

411 Webinar

April 30, 2025



IMS BUSINESS



ASCENDER Updates



Applied Updates: **9.0715 – 9.0815**

(also included some updates for TSDS reporting)

Purchasing

- **Purchasing > Reports > Purchase Order Reports**

- *REQ1450 – Print Purchase Orders and REQ1500 – Reprint Purchase Orders*

- Implemented system changes to improve performance issues when printing/re-printing purchase orders in Purchasing and Warehouse.

Warehouse

- **Warehouse > Reports > Warehouse Reports**

- *BWM1450 – Print Purchase Order Form and BWH1500 – Reprint Purchase Order Form*

- Implemented system changes to improve performance issues when printing/re-printing purchase orders in Purchasing and Warehouse.

Reminders



Things to Remember

Reminders



- **February 411 Webinar**
 - Quick Overview of Budget Process
- **March 411 Webinar**
 - Quick Overview & Reminders of Next Year Payroll Process

Reminders



- **Quarterly Reports for 1st Quarter (January - March)**
 - 941 and Unemployment reports
 - **Due on or before April 30th**

When To File Form 941

Your Form 941 is due by the last day of the month that follows the end of the quarter.

The Quarter Includes . . .	Quarter Ends	Form 941 Is Due
1. January, February, March	March 31	April 30
2. April, May, June	June 30	July 31
3. July, August, September	September 30	October 31
4. October, November, December	December 31	January 31

Reminders



- **April TRS Update**

- Includes info, reminders, and updates
- The TRS website has gotten a major makeover, so please note that things have moved around.

Reporting Employers

UPDATE

TEACHER RETIREMENT SYSTEM of TEXAS

Reminders



- **ASCENDER Next Year Payroll: Retiree Pension Surcharge Calculation**

- There is a known issue that Next Year Payroll is doubling the Retiree Pension Surcharge when calculating for Budget. **Please be sure to review reports!**

Example: Retired teacher earning \$54,540 annually (\$4,545 monthly), who is subject to the Retiree Pension Surcharge **should** be calculating for the Surcharge as follows:

$$\mathbf{\$4,545 \times 16.5\% = \$749.92 \text{ monthly}}$$

If they work a 10-month calendar, the amount that should be budgeted in object 6146 would be \$7,499.20 (\$7,500 when it rounds for Budget). If they work 12 months, the amount would be \$8,999.04 (\$9,000 when rounded). **Currently, ASCENDER is calculating \$14,998.40 or \$17,998.08, respectively.**

- Note: The Retiree Care Surcharge, where applicable, (\$535 set in their Deduction screens) appears to be calculating correctly.

Reminders



- **Mask Crosswalk Tips & Best Practices**
 - *Finance OR Budget > Utilities > Mass Change Account Codes > Mask Crosswalk*
 - **Make an export (backup) prior to running a Mask Crosswalk.**
 - Before entering data on the Mask Crosswalk screen, make sure to click on the **Reset** button before proceeding.
 - **Important:** If a crosswalk is processed in Finance, at some point the same crosswalk also needs to be processed in Budget and vice versa. This ensures the information in both applications stays aligned with the other.
 - **Important:** Always keep (*print and/or save*) a copy of the report that is populated when running the Mask Crosswalk process. This is important for your records and your auditors. This report **CANNOT** be reprinted or re-run at a later time.

Reminders



• Budget Account Codes for PEIMS Reporting

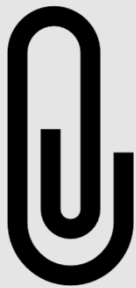
- Address account codes that caused fatal errors during Fall PEIMS or Midyear PEIMS.
- Remember, if account codes were updated in Finance but Budget wasn't, these same accounts may end up back in Finance.
 - It's important to delete account codes that caused fatalities during PEIMS in Budget in File ID N (Step 18). Otherwise, those account codes can potentially move back to Finance and create issues again.
 - These account codes can be accessed in prior file IDs in Budget if needing to reference historical data.
- Be sure to review the PEIMS-related reminders from the Budget Process guide (listed below):

