

Please contact. . .	When you need help with. . .
<p>DISTRICT SECURITY MANAGER</p> <p>The “Obtain User Login Credentials” link on the iGrants home page opens to a page that includes a link to district security managers.</p>	<p>District personnel only</p> <ul style="list-style-type: none"> • Setting up new accounts • iGrants access/login issues • Changing EDS role assignments • Technical assistance with computer issues
<p>CUSTOMER SUPPORT</p> <p>(800) 725-4311, option #1 or (360) 725-4983 customersupport@k12.wa.us</p>	<p>All other organizations, including ESDs, nonprofits, colleges/universities, and OSPI staff</p> <ul style="list-style-type: none"> • Resolving login issues • Creating new EDS accounts • Changing EDS role assignments • Accessing other EDS applications
<p>OSPI PROGRAM CONTACTS</p> <p>See individual form package Profile Page for program manager contact information.</p>	<p>Program-related questions regarding:</p> <ul style="list-style-type: none"> • Application content • Timelines/deadlines • Budgets • Guidance on appropriate use of funds
<p>OSPI iGRANTS STAFF</p> <p>JAN BURT – (360)-725-6423 M-Th – 6:30am – 5:00pm</p> <p>MERCEDES ECKROTH – (360) 725-6286 M-F – 8:00am – Noon iGrants@k12.wa.us</p>	<p>Technical issues, e.g.,</p> <ul style="list-style-type: none"> • Data isn’t saving • A calculation isn’t working correctly • Trouble submitting a form package • A form package is not visible on list
<p>OSPI GRANTS MANAGEMENT/CLAIMS</p> <p>HOLLY HILL – (360) 725-6281 holly.hill@k12.wa.us</p> <p>MICHELLE SARTAIN – (360) 725-6282 michelle.sartain@k12.wa.us</p>	<p>All claims related questions</p> <p>NOTE: Even though the budget is created in iGrants, claims is a separate EDS system managed by grants management staff, not iGrants.</p>