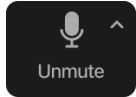
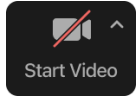


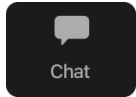
# Zoom Meeting Preparation



- 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



March 19, 2026

# Agenda

- General Information
  - Security Coordinators
  - [2025-2026 LEA Contact List](#)
  - Disabling eScholar User Accounts
  - Benchmark Calendar
- 2025-2026 eScholar
  - PersonID
    - Homeless and Head start Students
  - DirectMatch
    - Statewide Matching
    - Address Match
    - CEP
  - StaffID
    - EdLink Errors



# 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](#)

[Benchmark Calendar](#)

Email: [Anantha.Lakkakula@la.gov](mailto:Anantha.Lakkakula@la.gov) or [Wanggan.Yang@la.gov](mailto:Wanggan.Yang@la.gov)



# 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 [Anantha.Lakkakula@la.gov](mailto:Anantha.Lakkakula@la.gov) with questions.

# 2025-2026 Benchmark Calendar

Collection	Start Date	End Date
Student EOY	3/2/2026	7/9/2026
Staff EOY	2/2/2026	8/6/2026



Please contact [Anantha.Lakkakula@la.gov](mailto:Anantha.Lakkakula@la.gov) with questions.

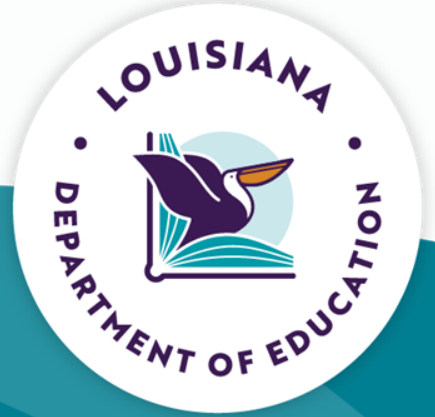
# 2025-2026 eScholar Calendar

Audit	Date
LASID Audit # 4	5/4/2026
Staff ID Audit # 2	5/11/2026



Please contact [Anantha.Lakkakula@la.gov](mailto:Anantha.Lakkakula@la.gov) with questions.

# 2025-2026 eScholar PersonID



# Homeless and Head Start

## Homeless and Head Start/Even Start

- Students should have LASIDs assigned in PersonID
- Students should be submitted to EdLink
- Homeless and Head Start/Even Start students will be automatically pulled from EdLink into the district's CEP Manager in DirectMatch

Note:

Make sure you submit the HeadStart students to EdLink with the appropriate **PK\_FUNDING\_CODE** if Grade = 24.

Extract: enrollments\_ext.tsv



# Pre-K Funding Code

## Definition:

PK-Funding Code indicates title of program which denotes the primary funding source for students who are younger than those children eligible to enter kindergarten in a particular district.

Code Values	Code Values
01 – Title I (formerly Chapter 1)	08 – Head Start (3-year-olds)
04 – Even Start	09 – LA 4 Program (formerly Early Childhood Development)
05 – 8(g) (Preschool Block or Student Enhancement Block Grant)	10 – REAP Rural Education Achievement Program
06 – Locally Funded	11 – EEF Education Excellency Fund
07 – Head Start (4-year-olds)	98 – Other



# Reminders – Student Submission

- Submit newly enrolled students to eScholar PersonID for ID assignment
- **Do not re-submit exited students**
  - the new district will submit the student and claim the master record
  - new district needs the master record to:
    - run DirectMatch
    - add student eSER
    - DRC (test booklet coding)
- *When exporting your student file from your local SIS, make sure you select “**Exclude Inactive Students**”*



# eScholar DirectMatch



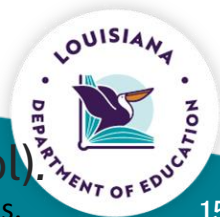
# Qualified vs Allowed to Eat Free

A student who is allowed to eat free is different from a student who is qualified to eat free. **Make sure you are not submitting all your students as free lunch in your EdLink extracts.** The students may be allowed to eat free but they are not qualified to eat free. EdLink needs the counts of students who are qualified to eat free.

Your district should report 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 [Anantha.Lakkakula@la.gov](mailto:Anantha.Lakkakula@la.gov) with questions.