- Need a line for 5829 - Matching State Funds for 5829 for 410 and for 101, 240 or 701.
- At least one record with an amount >\$0 that is coded to function 13 - instructional staff development.
- At least one record with an amount >\$0 that is coded to function 12, object 6100-6600 - instructional resources and media services.
- At least one record with an amount >\$0 that is coded to function 31-33, object 6100-6600 - guidance, counseling, evaluation services or social work services or health services.
- At least one record with object code 6212 - audit services.
- If function code is 41, then org code should be 701-703, 720, 750 or 751.
- If org code is 701-750, then function code should be 41, 53 or 99.
- (This does not apply to nonprofit charter schools.) At least one account code with object code 6491 - Statutorily Required Public Notices.

- Also note that PICs 32, 34, and 35 should no longer be used. These need to have been attributed to other available PICs.

Reminders

TSDS Summer PEIMS Submission



- Submission Due: **June 20th**
- Resubmission Due Date: **July 17th**

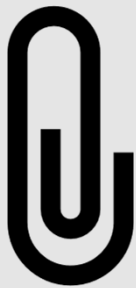
TSDS ECDS-PreK Submission

- The following C207 PKTeacherRequirement descriptor table values have been **added**:
 - **98** – Be employed as a prekindergarten teacher in a school district with no additional high-quality prekindergarten qualification
 - **99** – Contract Entity – employed as a prekindergarten teacher in a school district with no additional high-quality prekindergarten qualifications

Table ID	Name	Date Issued	Date Updated
C207	PKTeacherRequirement	03/01/2016	03/01/2024
Descriptor	Short Description	Long Description	



TSDS ECDS-PreK Submission



• PK Teacher Requirement Codes

- *Personnel > Tables > Credential > Teaching Specialization*
- Review and update table as needed

Tables > Credential Personnel

Save

MAJOR / MINOR COLLEGE CODE CERTIFICATION TYPE SPECIALTY AREA **TEACHING SPECIALIZATION** SERVICE RECORD NOTES

Retrieve Print

Delete	Teaching Spec Code	Teaching Description	PEIMS PK Teacher Requirement
	P98	P98	98 PK teacher in a school district no additional HQPK Qualification
	PK1	PK1	01 Certification offered through an AMI or MACTE accredited center
	PK2	PK2	
	PK3	PK3	03 Employed as PK teacher in district where PK prof development is met
	PK4	PK4	
	PK5	PK5	05 A Child Development Associate (CDA) credential
	PK6	PK6	06 Documented completion of the TSR Comprehensive
	PK7	PK7	07 A degree in early childhood education or a related field
	PK8	PK8	08 8+ yrs tchg exp natl accredited child care pgm or Texas Rising Star Pgm

01 Certification offered through an AMI or MACTE accredited center
03 Employed as PK teacher in district where PK prof development is met
05 A Child Development Associate (CDA) credential
06 Documented completion of the TSR Comprehensive
07 A degree in early childhood education or a related field
08 8+ yrs tchg exp natl accredited child care pgm or Texas Rising Star Pgm
09 Contract Entity-2+ yrs tch natl child care pgm/TXRisingStar & CDA/TEA appd EC cred
10 Contract Entity-2+ yrs tch natl child care pgm/TXRisingStar & cert aced AMIMACTE
11 Contract Entity-Employd PK teacher that met specific Pre-K prof develop reqmnts
12 Contract Entity-A degree in early childhood education or a related field
13 Contract Entity-4+ yrs tchg exp natl accreditd child care pgm or TX Rising Star Pgm
98 PK teacher in a school district no additional HQPK Qualification
99 Emp PK teacher in LEA no additional HQPK Qualification

TSDS ECDS-PreK Submission

ASCENDER
ELEVATING TECHNOLOGY SOLUTIONS

Maintenance > Staff Demo

Personnel

Save

Employee: Retrieve Directory

DEMOGRAPHIC INFORMATION CREDENTIALS VERIFICATION INSURANCE SERVICE RECORD RESPONSIBILITY

Education

Delete	College	Year	Major	Minor
No Rows				

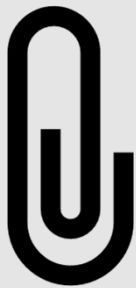
Refresh College

Certification

Delete	Certification Type	Date	Specialty Area	Teaching Specialization	Date Expire	Exp. Yr
<input type="checkbox"/>	S Standard	09-16-2016		PK3 - PreK	00-00-0000	

