# Harrisburg Project
## Software Support for Special Education

www.hbug.k12.il.us            support@hbug.k12.il.us            800-635-5274

## Client Support Needs Your Help!

When leaving a voice mail message for Client Support, in addition to your name, location, phone number, and Request ID, we ask that you provide a brief description of your question or problem in order to enable Client Support to better prepare before contacting you. Since call volumes at Harrisburg Project have dramatically increased, calls will be returned in the order they were received.

Feel free to email Harrisburg Project Client Support at support@hbug.k12.il.us.

Thank you for your patience and understanding.

## Remaining I-Star Training Dates

Time is running out!  The transition to I-Star is required for all districts/cooperatives that currently report data with *iePoint>*.

The first data collection will be December 1st for both Student and Personnel Approval information.  In order for your data to be up-to-date and error free, we need all clients migrated to I-Star by the first week of November.

If you have not attended or signed up to attend a mandatory training, time is running out!  The only seats available for our classroom trainings are October 24th and 25th and the online training on November 1st.

Please visit Event Registration to sign up for a training.  **Please print the notes before the training and bring them with you.**  These trainings are open to anyone, regardless of the location.  For more information on I-Star, visit http://www.hbug.k12.il.us/IStar/default.aspx.

## Summer Orphanage Reimbursement - Due November 2nd

The 2015-2016 Summer Orphanage Reimbursement transmission is due Wednesday, November 2nd.  This transmission will be completed by districts that reported Orphanage students (Funds D, E, or F) who attended Summer school during the 2015-2016 school year.

Permissions to transmit this file are now on.  **Remember, this file will be sent from *iePoint>2016* DATA2016, the red screen.**

### Dates to Remember

November 8,  2016 - Office Closed due to Election Day

November 11, 2016  - Office Closed in Observance of Veterans Day

November 23-25, 2016 - Office Closed for Thanksgiving Holiday

December 16, 2016 - January 2, 2017 - Office Closed for Christmas Break

**Email your questions to client support at:** support@hbug.k12.il.us

# IMPORTANT!!!   Prior to I-Star Transition

Before your district/cooperative completes the transition to I-Star you **MUST DO** the following:

- Enter End Date/Exit Code in *iePoint>2016* DATA2016 for students **NOT** receiving services in the current school year.  (RED Screen)

- Delete students from *iePoint>* DATA2017 if not receiving services in the current school year. (WHITE Screen)

- Correct **ALL** Exit Data Errors

- Make sure all students in *iePoint>2016* DATA2017 have a SIS ID in **EITHER** the SIS ID (yellow box) or ISBE SIS ID (gray box).  The SIS ID **DOES NOT** need to be in both boxes.

- Make sure the *FACTS Approval* Begin Date is the **first student attendance day** on the official school calendar.  The SIS enrollment day **should be the same** or **prior to** the first student attendance day on the official school calendar.  This is easier to fix in *iePoint>* than after you transition to I-Star.

- All users must have an approved IWAS Account, an approved I-Star Account and Request Access from approved I-Star account.  **Please review the I-Star** Minimum Requirements **document for additional information.**

- At least one (1) user from each district **must** attend either an On-Line or In-Person I-Star training.  All additional users can watch the recorded On-Line session: I-Star Approvals New User Training.

Please, call Harrisburg Project if you have any questions before you make the transition to I-Star.  We are more than happy to answer any questions that you have regarding this process.

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**Important Notice:**

**Please do not include any student or personnel information in e-mail and voicemail communications with Harrisburg Project.  We also ask that clients refrain from sending any e-mail attachments containing sensitive information.**

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