# Qualified vs Allowed to Eat Free

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**



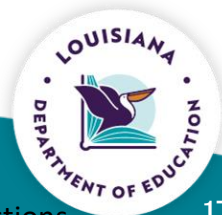
# eScholar DirectMatch

- September - June: LDOE will run the statewide DirectMatch

February State Matches	Public Batch #	Non-Public Batch #
SNAP	13183	13187
TANF	13182	13184
Medicaid Free Lunch	13185	13188
Medicaid Reduced Lunch	13186	13189
Medicaid All	13203	N/A

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

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

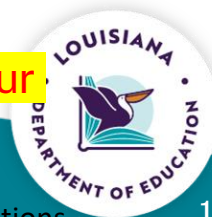


# State Batch: Public

Batch Info	Match Type	Location Info	Process Info	Record Info	Status Info	Actions
13203 DM Person ID (State)	Medicaid All K12 Student	State Batch	03/10/2026 5:15 PM	1808 of 785808 PENDING	----- Pending: Near Match(s/es)	Resolve
13186 DM Person ID (State)	Medicaid Reduced Lunch K12 Student	State Batch	03/07/2026 7:25 AM	137 of 119512 PENDING	----- Pending: Near Match(s/es)	Resolve
13185 DM Person ID (State)	Medicaid Free Lunch K12 Student	State Batch	03/06/2026 10:59 PM	344 of 390193 PENDING	----- Pending: Near Match(s/es)	Resolve
13183 DM Person ID (State)	SNAP K12 Student	State Batch	03/05/2026 9:03 PM	344 of 469737 PENDING	----- Pending: Near Match(s/es)	Resolve
13182 DM Person ID (State)	TANF K12 Student	State Batch	03/05/2026 8:55 PM	15 of 13678 PENDING	----- Pending: Near Match(s/es)	Resolve

The matched records will count toward your End-Of-Year lunch count data in EdLink.

The SNAP, TANF and Medicaid Free Lunch matched records will be pulled into your CEP manager.



Please contact [Anantha.Lakkakula@la.gov](mailto:Anantha.Lakkakula@la.gov) with questions.

# State Batch: Non-Public

Batch Info	Match Type	Location Info	Process Info	Record Info	Status Info	Actions
13189 DM Person ID (State)	Medicaid Reduced Lunch Non-Public Student	State Batch	03/09/2026 5:10 AM	91 of 119512 PENDING	----- Pending: Near Match(s/es)	Resolve
13188 DM Person ID (State)	Medicaid Free Lunch Non- Public Student	State Batch	03/08/2026 8:00 PM	306 of 390193 PENDING	----- Pending: Near Match(s/es)	Resolve
13187 DM Person ID (State)	SNAP Non-Public Student	State Batch	03/07/2026 1:15 PM	335 of 469737 PENDING	----- Pending: Near Match(s/es)	Resolve
13184 DM Person ID (State)	TANF Non-Public Student	State Batch	03/06/2026 7:58 AM	16 of 13678 PENDING	----- Pending: Near Match(s/es)	Resolve

The matched records will count toward your districts' free lunch data.


The SNAP, TANF and Medicaid Free Lunch matched records will be pulled into your CEP manager.



Please contact [Anantha.Lakkakula@la.gov](mailto:Anantha.Lakkakula@la.gov) with questions.

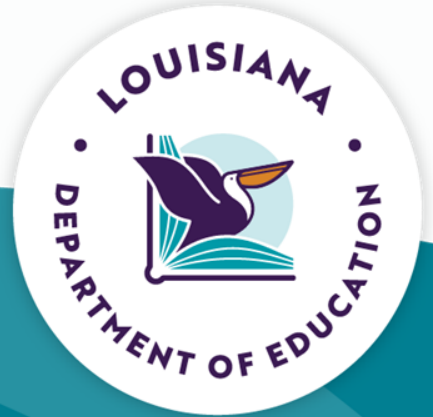
# March State Batches

eScholar will load the March SNAP, TANF, Medicaid Free Lunch, Medicaid Reduced Lunch, Medicaid all files in April. **All matches done through April 15 will be included for CEP submission.**

- LDOE will run the statewide matching
- Districts will resolve the near matches
  - download the SNAP, TANF, Medicaid Free Lunch and Medicaid Reduced Lunch DM-Index files from the Search button
  - load the DM-Index into their food service system and/or local SIS
  - Click on the CEP Manager icon 
  - Click on the Refresh button twice in the CEP Manager
  - Check their CEP data

**The March SNAP, TANF and Medicaid Free Lunch matched records will be pulled into your CEP manager.**

# 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 (**≈ 20<sup>th</sup> of each month starting 10/6/2025**)
  - **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 **03/25/2026**

Please contact [Anantha.Lakkakula@la.gov](mailto:Anantha.Lakkakula@la.gov) with questions.



# Address Matching

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

Match Options

PERSON **ADDRESS**

---

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

Reset **Match**



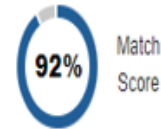
Please contact [Anantha.Lakkakula@la.gov](mailto:Anantha.Lakkakula@la.gov) with questions.