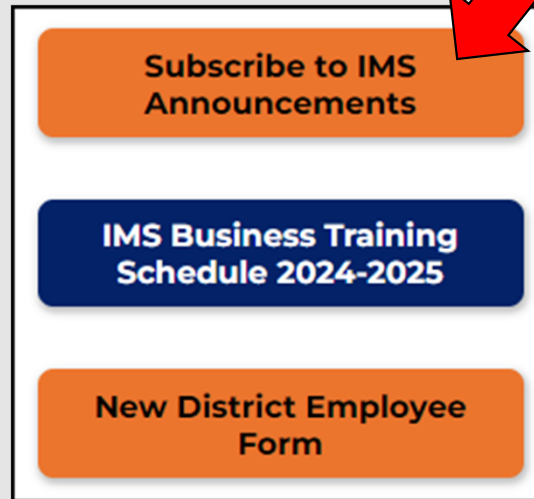
- Submission Due: June 26th
- Important Reminder:
 - Review/update Teaching Specialization information for PK teachers only.
 - *Personnel > Maintenance > Staff Demo > Credentials*

Other TSDS Due Dates



- **TSDS SELA Submission Due:**
 - June 26th
- **TSDS Child Find Submission Due:**
 - July 31st

Reminders



- **Subscribe to IMS Announcements**

- Log into the IMS Business Homepage
- Click on **Subscribe to IMS Announcements**, fill out form, and submit

Reminders



- **New District Employee Information Form**
 - Let us know about new employees or changes in staff who use ASCENDER
 - Log into the IMS Business Homepage
 - Click on **New District Employee Form**, fill out form, and submit

Upcoming Trainings



Webinars & In-Person

2024-2025 IMS Business Trainings

IMS Business » Training

Training

- IMS Business
- Announcements
- Training**
- Documentation
- 411 Webinar
- Helpful Links
- Support



- IMS Home
- IMS Business
- IMS Student
- IMS TSDS

Use the session links in the document below to register for upcoming trainings

[2024-2025 Business Training List](#)

To request an ASCENDER Business Training Recording, please complete the form below.

[Business Training Recording Request Form](#)

[Subscribe to IMS Announcements](#)

[IMS Business Training Schedule 2024-2025](#)



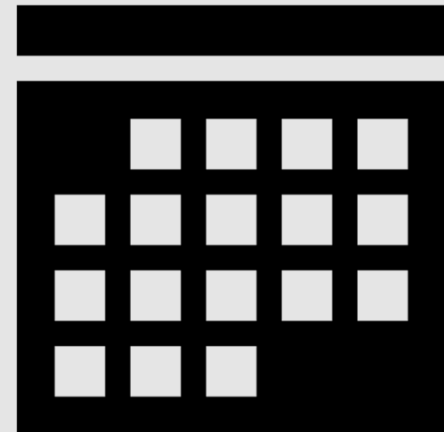
IMS Business Trainings September 2024-August 2025

411 webinars are recorded and posted on the IMS Business page.
Zoom trainings are recorded and available upon request by completing the Business Training Recording Request Form on the IMS Business Training Page.

