

LAUNCH for Students (LFS) — FAQ

This LAUNCH for Students (LFS) FAQ provides clear, consistent answers to the most common questions that may arise during LFS implementation. It is organized by topic to help users quickly locate guidance, troubleshoot effectively, and confidently support students, advisors, and families.

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Document Notice: The LAUNCH for Students (LFS) platform is being implemented in phases throughout the 2026-2027 school year. This FAQ is a living document and is subject to change based on future rollout phases, the deployment of system enhancements, or updates to state policy.

To ensure you have the most current guidance and support, we recommend checking back via this link at least quarterly, coinciding with the implementation milestones and key tasks outlined in the LFS [Year-at-a-Glance](#) document.

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Initial Student Registration & Account Creation

Q: What will students need to activate their LFS account?

Students need three things to initially log into their LFS account:

- School email
- Triand ID, also called State Reporting ID or State Student ID
- State-generated Student Access code

Q: Where do students locate their Triand ID and access code?

TRIAND IDs and student access codes will be provided via the following chain:

- ADE IT → [Superintendent's Digital Locker](#) → District-Level Facilitator → School-Level Facilitator → Advisors → Students.
- Access codes may also be located in the LFS Advisor Dashboard. See step-by-step instructions [here](#).

Q: What if a student never received their access code?

If an advisor learns that a student's access code is missing, they will contact the [School-Level LFS Facilitator](#) to report it. As needed, follow the [support escalation process](#).

Q: Where can the advisor find access codes for students?

Any advisor can easily access student access codes. View this step-by-step video (there is no audio, just a visual guide): [Student LFS Access Codes](#) from the LFS Advisor Dashboard. You may also find step-by-step instructions for locating student access codes [here](#).

Account Access Common Issues

Q: Why are some counselors, principals, career coaches, or other school or district-level advisors and facilitators unable to log in or become stuck in a password-reset loop?

This issue is almost always caused by a **mismatch between eFinance and eSchool building/location codes**. LFS uses *both* systems to determine whether someone should have access and which students or schools they can see. If the **Location** in eFinance doesn't match an active **Building Code** in eSchool, the system cannot correctly assign the School- or District-Level Facilitator or Advisor roles, which leads to login failures, looping password resets, or missing roles in the context switcher.

Q: How does LFS determine advisor access?



These roles come **directly from eSchool** and require a student link:

- Teachers (via courses)
- Counselors (via Counselor field)
- Advisors (via Advisor field; remember, this is **NOT** the same thing as being an LFS Advisor. All staff with a district email address and an association with students are considered LFS Advisors).

These roles come from **eFinance**, not eSchool:

- Principals
- Assistant Principals
- Counselors (School-Level Advisor or Facilitator role)
- Superintendents
- Career Coaches
- LFS Facilitators

These roles depend on:

1. **Correct job code in eFinance**
2. Location in **eFinance** matching an **active building** in eSchool
3. **Last paid date** (new hires will not appear until after first payroll)

If any of these are incorrect or missing, these roles will fail.

Q: What happens when the eFinance Location does NOT match an active eSchool Building Code for School-Level Facilitator role?

Districts may see:

- Advisor can log in but **only sees students directly linked in eSchool**
- Advisor has **no School-Level Facilitator role**
- Advisor has a **School-Level Facilitator role but no school attached**
- Advisor **cannot log in at all**
- Password reset email loops back to login screen
- Principals or counselors appear in LFS with **no students** or **no buildings**

This mismatch is currently the **#1 cause** of access support requests.

Student Experience

Q: When do students begin using LFS to create their Student Success Plan?

Under [Arkansas Code § 6-15-2911](#), students must have a signed Student Success Plan (SSP) by the end of 8th grade. Districts must review, update, and sign it annually. Access codes will be created for students in grades 5- 12, so districts may decide to allow students in grades 5-7 to begin their SSP earlier than the 8th-grade requirement.

Q: What if during *initial* registration, an MFA code never arrives in the student's email?

Students should check their spam/junk folder and confirm the code is not there. If the code is not in the inbox or spam/junk folder, the School-Level LFS Facilitator should verify the student's email in eSchool. If the email is correct, the district-level LFS Facilitator should coordinate with the district IT team to check for district email filtering or delays.

Q: What if an MFA code never arrives in the student's email after they have successfully logged in at least once?

Students should check their spam/junk folder and confirm the code is not there. If they have a guardian or secondary email address saved in their profile, make sure they did not select that email to receive their code. Close the browser, then reopen it and try logging in again. If MFA does not reach the student's email after this, follow the MFA guidance provided during student registration.