- 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>Pelicane</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 [Anantha.Lakkakula@la.gov](mailto:Anantha.Lakkakula@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

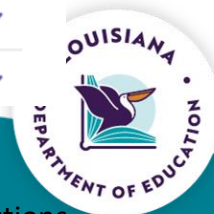
Eligible Address  65 Egret Blvd Walker, LA 70785	Matched Address 65 Egret Blvd Walker, LA 70785	 <b>91%</b> Match Score	<b>4</b> Students Potentially Eligible	  
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 Identified Student at Eligible Address

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"/>

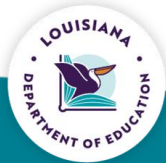


Please contact [Anantha.Lakkakula@la.gov](mailto:Anantha.Lakkakula@la.gov) with questions.

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>
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# 2025-2026 Community Eligibility Provision (CEP)



# Community Eligibility Provision (CEP)

The Community Eligibility Provision (CEP) is a meal service option for schools and school districts participating in the National School Lunch and School Breakfast Programs.

- CEP allows the highest poverty schools and districts to serve breakfast and lunch at no cost to all enrolled students without the burden of collecting household applications.
- To be eligible for CEP:
  - the identified student percentage (ISP) as of April 1 must be at least 25%.
  - to be 100% free claiming, the identified student percentage (ISP) as of April 1 would need to be at least 62.5%.

*FNS staff provided training on Tuesday, March 10, 2026.*

More information at: [USDA CEP FactSheet](#)

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



# 2025-2026 CEP Population Training

March 10, 2026 CEP Training:

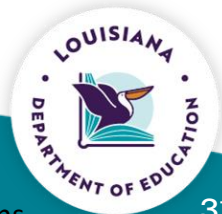
<https://www.louisianafitkids.com/Home/TrainingSlides/2026?codeId=3>

Slide deck:

<https://www.louisianafitkids.com/Uploads/TrainingSlide/eqiv3wfy/CEP%20Population%20Training%20March%202026.pdf>

Video:

<https://www.youtube.com/watch?v=piegTKCrBv4>



# Public Districts' To Do List

## Public:

- CEP student enrollment will be pulled from EdLink (**as of April 1, 2026**)
  - Ensure all your EdLink student extracts have loaded without errors
  - Correct all Audit Code issues
- Submit all newly enrolled and currently enrolled students to eScholar PersonID for LASID assignment
- Run DirectMatch (SNAP, TANF, Medicaid FL/RL), resolve all near matches

***Note: Medicaid Reduced Lunch is not used in CEP data***

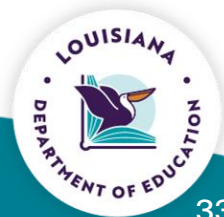


# Non-Public Districts' To Do List

## Non-Public

- CEP student enrollment will be pulled from eScholar PersonID (as of April 1, 2026)
- Submit all newly enrolled and currently enrolled students to eScholar PersonID for LASID assignment
- Run DirectMatch (SNAP, TANF, Medicaid FL/RL), resolve all near matches

*Note: Medicaid Reduced Lunch is not used in CEP data*



# CEP To Do Checklist

- Resolve all Address matches
- Ensure all DC Extended matches completed in your food service software are entered into eScholar DirectMatch through Manual Authorization.
- Check your list of schools to ensure all schools are there
- Check your students and counts
- Refresh your CEP screen periodically, especially after the statewide SNAP, TANF and Medicaid Free Lunch matching, to update the student counts
- Resolve the near matches in the March state batches (will be loaded in April)
- Certify and submit your population data AFTER you have resolved your March near matches.

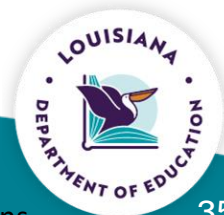


# 2025-2026 CEP Deadline

CEP Requirement	Deadline
Data Used to Calculate ISP	As of April 1, 2026
LEA Notification	April 15, 2026
State Agency Notification	April 15, 2026
State Agency Publication	May 1, 2026
Elect CEP for Following SY	June 30, 2026

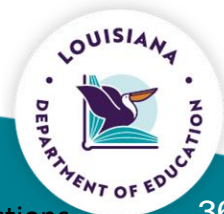
**By April 15, 2026:** SFAs must confirm the Population Data in eScholar CEP Manager. All population data will automatically be pulled from the eScholar DirectMatch system.