Session Link	Date	Start	End	IMS Business Trainings
1000007	8/13/24	1:00 PM	2:00 PM	TSDS Upgrade Project for Business Office Staff (Zoom)
1000008	8/13/24	1:00 PM	2:00 PM	Monthly TSDS Upgrade Project Webinar (Zoom)
1000009	8/20/24	10:00 AM	12:00 PM	Monthly 411 Webinar (Zoom)
1000010	8/20/24	9:00 AM	11:00 AM	Business New User Overview (Zoom)
1000011	8/20/24	9:00 AM	11:00 AM	Purchasing - New User Overview (Zoom)
1000012	10/13/24	1:00 PM	2:00 PM	Monthly TSDS Upgrade Project Webinar (Zoom)
1000013	10/23/24	9:00 AM	9:00 PM	Personnel & Payroll New User Training - Day 1 of 2
1000014	10/23/24	9:00 AM	9:00 PM	Personnel & Payroll New User Training - Day 2 of 2
1000015	10/30/24	10:00 AM	12:00 PM	Monthly 411 Webinar (Zoom)
1000016	11/12/24	9:00 AM	11:00 AM	Finance - New User Session 1 (Zoom)
1000017	11/19/24	9:00 AM	11:00 AM	Finance - New User Session 2 (Zoom)
1000018	11/26/24	10:00 AM	12:00 PM	Monthly 411 Webinar (Zoom)
1000019	11/26/24	1:00 PM	2:00 PM	Monthly TSDS Upgrade Project Webinar (Zoom)
1000020	12/10/24	9:00 AM	11:00 AM	W-2 Processing (Zoom)
1000021	12/10/24	1:00 PM	3:00 PM	W-2 Processing (Zoom)
1000022	12/10/24	10:00 AM	12:00 PM	Monthly 411 Webinar (Zoom)
1000023	12/10/24	1:00 PM	2:00 PM	Monthly TSDS Upgrade Project Webinar (Zoom)
1000024	1/20/25	10:00 AM	12:00 PM	Monthly 411 Webinar (Zoom)
1000025	1/20/25	10:00 AM	12:00 PM	Monthly TSDS Upgrade Project Webinar (Zoom)
1000026	2/10/25	10:00 AM	12:00 PM	Monthly 411 Webinar (Zoom)
1000027	3/6/25	9:00 AM	11:00 PM	Budget Process & Next Year Payroll Process
1000028	3/20/25	10:00 AM	12:00 PM	Monthly 411 Webinar (Zoom)
1000029	4/30/25	9:00 AM	11:00 AM	Business Tips, Tricks and Reminders (Zoom)
1000030	4/30/25	9:00 AM	9:00 PM	Personnel & Payroll New User Training - Day 1 of 2
1000031	4/30/25	9:00 AM	9:00 PM	Personnel & Payroll New User Training - Day 2 of 2
1005060	4/30/25	10:00 AM	12:00 PM	Monthly 411 Webinar (Zoom)
1005061	5/21/25	10:00 AM	12:00 PM	Monthly 411 Webinar (Zoom)
1005062	5/22/25	9:00 AM	11:00 AM	Creating Service Records (Zoom)
1005063	6/18/25	9:00 AM	12:00 PM	EOY Processes for June Fiscal Year Ends (Zoom)
1005067	7/17/25	9:00 AM	12:00 PM	District Administration & Security Administration (Zoom)
1005146	7/23/25	9:00 AM	3:00 PM	EmployeePortal Training: Overview and Set Up
1005151	8/6/25	9:00 AM	4:00 PM	EOY Processes for End of Fiscal School Year Training
1005064	8/27/25	10:00 AM	12:00 PM	Monthly 411 Webinar (Zoom)

411 Webinars (10:00am)

- **May 21st**
 - Session #: [1005061](#)
- **August 27th**
 - Session #: [1005064](#)



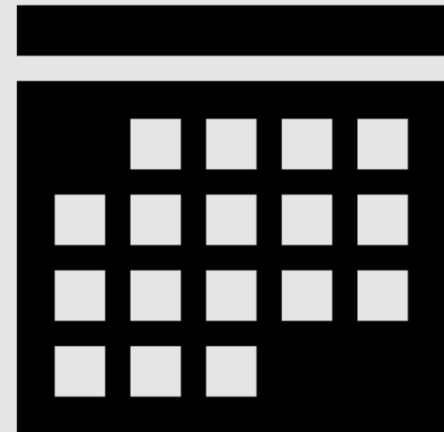
IMS Business Training (Zoom)



- Creating Service Records
 - **May 22nd @ 9:00am-11:00am**
 - Session #: [1005062](#)

IMS Business Training (Zoom)

- EOY Processes for June Fiscal Year-Ends
 - **June 18th @ 9:00am-12:00pm**
 - Session #: [1005063](#)



Spotlight

Review Step 3 of Budget Process

Compare Budget and Finance Account
Code Amounts



Step 3 of Budget Process



- Reminder: This step involves reviewing data in Budget to create the latest historical File ID and comparing it to Finance amounts.
- If any amounts in Budget are not correct, they need to be updated to match what is in Finance. **The amounts in Budget must match Finance because the Finance data has been audited and is correct.**
- Our review of this step will cover how to look for and how to update amounts when they are incorrect in Budget to ensure accuracy of the historical File ID.

