003)</u>	Twelfth	Female	12/10/2005	



Please contact [Jayanthi.Sothirajah@la.gov](mailto:Jayanthi.Sothirajah@la.gov) with questions.





- Expand the selection to see all 4 potentially eligible matches
- Click Match for one student
- Click No Match for the other students

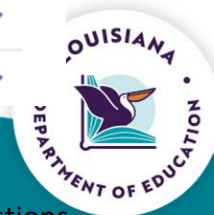
Eligible Address  65 Egret Blvd Walker, LA 70785	Matched Address 65 Egret Blvd Walker, LA 70785	 <b>91%</b> Match Score	<b>4</b> Students Potentially Eligible	  
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 Identified Student at Eligible Address

Student Name	District	School	Grade	Gender	DOB	Identified Date
Polly Pelican (1234567890)	Aviary School District (ABC)	<u>Pelicanus</u> Elementary (ABC001)	01	Female	01/01/2016	07/01/2021

 Student(s) Currently Not Identified at Matched Address


Student Name	District	School	Grade	Gender	DOB	Actions
Perry Pelican (1234567899)	Aviary School District (ABC)	<u>Pelicanus</u> Elementary (ABC001)	Second	Male	09/01/2015	 <input checked="" type="checkbox"/>
Wendy Warbler (0123456789)	Aviary School District (ABC)	<u>Pelicanus</u> Middle School (ABC002)	Eighth	Female	12/12/2009	 <input checked="" type="checkbox"/>
Carolina Wren (0234567890)	Aviary School District (ABC)	<u>Pelicanus</u> High School (ABC003)	Tenth	Female	07/31/2007	 <input checked="" type="checkbox"/>
Jenny Jayhawk (0345678901)	Aviary School District (ABC)	<u>Pelicanus</u> Elementary (ABC001)	Third	Female	08/23/2014	 <input checked="" type="checkbox"/>



Please contact [Jayanthi.Sothirajah@la.gov](mailto:Jayanthi.Sothirajah@la.gov) with questions.

In some instances you may see that the Matched Address is missing. This indicates that the student is no longer in that district.

Click on the No Match button

<p>Eligible Address</p> <p>123 Pelican Avenue Aviary, LA 70815</p>	<p>Matched Address</p> <p>,</p>	<p>Prson Type: <b>K12 Student</b> Match Type:</p>	<p><b>94%</b> Match Score</p>	<p><b>2</b> Students Potentially Eligible</p>	<p>⌵  ✓</p>
--	---------------------------------	---	-------------------------------	---	--



# eScholar StaffID

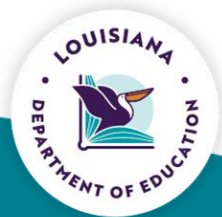


# What codes are used for the Employee Status?

The codes used for the Employee Status are:

- 01 – school board employee
- 02 – post-secondary employee
- 03 – contracted professional services person
- 04 – third party contract employee
- 05 – state employee (classified)
- 06 – state employee (unclassified)
- 07 – resident teacher

Please contact [Wanggan.Yang@la.gov](mailto:Wanggan.Yang@la.gov) with questions.



# Who Should be Submitted to eScholar StaffID?

- Any staff without a 10-digit eScholar StaffID
- Any new staff who recently joined the school system
- Any employee who needs access to Edlink 360, Edlink Ops, eSER, LEP etc
- Regular employees (*employee status code = 01*)
- Contracted employees (i.e., contracted teachers, related services personnel, etc.) (*employee status code = 03 or 04*)
- Post-secondary employees (for which the district collects SSN) (*employee status code=02*)
- Long term substitute teacher reported to PEP as a regular employee (*employee status code = 01*)
- Resident teacher (*employee status code = 07*)

Please contact [Wanggan.Yang@la.gov](mailto:Wanggan.Yang@la.gov) with questions.



# 2025-2026 StaffID Submission

eScholar StaffID is open for the 2025-2026 school year (ESSY = 2026).

Staff who need access to Edlink applications (Edlink 360, Edlink Ops, eSER, LEP etc.) must be submitted to eScholar Staff ID for ESSY 2026 along with their State Userid (MyLa ID).

CUSTOMER DEFINED FIELDS	
STATE USERID	PollyPelican
STAFF EMAIL	PollyPelican@AviarySchools.com

School systems may submit their staff email. It is an optional field and will not impact the Staff ID assignment/match process

Please contact [Wanggan.Yang@la.gov](mailto:Wanggan.Yang@la.gov) with questions.



# EdLink Security and MyLA Username

For districts that have a large number of employees who need access to the various LDOE systems (E Edlink 360, Edlink Ops, eSER, LEP, etc.):

Each individual educator can proceed through the Edlink Ops portal and follow step 2 in the guidance linked [here](#). This will push the change to eScholar on an individual level, **near matches will need to be resolved by the district's eScholar data manager**, but as long as the educator enters their personal info correctly, it should just match up and add their login ID.