**By June 30, 2026:** SFAs must make final elections regarding CEP participation for the 2026-2027 school year in **the CEP Manager in DirectMatch.**



# Program Sources for CEP

Program	Source
Even Start, Homeless, Head Start	EdLink 360
Foster	DCFS/DirectMatch
Migrant	MERIL/eScholar
DC Extended	DirectMatch - Address Matching
SNAP	DirectMatch - SNAP
TANF	DirectMatch - TANF
Medicaid-Free Lunch	DirectMatch - Medicaid Free



# CEP Q & A

- **The CEP Manager is showing 1,893 students, but our food service system is showing 1,776. What do we do?**
  - There is no direct way to compare the counts from the CEP Manager and your food service as the counts are derived from two different systems.
  - The CEP numbers could be little higher due to Address Matching (DC extended) and/or Manual Authorization
- **The CEP counts for my district are missing?**
  - Click on the Refresh button
  - If you still do not see your counts, email [Misty.Woods@la.gov](mailto:Misty.Woods@la.gov)



# CEP Q & A

- **What data is excluded in the CEP counts?**
  - Medicaid Reduced Lunch
  - Income Survey forms (CEP schools)
  - USDA Household Application (non-CEP schools)
  
- **Where can I find the March 10, 2026 CEP training slide deck and video?**
  - [Louisiana Fit Kids](#)



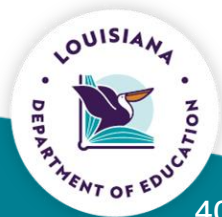
# 2025-2026 eScholar StaffID



# eScholar StaffID

- Submit staff who need LDOE systems access for the 2025-2026 school year
- Submit newly hired staff for ESSY 2026
- LDOE creates new user accounts and updates existing accounts (deactivates accounts) for eScholar Staff ID application. Please keep your contact list updated with LDOE.

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



# EdLink Errors - StaffID

## Error message:

- LOCAL\_STAFF\_KEY 1234567890 during 2025-2026 has a Staff ID that does not exist in eScholar at DISTRICT\_CODE 061
- Audit Code = **U06**

The district submitted the StaffID in its nightly extracts to EdLink but did not submit the person to eScholar StaffID for ID assignment.

AUDIT CODE	MEASURE NAME	ERRORS	DAYS TO RESOLUTION
<u>U06</u>	<u>STAFFID does not exist for MENTOR_LOCAL_STAFF_KEY</u>	<u>17</u>	<u>3.4</u>
<u>U06</u>	<u>STAFFID does not exist for RESIDENT_LOCAL_STAFF_KEY</u>	<u>48</u>	<u>5.3</u>
<u>U06</u>	<u>StaffID Invalid for LOCAL_STAFF_KEY</u>	<u>97</u>	<u>9.8</u>

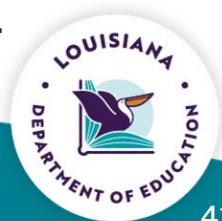
## Solution:

Submit the person to eScholar StaffID for the 2025-2026 school year (ESSY = 2026).

*EdLink tables sync with eScholar at about 5 pm (CST).*

*All eScholar updates must be made BEFORE 5 pm to clear U06 audit errors next day.*

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

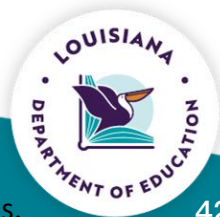


# eScholar Applications monthly Maintenance

eScholar applications will be down for a scheduled monthly maintenance on Fourth Monday of the month from 1:00 am – 8:00 am. During this time, all eScholar applications will not be available for users and may experience some delays with Edlink Security.

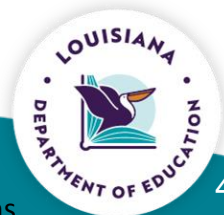
- **Date: March 23, 2026**
- **Time: 1:00 am to 8:00 am CST**
- **Applications involved: Student ID, Direct Match, and Staff ID**

Please contact [Anantha.Lakkakula@la.gov](mailto:Anantha.Lakkakula@la.gov) with questions.



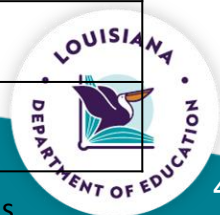
# Office Hours and Monthly Webinar

- **eScholar Office hours 10:00 am every other Thursday**
  - **Zoom link:** <https://ldoe.zoom.us/j/97031808633>
  - **Dial-In Phone Number:** (312) 626-6799
  - 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, **April 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:Anantha.Lakkakula@la.gov">Anantha.Lakkakula@la.gov</a> <a href="mailto:Architha.Yerramalla@LA.GOV">Architha.Yerramalla@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 [Anantha.Lakkakula@la.gov](mailto:Anantha.Lakkakula@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,
    - Edlink Ops-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

