

CONTACT GUIDE: WHO TO GO FOR WHAT YOU NEED AT SDP (Updated August 2025)

I HAVE A QUESTION ABOUT....

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- [Instruction, Curriculum, & Teaching All Students](#)
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Technology & Instructional Technology

I have a question about...	I should...
<i>Using technology, digital learning tools, SMART Boards, Lumio, Google Workspace for Education, digital literacy with students.</i>	<ol style="list-style-type: none"> 1) Review resources and FAQs on the Teacher Support - Instructional Technology webpage. 2) Email edtech@philasd.org
<i>a general computer issue or information technology problem, including login</i>	<ol style="list-style-type: none"> 1) Visit The I.T. Help Desk website 2) Submit a Help Desk ticket (stepper). 3) Email helpdesk@philasd.org or call the I.T. Help Desk at 215-400-5555
<i>getting my SDP employee laptop fixed</i>	<ol style="list-style-type: none"> 1) Visit the Computer Management website for more information under Employee Laptops. 2) Submit a Help Desk ticket (stepper here). 3) Email helpdesk@philasd.org or call the I.T. Help Desk at 215-400-5555
<i>Using the Student Information System (SIS)</i>	<ol style="list-style-type: none"> 1) Visit the Student Information System website for resources by module, access by HR titles and RAD roles, and the SIS Training Calendar. 2) Submit a Help Desk ticket (stepper here). 3) Email helpdesk@philasd.org or call the I.T. Help Desk at 215-400-5555
<i>Using Kronos to sign-in to work</i>	<ol style="list-style-type: none"> 1) Review the Kronos page on the ERP Help Desk. 2) Submit a Help Desk ticket (stepper here). 3) Email helpdesk@philasd.org or call the I.T. Help Desk at 215-400-5555

Instruction, content, and teaching all students in my classroom

I have a question about...	I should...
<i>my content area, the curriculum, and how to teach it</i>	<ol style="list-style-type: none"> 1) Visit the Curriculum & Instruction website to find resources in your content area. 2) Leverage the Instructional Planning webpage to get started!
<i>supporting Diverse Learners in my classroom</i>	<ol style="list-style-type: none"> 1) Visit the Diverse Learners website to review policies and resources 2) Email specializedservices@philasd.org for more information about special education & related services.
<i>supporting English Learners in my classroom</i>	<ol style="list-style-type: none"> 1) Visit the Multilingual Curriculum & Programs website, which includes the ELD Instructional Guide and EL Point / Educator Resource Hub. 2) Contact your multilingual manager using their directory.
<i>when my students will be assessed.</i>	<ol style="list-style-type: none"> 1) Review the Academic Calendar, the Assessment webpage, and check with your school leader. 2) Send any additional questions to assessment@philasd.org.

Use the email account to ask questions about....	Email address	Office
supporting <i>Pre-K students</i>	oece@philasd.org	Office of Early Childhood Education
supporting <i>English Learners (ELs) and Dual Language Learners (DLLs), ELD, & SLA content and teaching</i>	multilingual@philasd.org	Office of Multilingual Curriculum and Programs
<i>science content & teaching</i>	science@philasd.org	Office of Curriculum & Instruction
<i>math content & teaching</i>	math@philasd.org	Office of Curriculum & Instruction
<i>social studies content & teaching</i>	socialstudies@philasd.org	Office of Curriculum & Instruction
<i>ELA content & teaching</i>	ela@philasd.org	Office of Curriculum & Instruction
<i>art, music, dance, theater content & teaching</i>	arts@philasd.org	Office of Curriculum & Instruction
<i>world language content & teaching</i>	worldlanguages@philasd.org	Office of Curriculum & Instruction
<i>health & physical education content & teaching</i>	healthphysed@philasd.org	Office of Curriculum & Instruction

Supporting Students & Families

I have a question about...	I should...
<i>Supporting families with contacting school-based and central office staff</i>	<ol style="list-style-type: none"> 1) Find relevant contact information on Get Help: Connect with the School District of Philadelphia – Family & Community Engagement. 2) Encourage them to call the main District Call Center 215-400-4000, email ask@philasd.org, or visit the Welcome Center at 440 N Broad Street.
<i>Supporting families with Chromebooks & tech</i>	<ol style="list-style-type: none"> 1) Visit the Family Resources webpage for more information. 2) Call 215-400-4444. If the family does not speak English, they'll reach an interpreter.
<i>Supporting Immigrant & Refugee Families</i>	Access the Immigrant & Refugee toolkit from the Immigrant Resource webpage .
<i>Sharing mental health resources</i>	Review the support on the Office of Prevention and Intervention webpage .
<i>Student Rights & Responsibilities / School Climate & Culture at SDP</i>	<ol style="list-style-type: none"> 1) Review programs & services on the Student Rights and Responsibilities webpage. 2) Review the resources and FAQs on the School Climate and Culture webpage. 3) For more specific questions, use the email accounts in the table below:

