



# Harrisburg Project

## Software Support for Special Education

WEEKLY NEWS BRIEFING

DECEMBER 6, 2016

[www.hbug.k12.il.us](http://www.hbug.k12.il.us)

[support@hbug.k12.il.us](mailto:support@hbug.k12.il.us)

800-635-5274

### December 1 Child Count Due 1/31

All students receiving special education services should be entered into I-Star by **January 31, 2017** in order to be included in the December 1 Child Count. In order for a *FACTS Approval* record to be included in the December 1 Child Count number, the *FACTS Approval* record will need to be “Approved” which means, error free.

We recommend running the “Recheck Edits” (from the student search page) daily to be sure your data is error free. Once an email is received indicating all error checks are complete, print the “Student Approval Error Listing” from the Reports tab.

Please remember that districts and coops should continue to enter *FACTS Approval* records and make amendments to existing *FACTS Approval* records for reimbursement purposes after **January 31, 2017**.

If you need assistance with I-Star or *Student Approval* records, contact Harrisburg Project at 800-635-5274 or by email at [support@hbug.k12.il.us](mailto:support@hbug.k12.il.us).

### Current Issues in I-Star

ISBE is currently working on the following items in I-Star:

- Indicator 13
- Alphabetical List of *FACTS* report
- Students Active on Child Count reports
- Medicaid Reports

If you are experiencing issues with these items, please send an email to support at [support@hbug.k12.il.us](mailto:support@hbug.k12.il.us). When reporting these issues please include the user IWAS ID, Student SIS ID, and screen shots if applicable.

#### Dates to Remember

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

January 16, 2017 - Office Closed in Observance of Martin Luther King Birthday

Jan 31, 2017 - December 1 Child Count Due in I-Star



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Email your questions to client support at:  
[support@hbug.k12.il.us](mailto:support@hbug.k12.il.us)

## Client Support Assistance

To better assist our client needs, we are asking clients to include the following information when requesting client support for I-Star:

- Detailed description of issue
- Error # and description
- I-Star IWAS ID - Login Only NO PASSWORDS
- Student SIS ID
- Personnel IEIN

Due to the high call volume we are currently experiencing, we recommend sending an email to [support@hbug.k12.il.us](mailto:support@hbug.k12.il.us) for a faster response time.

## Event Registration

Registration for all events, both online and at location may now be found at the following link:

[Event Registration](#)

Date	Location	Name	Time
12/13/16	Online	I-Star Student Approvals Refresher/Q&A	9:00 AM - 10:30 AM
1/10/17	Online	I-Star Student Approvals Refresher/Q&A	9:00 AM - 10:30 AM

**Please note: If you are unable to attend a training in which you have registered, please refer to your registration email and click “cancel your registration” found at the bottom of the email.**

## Holiday Office Schedule

Harrisburg Project will be closed for Christmas Break from Friday, December 16, 2016 - Monday, January 2, 2017.

Normal office hours of 7:30 AM - 4:30 PM will resume on Tuesday, January 3, 2017.

**Email your questions to client support at:**  
[support@hbug.k12.il.us](mailto:support@hbug.k12.il.us)