If possible, they should retain the login ID that was part of their record in the previous school year as the educator should be using the same MyLA. If the educator created a secondary MyLA due to loss of access to the original, its preferred they submit a ticket to [DSS Zendesk](#) so OTS can recover the account for further use.

# Resolve the Near Matches

UPLOAD DATE	SUBMISSION TYPE	BATCH INFO	LEA CODE	SCHOOL/SITE CODE	SOURCE SYSTEM	STATUS	RECORD COUNT	NEXT ACTION
09/17/2025 13:11	WebService	<a href="#">156442</a>	057	<a href="#">LEA</a>	PEP	Near Matches / Duplicates Found	1 of 1	<a href="#">RESOLVE NEAR MATCHES</a>
09/17/2025 10:10	WebService	<a href="#">156351</a>	031	<a href="#">LEA</a>	PEP	Near Matches / Duplicates Found	1 of 1	<a href="#">RESOLVE NEAR MATCHES</a>
09/16/2025 13:34	WebService	<a href="#">156170</a>	019	<a href="#">LEA</a>	PEP	Near Matches / Duplicates Found	1 of 1	<a href="#">RESOLVE NEAR MATCHES</a>
09/16/2025 12:34	WebService	<a href="#">156115</a>	063	<a href="#">LEA</a>	PEP	Near Matches / Duplicates Found	1 of 1	<a href="#">RESOLVE NEAR MATCHES</a>
09/16/2025 12:26	WebService	<a href="#">156109</a>	336	<a href="#">LEA</a>	PEP	Near Matches / Duplicates Found	1 of 1	<a href="#">RESOLVE NEAR MATCHES</a>
09/16/2025 10:18	WebService	<a href="#">156032</a>	3C2	<a href="#">LEA</a>	PEP	Near Matches / Duplicates Found	1 of 1	<a href="#">RESOLVE NEAR MATCHES</a>

Please contact [Wanggan.Yang@la.gov](mailto:Wanggan.Yang@la.gov) with questions.



# Submission Type - WebService FAQ

- How often do I need to resolve match that the WEBSERVICE Edlink Ops loaded?

You will need to check Staff ID portal periodically to resolve the near matches created by the WebService requests. Whenever a staff/teacher completes the Edlink Profile, it creates a WebService request to link their MyLa ID to their StaffID. If there is no matching StaffID, it creates a StaffID. These new staff IDs may need to be updated in your local system, if they are not already there.

- Do I need to load them into my system if those ID# are already in my system?

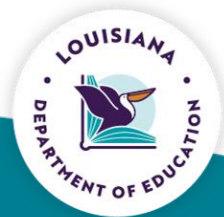
If they are already in your system, there is no need to download the batches and import them.

If the staff updates their MyLa ID in the Edlink profile, you will need to load them back into your system.

# Who Should NOT be Submitted to eScholar StaffID?

- Vacant (*employee status code = 01; SSN begins with 999*)
- Post-secondary employees (*where the district does not collect SSN; but creates an SSN that begins with 998*)
- Short term substitutes

Please contact [Wanggan.Yang@la.gov](mailto:Wanggan.Yang@la.gov) with questions.

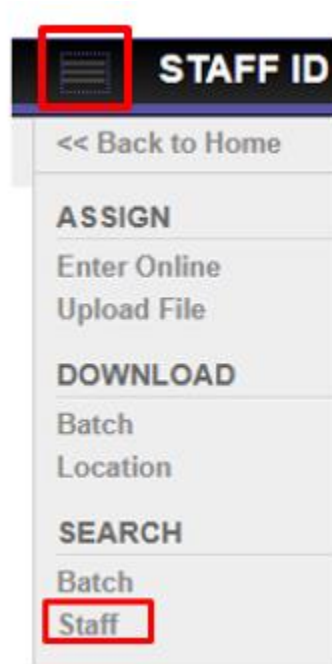


# Add MyLA UserName to eScholar StaffID

Log into [eScholar StaffID](#)

Click on the 3-bars

Under Search, select Staff



# Add MyLA UserName to eScholar StaffID

- Enter the employee's first/last name
- Click on the Search button

Staff Search - Individual Staff

?

BASIC SEARCH

ADVANCED SEARCH

ID SEARCH

First Name:\*

Polly

Middle Name:

Last Name:\*

Pelican

Suffix:

Date Of Birth:

mm / dd / yyyy

(\* ) Required

CLEAR

SEARCH

Please contact [Wanggan.Yang@la.gov](mailto:Wanggan.Yang@la.gov) with questions.