Use the email account to ask questions about....	Email address	Office
attendance and truancy policies, and procedures.	attendanceandtruancy@philasd.org	Student Rights & Responsibilities
enrollment procedures and guidance on placement	osep@philasd.org	Student Enrollment & Placement
student health and nurses	studenthealth@philasd.org	Student Health Services
restorative practices, PBIS, school climate & culture	schoolclimate@philasd.org	School Climate and Culture
behavioral health, mental health, trauma, universal screening	preventionandintervention@philasd.org	Prevention and Intervention
Section 504	504information@philasd.org	Prevention and Intervention
STEP program	stepibhs@philasd.org	Prevention and Intervention
PD led by the Office of Student Support Services.	supportiveenvironments@philasd.org	Student Support Services

Certifications, Clearances, HR, & the Office of Talent

I have a question about...	I should...
<i>Onboarding to SDP</i>	<ol style="list-style-type: none"> 1) Complete the steps on the Required Hiring Documents webpage 2) If you need support with your onboarding please submit your question via Let's Talk or attend virtual office hours held on Monday, Tuesday, and Thursday from 1-2 PM. 3) Visit the Onboarding for Benefits webpage and email benefits@philasd.org with questions about benefits
<i>Support from the Office of Talent</i>	<p>Applying for internal jobs, payroll, certifications and salary upgrades, benefits, etc?</p> <ul style="list-style-type: none"> - Visit the Office of Talent's Employee Support Services webpage, which has a comprehensive list of links & resources about payroll, benefits, hiring, etc.
<i>Evaluations at SDP</i>	<ol style="list-style-type: none"> 1) Review the resources on the Effectiveness website. 2) Email effectiveness@philasd.org with any questions you may have.
<i>Resources for Mental Health & Well-being</i>	Visit the Wellness webpage on the Benefits webpage, where you can learn about resources for counseling, mental health, and the Employee Assistance Program.
<i>Certification & Salary & Act 48</i>	<ol style="list-style-type: none"> 1) Visit the Office of Talent's webpage for Classification & Compensation 2) If you have additional questions: <ol style="list-style-type: none"> a) about salary increases, email salary@philasd.org. b) about your Act 48 credits and certification, email act48@philasd.org.
<i>PDE 338 form / Level II Work Verification</i>	<ol style="list-style-type: none"> 1) Send the form to compliance@philasd.org

<p><i>Loan forgiveness work verification</i></p>	<p>Visit the Loan Forgiveness and Tuition Discount page on the Employee Relations webpage. Processing can take up to 10 business days and once complete, the form will be sent back to you electronically using the email address you have provided.</p> <ul style="list-style-type: none"> • Electronic DocuSign Form: Send to Laura Nguyen at Inguyen@philasd.org. • Email: (Paper forms only) to compliance@philasd.org • Mail to: The School District of Philadelphia, Educational Center – Certification Office, 440 North Broad Street, Suite 222, Philadelphia, PA 19130 • Hand-deliver: Certification Office, Suite 222 (2nd floor, Portal D, HR Service Window) between 8:30am – 4:30pm Monday – Friday.
<p><i>Clearances</i></p>	<ol style="list-style-type: none"> 1) Visit the Office of Employee Records’s webpage on Clearances & Screening for information about background checks, fingerprinting, and next steps. 2) Email clearances@philasd.org with questions or email submissions.

Professional Development

I have a question about...	I should...
<i>professional development opportunities</i>	<ol style="list-style-type: none"> 1) Visit the Employee Development webpage. 2) Email professionaldevelopment@philasd.org
<i>Using PowerSchool to register for PD or check your transcript</i>	<ol style="list-style-type: none"> 1) Visit the PowerSchool Steppers and Screencasts webpage. 2) Email powerschoolhelp@philasd.org
<i>the 20 hours required for paraprofessionals</i>	<ol style="list-style-type: none"> 1) Visit the Paraprofessionals webpage from the Office of Diverse Learners 2) Email paraquestions@philasd.org

Purchasing & Procurement

I have a question about...	I should...
<i>the purchasing process</i>	<ol style="list-style-type: none"> 1) Visit the Procurement website for employees 2) Email purchasing@philasd.org
<i>using the Enterprise Resource Planning (ERP) system to purchase from District vendors</i>	<ol style="list-style-type: none"> 1) Visit the ERP Help website, which includes guidelines, FAQs, a training calendar, and additional resources for using the ERP system. 2) For training support, email purchasing@philasd.org. 3) With specific questions, contact: <ol style="list-style-type: none"> a) your Accounting Control Compliance Monitor (ACCM) for operating purchases. b) your Grant Compliance Monitor (GCM) for grants-based purchases.
<i>processing payments & reimbursements</i>	<ol style="list-style-type: none"> 1) Visit the Accounts Payable website for policies, forms, and FAQs 2) Email accountspayable@philasd.org
<i>directing suppliers to register with SDP</i>	<ol style="list-style-type: none"> 1) Direct them to follow the directions in the supplier portal. 2) Email oraclesupplier@philasd.org.