Generate Finance Report



- In File ID 4 - Finance > Inquiry > General Ledger Inquiry

Date Run: 04-30-2025 7:53 AM
 Cnty Dist: 100-006
 Processed Current (08) Next (08)

Summary Information for All Accounts
 TEXAS ISD
 199 XX XXXX XX XXX 4 XX X XX

Page: 1 of 1
 File ID: 4

Fund/Yr	Estimated	Realized	Appropriation	Encumbrance	Expenditure	Balance
199 4 1XXX						11,716,425.41
						9,951,095.60
						-24.62
5XXX	24,523,068.00	-24,481,744.15				41,323.85
	25,359,374.00	-24,782,244.69				577,129.31
	25,359,374.00	-24,782,244.69				577,129.31
6XXX			-24,523,068.00	29,968.34	21,069,745.93	-3,423,353.73
			-25,403,068.00	24.62	24,500,517.13	-902,526.25
			-25,403,068.00	24.62	24,500,517.13	-902,526.25
7XXX	0.00	-43,694.00				-43,694.00
						0.00

Finding Incorrect Amounts



- Once it has been determined which overall amounts are not matching to Finance, you must check more specifically to find what amounts need to be updated in Budget.
- **A new Budget Inquiry and a new Finance Inquiry will need to be generated to determine specifically which account codes are not matching.**
 - When running these more specific reports, run by fund and object code (but mask the last 2 digits of the object code – 61XX, 62XX, etc.)
- Differences could be in budgeted revenue and realized revenue OR in budgeted expenditure appropriations and expenditure actuals.
- Once the differences are identified, they will be corrected on the *Budget > Maintenance > Budget Data – Approved* tab.

Finding Incorrect Amounts



- In File ID N - Budget > Inquiry > Budget Account Codes Inquiry - **Summary** option

Date Run:		Account Code Inquiry - Summary			
Cnty Dist: 100-006		TEXAS ISD			
		199 11 6119 XX 001 X XX X XX			
		2022 - 2023	2023 - 2024	2023 - 2024	2023 - 2024
		Last Yr Closing	This Yr Original	This Yr Amend	This Yr Actual
Fund Description		Amt	Budget	Budget	Amt
Fund: 199/5 GENERAL OPERATING					
199-11-6119.00-001-511000	PROFESSIONAL SALARIES	2,290,315.67	2,576,105.00	2,521,585.00	2,710,427.68
199-11-6119.00-001-522000	PROFESSIONAL SALARIES	419,163.71	294,171.00	294,171.00	398,001.49
199-11-6119.00-001-523000	PROFESSIONAL SALARIES	160,268.72	210,310.00	210,310.00	205,407.06
199-11-6119.00-001-524000	PROFESSIONAL SALARIES	427,117.18	379,490.00	379,490.00	163,682.16
199-11-6119.00-001-528000	PROFESSIONAL SALARIES	163,853.58	151,602.00	151,602.00	136,436.36
61XX	PAYROLL EXPENSE	3,460,718.86	3,611,678.00	3,557,158.00	3,613,954.75
6XXX	PAYROLL EXPENSE	3,460,718.86	3,611,678.00	3,557,158.00	3,613,954.75
Totals for 199 / 5					
	Fund Balance	0.00	0.00	0.00	0.00
	Estimated Revenues	0.00	0.00	0.00	0.00
	Other Resources	0.00	0.00	0.00	0.00
	Appropriations	3,460,718.86	3,611,678.00	3,557,158.00	3,613,954.75
	Other Uses	0.00	0.00	0.00	0.00

Finding Incorrect Amounts



- In File ID 4 - Finance > Inquiry > General Ledger Inquiry > GL Account Summary (2nd tab)