# Add MyLA UserName to eScholar StaffID

- Select the employee's name

STAFF ID	LAST NAME	FIRST NAME	MIDDLE NAME	SUFFIX	DATE OF BIRTH	GENDER	LEA CODE	SCHOOL/SITE CODE	RACE(S)	SSN	MATCH PROBABILITY
01-2345-6789	<a href="#">Pelican</a>	<a href="#">Polly</a>			01/01/1970	FEMALE	ABC	ABC001	Non-Hispanic, White	###-##-9999 80	

- At the Individual Staff Information screen you will see the employee's data
- Scroll to the bottom of the page
- Click on Edit Staff

[BACK TO SEARCH RESULTS](#)

[EDIT STAFF](#)

# Add MyLA Username to eScholar StaffID

- Look for the Customer Defined Fields
- Enter the MyLA Username in the StateUserID
- The Staff Email is an optional field
- Select the UPDATE STAFF RECORD button

CUSTOMER DEFINED FIELDS

STATE USERID	PollyPelican1234
STAFF EMAIL	PollyPelican@AviarySchools.org

BACK TO STAFF INFORMATION

UPDATE STAFF RECORD

Please contact [Wanggan.Yang@la.gov](mailto:Wanggan.Yang@la.gov) with questions.



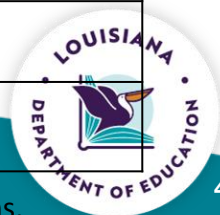
# Office Hours and Monthly Webinar

- **eScholar Office hours 10:00 am every other Thursday**
  - **Zoom link:** <https://ldoe.zoom.us/j/97031808633>
  - **Dial-In Phone Number:** (312) 626-6799
    - 10/2, 10/16, 10/30                      11/13                      12/4, 12/18
    - 1/8, 1/22                                      2/5, 2/19                      3/5, 3/19
    - 4/2, 4/16, 4/30                              5/14, 5/28                      6/11, 6/25
  
- **Data Coordinator Monthly Webinar 1:00 pm usually the first Thursday of each month**
  - **Thursday, **October 9****
  - **Zoom Link:** <https://ldoe.zoom.us/j/976397929>
  - **Dial-In Phone Number:** (408) 638-0968
  - **Meeting ID#:** 976 397 929



# eScholar Systems - Who to contact for support

Who to Contact for Support	For Assistance With
<a href="mailto:Anantha.Lakkakula@LA.GOV">Anantha.Lakkakula@LA.GOV</a>	<ul style="list-style-type: none"> <li>• Retire/Split LASID or Staff ID, LASID/Staff ID Audits</li> <li>• Administrative functions such as system settings and configurations</li> <li>• eScholar Security (User Access/Role Based questions)</li> <li>• Enhancements</li> <li>• eScholar related EdLink ADQ/Dashboard/Security questions</li> </ul>
<a href="mailto:Jayanthi.Sothirajah@LA.GOV">Jayanthi.Sothirajah@LA.GOV</a>	<ul style="list-style-type: none"> <li>• Student ID updates and maintenance</li> <li>• DirectMatch and CEP Manager (SNAP, TANF, Medicaid, Free/Reduced Lunch counts etc)</li> <li>• eScholar related EdLink ADQ/Dashboard questions</li> <li>• Security Coordinators needing eScholar Student ID credentials or assistance providing their staff with eScholar systems access</li> </ul>
<a href="mailto:Wanggan.Yang@la.gov">Wanggan.Yang@la.gov</a>	<ul style="list-style-type: none"> <li>• StaffID updates and maintenance</li> <li>• eScholar related EdLink ADQ/Dashboard questions</li> <li>• Security Coordinators needing escholar Staff ID credentials or assistance providing their staff with Staff ID portal access</li> </ul>
<a href="mailto:support@escholar.com">support@escholar.com</a>	<ul style="list-style-type: none"> <li>• eScholar FTP Industry Based Credentials (IBCs)/HiSet folders</li> <li>• Software bugs (system outage, security issues etc.)</li> <li>• Requests for utilizing web services</li> </ul>
Your LEA Security Coordinator	<ul style="list-style-type: none"> <li>• System access for new users</li> <li>• Assistance with your eScholar login/password</li> </ul>
Visit <a href="#">escholar support page</a>	<ul style="list-style-type: none"> <li>• User Guides, FAQs, Announcements, Office Hours/Trainings Recordings etc.</li> </ul>



Please contact [Jayanthi.Sothirajah@la.gov](mailto:Jayanthi.Sothirajah@la.gov) with questions.

# Who to contact for support

- Email: [Submit Request](#) for any questions/concerns/issues for the systems/topics listed below.
  - Edlink360, EdLink Security, eSER, LEP, Security Coordinator updates
  - LEA Contact List updates
  - Systems accessed through the LEADS Application Portal
    - Student Transcript System (STS), STS Prior period opens, IBC uploads,
    - Sponsor Site System (SPS),
    - Annual Financial Reporting (AFR),
    - School Finder and Principal and Superintendent Secure Portal
- *NOTE: Email sent to these boxes will be forwarded to the new ticketing system and tickets created for response. Please respond directly to those emails as you receive them.*
- Email [LDOE\\_LEA\\_Support@powerschool.com](mailto:LDOE_LEA_Support@powerschool.com) for PowerSchool sFTP Credentials and Whitelisting Requests
- Email: [childnutritionprograms@la.gov](mailto:childnutritionprograms@la.gov) Summer Sun Bucks/CEP
- Email: [LDEData@la.gov](mailto:LDEData@la.gov) for Data Management FTP

