FPC WorkApp General Help Form

The Federal Program Compliance Division (FPC) utilizes the Smartsheet WorkApp system to automate and streamline the collection of LEA/ESC data and information for the various program monitoring processes conducted by the Division.

Users may use the FPC WorkApp General Help Form for assistance with any FPC WorkApp-related issues, including those that may concern incorrect or incomplete data submissions; inadvertent attachment uploads; and/or access issues. Users can click the link below or those with existing access can log into the FPC WorkApp system to submit a help form.

If users are experiencing issues with the Edgar Connect WorkApp, they will need to complete the help form available in the Edgar Connect WorkApp for assistance.

Instructions for Submitting a Help Form:

FPC WorkApp General Help Form
Link: https://app.smartsheet.com/b/form/1b6692e7ac864fc682e8855d7d293fe9

Screenshot of the Form in the WorkApp environment:

 FPC General Help Form
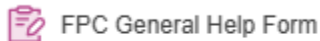
1. Select your organization; if you are an ESC or Fiscal Agent, select your ESC number from the pre-loaded options and continue with the form; if you are an LEA, select LEA; then select your region number, and select the LEA name and CDN that corresponds with your LEA from drop down list.

2. Continue filling out the fields. All the fields in the form contain help text that reference instructions for that field. Remember, those with a red asterisk ***** are required; the form will not allow you to submit if all the required fields have not been completed.

Contact Name *
Please include the name of the person TEA would contact to resolve the issue submitted.

Contact Email Address *
Please include the email address of the person TEA would contact to resolve the issue submitted.

Contact Telephone Number *
Please include the telephone number of the person TEA would contact to resolve the issue submitted.

+1 (___) ___-____

3. For the ESSA Program field – Select the ESSA Program that best corresponds with the issue.

ESSA Program *
Please select the ESSA Program that best corresponds with the issue being submitted.

Select

Title I, Part A
Title I, Part C
Title I, Part D
Title II, Part A
Title IV, Part A
Title V, Part B - REAP
Private Non-Profit School Equitable Services
Unsafe School Choice Option

4. For the TEA LEA WorkApp Project field – Select an option from the drop-down menu that contains a list of WorkApp tiles that apply to either LEAs or ESCs. If you are submitting a help form as an LEA, please select only WorkApp tiles that apply to your LEA, not those that apply to an ESC.

TEA LEA WorkApp Project *
Please select the TEA WorkApp Project for the issue being submitted. If you are experiencing issues with the EDGAR Connect WorkApp, please complete the help form in the EDGAR Connect WorkApp for assistance.

LEA Archives - Program Monitoring Validation WorkApp
LEA PNP Affirmations WorkApp
LEA Program Monitoring Validations WorkApp
LEA Title I, Part A SC5000 Review WorkApp
LEA Title IV, Part A LEA Special Data Collection WorkApp

5. For the Issue Category – Select the issue that best describes the issue you are experiencing.

Issue Category *
Please select the best Issue Category that corresponds to the issue being submitted.

Select ▾

Attachment Removal Request
Entering/Submitting Data
FPC WorkApp Project(s) Access
General FPC WorkApp Project Issue
Inaccurate Data Inquiry

6. For the Issue Comments – This section allows for those submitting a help form to add additional details about the issue that may help TEA resolve the issue best.

Issue Comment(s) *
Please provide any and all information related to the issue being submitted.

7. For the File Upload – This field is an additional option to provide any screenshots of the issue you are experiencing that may be clarify the issue for staff to assist in troubleshooting.

File Upload
Please upload any screen shots of the issue(s) you are experiencing that would be helpful for TEA staff to resolve your issue(s), if applicable.

Drag and drop files here or **browse files**

8. Copy of Responses Checkbox - If you wish to receive a copy of your help ticket, click the "send me a copy of my responses" checkbox and enter a valid, work-issued, or professional email address and click "Submit."

☑ Send me a copy of my responses

Email address

Submit

Please allow us time to review and resolve the issue referenced in the help form submitted. If you do not receive a response within five business days, please email us at ESSAsupport@TEA.Texas.gov.

Viewing Help Form Submissions in WorkApp

Once a help form is submitted, ESCs and LEAs may view the status of requests in the WorkApp if users have existing access. *Note: All data in the Dynamic Views are read-only and cannot be changed. If users notice information submitted needs a change, a new help form must be submitted to request the change(s).*
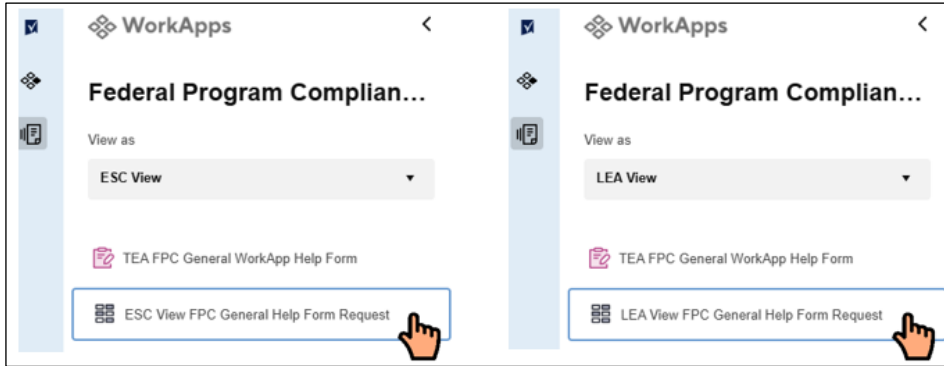
1. Log in to the Department of Grant Compliance and Administration WorkApp System using the link provided below. Various sign-in options to view information applicable to your ESC should be provided to you (as shown):
https://workapps.smartsheet.com/.

2. Locate and click on the Federal Program Compliance Division WorkApp Help Forms WorkApp Tile.
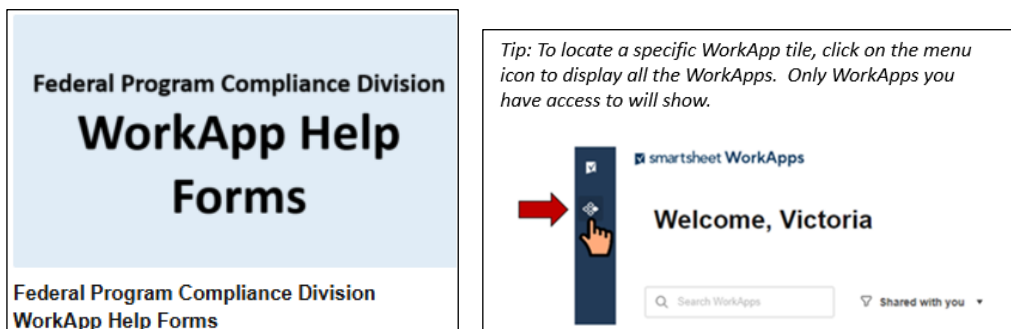
3. Click on the ESC View or LEA View link as shown below to view submitted Help Form WorkApp status requests. Requests submitted will appear to the right of the screen in the Details Data Tab in read-only form.

4. Sign out of the Department of Grant Compliance and Administration WorkApp System by clicking on the ⬤ icon located in the bottom left-hand corner of the window and selecting "Sign out."