Date Run: Inquiry Information for Expenditure Accounts
Cnty Dist: 100-006 TEXAS ISD Page: 1 of 1
Processed Current (08) Next (08) 199 11 6119 XX 001 X XX X XX File ID: 4

Account Number	Description	Est Revenue/ Appropriation	Encumbrance	Rlzd Revenue/ Expenditure	Balance
199 11 6119 00 001 4 11 0 00	PROFESSIONAL SALARIES	-2,521,585.00	0.00	2,710,427.68	188,842.68
199 11 6119 00 001 4 22 0 00	PROFESSIONAL SALARIES	-294,171.00	0.00	484,037.47	189,866.47
199 11 6119 00 001 4 23 0 00	PROFESSIONAL SALARIES	-210,310.00	0.00	205,407.06	-4,902.94
199 11 6119 00 001 4 24 0 00	PROFESSIONAL SALARIES	-379,490.00	0.00	163,682.16	-215,807.84
199 11 6119 00 001 4 28 0 00	PROFESSIONAL SALARIES	-151,602.00	0.00	136,436.36	-15,165.64
Totals:		-3,557,158.00		3,699,990.73	142,832.73

Addressing Incorrect Amounts



- After difference(s) have been found by comparing the **Budget Account Codes Inquiry** to the **General Ledger Inquiry**, the accounts with differences need to be updated in the Budget application.
- In the **Budget > Maintenance > Budget Data** screen, select the **Approved** Tab and click on the spyglass.

REQUESTED RECOMMENDED APPROVED

Account Code:

Delete	Lock	Note	Details	Account Code	Next Yr Requested	Next Yr Recommend	Next Yr Approved	Description
<input type="button" value="🗑️"/>	<input type="button" value="N"/>	<input type="button" value="N"/>	<input type="button" value="🔍"/>	<input type="text" value="199"/> <input type="text" value="11"/> <input type="text" value="6119"/> <input type="text" value="00"/> <input type="text" value="001"/> <input type="text" value="5"/> <input type="text" value="22"/> <input type="text" value="0"/> <input type="text" value="00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="459,051.00"/>	<input type="text" value="PROFESSIONAL SALARIES"/>
				Total:	0.00	0.00	-459,051.00	

[Refresh Description](#) [Refresh Totals](#) [Duplicate Record](#)

Amount Before Correction



- In File ID N - Budget > Maintenance > Budget Data – **Approved** tab

REQUESTED RECOMMENDED **APPROVED**

Account Code: 199-11-6119.00-001-X-22-0-00

Delete **Lock** Note Details

[Refresh Description](#) [Refresh Totals](#) [Duplicate](#)

Budget Data Details

199-11-6119.00-001-5-22-0-00 PROFESSIONAL SALARIES

Last Yr Closing Amt (2022 - 2023)	This Yr Original Budget (2023 - 2024)	This Yr Amend Budget (2023 - 2024)	This Yr Actual Amt (2023 - 2024)
<input type="text" value="419,163.71"/>	<input type="text" value="294,171.00"/>	<input type="text" value="294,171.00"/>	<input type="text" value="398,001.49"/>

School Year: 2024 - 2025

Next Yr Requested: 0.00

Next Yr Recommend: 0.00

Next Yr Approved:

Lock Flag: N

Description:

Corrected Amount



- In File ID N - Budget > Maintenance > Budget Data – **Approved** tab

REQUESTED RECOMMENDED **APPROVED**

Account Code:

Delete Lock Note Details

[Refresh Description](#) [Refresh Totals](#) [Duplicate](#)

Budget Data Details

199-11-6119.00-001-5-22-0-00 PROFESSIONAL SALARIES

Last Yr Closing Amt (2022 - 2023)	This Yr Original Budget (2023 - 2024)	This Yr Amend Budget (2023 - 2024)	This Yr Actual Amt (2023 - 2024)
<input type="text" value="419,163.71"/>	<input type="text" value="294,171.00"/>	<input type="text" value="294,171.00"/>	<input type="text" value="484,037.47"/>

School Year: **2024 - 2025**

Next Yr Requested: **0.00**

Next Yr Recommend: **0.00**

Next Yr Approved:

Lock Flag: **N**

Description:

Budget Report with Corrected Amount



- In File ID N - Budget > Inquiry > Budget Account Code Inquiry

Date Run: 04-30-2025 9:03 AM
 Cnty Dist: 100-006

Account Code Inquiry - Summary
 TEXAS ISD
 199 11 6119 XX 001 X XX X XX

Fund Description	2022 - 2023 Last Yr Closing Amt	2023 - 2024 This Yr Original Budget	2023 - 2024 This Yr Amend Budget	2023 - 2024 This Yr Actual Amt
Fund: 199/5 GENERAL OPERATING				
199-11-6119.00-001-511000 PROFESSIONAL SALARIES	2,290,315.67	2,576,105.00	2,521,585.00	2,710,427.68
199-11-6119.00-001-522000 PROFESSIONAL SALARIES	419,163.71	294,171.00	294,171.00	484,037.47
199-11-6119.00-001-523000 PROFESSIONAL SALARIES	160,268.72	210,310.00	210,310.00	205,407.06
199-11-6119.00-001-524000 PROFESSIONAL SALARIES	427,117.18	379,490.00	379,490.00	163,682.16
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61XX PAYROLL EXPENSE	3,460,718.86	3,611,678.00	3,557,158.00	3,699,990.73
6XXX PAYROLL EXPENSE	3,460,718.86	3,611,678.00	3,557,158.00	3,699,990.73
Totals for 199 / 5				
Fund Balance	0.00	0.00	0.00	0.00
Estimated Revenues	0.00	0.00	0.00	0.00
Other Resources	0.00	0.00	0.00	0.00
Appropriations	3,460,718.86	3,611,678.00	3,557,158.00	3,699,990.73
Other Uses	0.00	0.00	0.00	0.00

Matches Finance Report



- In File ID 4 - Finance > Inquiry > General Ledger Inquiry

Date Run: Inquiry Information for Expenditure Accounts
Cnty Dist: 100-006 TEXAS ISD Page: 1 of 1
Processed Current (08) Next (08) 199 11 6119 XX 001 X XX X XX File ID: 4

Account Number	Description	Est Revenue/ Appropriation	Encumbrance	Rlzd Revenue/ Expenditure	Balance
199 11 6119 00 001 4 11 0 00	PROFESSIONAL SALARIES	-2,521,585.00	0.00	2,710,427.68	188,842.68
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199 11 6119 00 001 4 23 0 00	PROFESSIONAL SALARIES	-210,310.00	0.00	205,407.06	-4,902.94
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199 11 6119 00 001 4 28 0 00	PROFESSIONAL SALARIES	-151,602.00	0.00	136,436.36	-15,165.64
Totals:		-3,557,158.00		3,699,990.73	142,832.73

Helpful Links

- [April TRS Update](#)
- [February 411](#) – 32:00 mark
- [March 411](#) – 21:00 mark
- [Budget Process Guide](#)
- [Next Year Payroll Process Guide](#)
- [Next Year Payroll Process Quick Checklist](#)
- 24-25 IMS Business Trainings [Link](#)
- **Submit a support request via [ESC-16 ASCENDER Ticket System](#)**
- **IMS Business Training Request Form [Link](#)**
 - This is to request any recorded business webinar trainings other than 411 webinars.
- **Subscribe to [IMS Announcements](#)**
- **Submit a [New Employee Form](#)**



Thank you
for attending!



Need assistance?

Please enter an ESC 16-ASCENDER Ticket [here](#).

This link can be found on all areas (Business, Student, TSDS/PEIMS pages) of the IMS website as well.

Reminders



ESC-16 ASCENDER Ticket System

- Please submit any ASCENDER issues via this ticket system. If you are having trouble getting logged in, please reach out to Jill Thurston at jill.thurston@esc16.net.
- In the ticket summary (title), put a brief description of the issue. Then, in the description (body), put the detail of what issue(s) you are experiencing. It is helpful if you include as much detail as you can in this area.
- If possible, add screenshots as this aids in troubleshooting.
- Please remember that if a ticket is in a **Waiting for Customer** status for 7 days, the ticket automatically resolves.