

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