

### Optional *FACTS & Personnel Approval* Transmissions

There are 4 working days until the optional *FACTS* and *Personnel Approval* transmissions are due on Friday, January 22<sup>nd</sup>. You may transmit as many times as necessary until the end of business on Friday, January 22<sup>nd</sup>. If you are a member of a SuperSite, your SuperSite may have designated an earlier due date.

In order for *iepoint* > to have the most up to date information, be sure to *Refresh Common Data* on a daily basis when preparing for a transmission.

**Harrisburg Project is expecting snow and ice this week. If you are unable to reach our office by phone, please email client support at [support@hbug.k12.il.us](mailto:support@hbug.k12.il.us) and our staff will do our best to respond in a timely manner.**

#### Dates to Remember

January 22, 2016 - Optional *FACTS & Personnel Approval* Transmissions

February 12, 2016 - Office Closed in Observance of Lincoln's Birthday

February 15, 2016 - Office Closed in Observance of President's Day

March 4, 2016 - Required *FACTS & Personnel Approval* Transmissions

### Did You Know?

Did you know that Harrisburg Project is able to monitor email requests remotely? We highly recommend that you submit your client support questions by email to [support@hbug.k12.il.us](mailto:support@hbug.k12.il.us) for faster response time. We especially encourage this during the winter months when inclement weather could prevent Harrisburg Project staff from reaching the office. We will make every effort to answer the client support email requests remotely and reply in a timely manner on those occasions.

Harrisburg Project is continuously trying to improve the availability of our client support team and strives to provide the best customer service available. We feel having the ability to stay connected with our clients even during inclement weather is important. Have a safe Winter!



#### 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.