

E-mail Subject: PSC Support Update

*This message is being sent to all ED*Facts* Submitters*

NEW ED*Facts* User Support Page on www.ed.gov/edfacts

ED has launched new web support pages populated by the PSC on the ed.gov website. These pages, accessible via the User Support link on www.ed.gov/edfacts, provide states with new self-service resources related to the support and effective use of ED*Facts*. Initial content includes:

- **Access to the PSC Self-Service Portal:** Use this web portal to log in and view the status of all your PSC support tickets (work orders) or search the knowledgebase of Solutions using keywords, error numbers, school year, file spec number, or application. To browse the complete listing of knowledgebase solution articles instead, see below. Access to this portal must be requested through your state's ED*Facts* Coordinator.
- **Browse the Support Knowledgebase (Solution Articles):** Use this feature to browse the complete listing of solution articles within the PSC support knowledgebase. Solution articles contain information states need to know in order to use ED*Facts* systems effectively and are categorized by Solution Type. Known Issues explain situations encountered with an existing system which are typically corrected via a system release, enhancement request, or requires a user workaround. Technical Tips provide advice on how to make best use of existing ED*Facts* system functionality, typically addressing an area of that requires clarification for the user community.
- **PSC Support Update:** Lists current and past issues of this weekly broadcast to states on how to effectively use ED*Facts* and understand related changes.
- **Tools and Other Downloads:** Includes tools such as the ED*Facts* Data Viewer
- **Training Webinars:** Contains links to recent Webinar recordings and presentation files from PSC training sessions conducted for states.
- **PSC Online Meetings with States:** Includes links to recent Webinar recordings and presentation files from these regular meetings with states.

PSC Self-Service Portal Now Available to All States

Reminder: We would like to remind our users about the availability of a new tool called the PSC Self-Service Portal. This tool provides a simple capability for states to view their own PSC support requests (called tickets or work orders) and to search the support knowledgebase of solution articles based on keywords.

Action Required: Each ED*Facts* Coordinator is responsible for submitting a list of requested users for the portal to the PSC. These users should be limited to active users of the PSC, since each user will only see the tickets that he or she initiated with the PSC. Include the following information in your email to the PSC:

Name	Title	Email	Phone
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After receiving the list of requested users, the assigned PSC analyst for each state will contact the ED Facts Coordinator with the user account information (username and unique password) for the portal.

Once you have received your user account information, use Internet Explorer 6.0 or higher to access tool at: <http://etss-trackit.2020llc.com/tiweb>

Materials from the 7/20/2010 PSC Online Meeting with the States

Reminder: This month's meeting included an explanation by Barbara Timm of the upcoming Charter School Data Quality reports that are planned for distribution to states by late-August.

If you missed the meeting and would like to view an audio/video recording of the entire Webinar, please use the following link:

<http://www.mediafire.com/?c5msndokcad8ucm>

Upcoming Due Dates and Reminder to Update SSP as Necessary

No additional ESS files due in July/August

If you have not already done so, please remember to complete all overdue SY 2009-10 file submissions and all overdue SY 2008-09 file submissions. Check the online ED Facts calendar (www.ed.gov/edfacts) for other important dates.

NOTE: When a state is granted an extension request to submit a specific file later than the due date, this does not imply that the due date itself will change. LEAD015 in ERS will calculate timeliness and completeness based on the established due date (or due date + 7 days beginning with SY2009-10 files due September 30). See TIP0002 for more information.

ED Facts System Status

This is to provide you with the current status of the EDEN Submission System (ESS) data:

ESS Status (weekly statistics from Wednesday to Wednesday) 12:00 PM on 7/21/2010 through 12:00 PM on 7/28/2010

System Status: ESS system is up and running
Files Received: 67
Files Processed: 66 (2 superseded, 23 had errors)
Average File Processing Time: 7 minutes, 25 seconds

Support Issues, Solutions, and Metrics

The following is provided to give you some insight into issues being handled by your Partner Support Center (PSC):

New Issues Affecting Multiple SEAs

1. CCD: SY 09-10 Match Error Outreach. The PSC has been contacting specific states in an effort to resolve the 09-10 Match Errors in the Match Error Reports for LEAs and SCHs. Please take a moment to look at your Match Reports and if you need assistance from PSC please feel free to contact us in resolving these errors.

PSC Statistical Data

Average Time to Resolution (excluding weekends, 6 week rolling average)

Tickets requiring escalation: 22.5 days

Tickets not requiring escalation: 0.76 days

Thank you,
PSC

EDFacts Partner Support Center

Telephone: 877-457-3336 (877-HLP-EDEN)

Fax: 888-329-3336 (888-FAX-EDEN)

TTY/TDD: 888-403-3336 (888-403-EDEN)

EDEN_SS@ed.gov

For general feedback on PSC support, contact:

[Paul Johnson](#)