Q: Will students have to complete multi-factor authentication every time they log into LFS?

Yes, students must complete multi-factor authentication each time they log into their LFS account. This helps keep all student data secure.

Q: Will students always use their school email, or should they use a personal email to be able to access their SSP data after graduation?

Students can add a guardian or secondary (personal) email account at any time. It is not required but recommended. Districts should develop a process for seniors to add a personal email address before they graduate to preserve accessibility.

Q: If a student begins using LFS in the 9th-12th grade, must they go back into LFS and add all their previous years' information?

If a student creates a Student Success Plan in LFS after 8th grade, LFS will automatically pull earlier data from eSchool to populate course history and assessments. Students do not need to do anything for previous years.

Q: Will students with an Individualized Education Plan (IEP) use LFS?

Students with IEPs may use LAUNCH for Students, but they are not required to complete a Student Success Plan if their IEP transition plan already fulfills the requirements of [Arkansas Code § 6-15-2911](#). Districts may still choose to use LFS as a supplemental tool to support transition planning, career exploration, and documentation.

Q: What if a student transfers into the district mid-year?

Once the student is enrolled in eSchool and appears in the nightly sync, the student will use the new school email address to log into LFS. If any courses or pathways are unavailable at the new school, the student will receive a pop-up notification that their SSP needs updating. Students can consult an advisor or school counselor for support if needed.

If the student is from out of state and does not have an LFS account, we will create an access code and send it to the superintendent's Digital Locker. Once the student has this information, they will register normally.

Q: How long does it take for new students to appear in LFS after enrollment in eSchool?

New enrollments typically appear after the nightly sync. If a student does not appear within 24-48 hours, Tier II should verify the student's enrollment status and schedule in eSchool.

Q: Does LFS offer read-aloud support?

The LFS system was developed to integrate with applications that read text aloud and provide page descriptions. The LFS system does not have this ability built in.

Advisor Experience

Q: Do I need to create my own advisor account through the LFS website?

NEW

LFS accounts are set up automatically by the state, but they depend entirely on your local district administrative data in eSchool.

Staff members **do not** need to register for an account manually. Instead, the platform pre-registers every educator with an active school email address who is formally associated with students via a roster or counselor/advisor assignment in eSchool. An advisor's login is **always** the district email address (as it appears in eSchool).

Q: I received a random link from ARLaunch@noreply.arkansas.gov to reset my LFS advisor account password. I did not request a password reset. Why did I receive this email?

NEW

Your account has not been compromised, and this is not an unauthorized attempt to change your password. You received this email because of how the LFS onboarding process is designed. The state automatically pre-registers all teacher, advisor, counselor, and school administrator accounts using school-issued district email addresses. The authentication platform automatically triggers a system email from ARLaunch@noreply.arkansas.gov. Although the email says it is a "password reset" request, it is actually the official activation link that lets you set up your secure password and finish creating your account for the first time. **Note: Whitelisting the email address is the responsibility of your IT team. This prevents the LFS no-reply email address from being blocked or sent to spam.**

Q: I deleted the password reset email, or the password reset link is expired. How do I create my password?

1. Navigate directly to the LFS portal at student.launch.arkansas.gov.
2. Click "Log In" in the top right of the screen, and select "**Forgot your password?**"
3. Click the "**Advisor, counselor, or teacher account**" link on the login screen.
4. Enter your school-issued district email address and click "**Send reset link**".
5. If you are registered in the database, this will manually trigger a new secure setup link to be sent to your inbox from ARLaunch@noreply.arkansas.gov. Be sure to check your spam/junk folders.

Q: What if an MFA code never arrives in the advisor's email?

Advisors should check spam/junk folders and confirm their inbox is not full. If the code still does not arrive, the district-level LFS Facilitator should verify the advisor's email in eFinance/eSchool and check with the IT team for district email filtering.

Q: Can advisors request mock student accounts to be able to see the student side of LFS?

Mock student accounts were created for LFS trainers and the ADE Task Force for training purposes. Because the ARData team must create these accounts manually from scratch, rather than pulling eSchool data, it is not feasible to create mock student accounts for all LFS Advisors. To see the student side of LFS, advisors can choose any student in their advisor dashboard and view the entire student process. You can find step-by-step instructions for viewing the student account [here](#).

Q: How often should advisors be working with students in LFS?

Please review the [Year-at-a-Glance](#) document attached to [Commissioner's Memo LS-26-049](#). This memo recommends key tasks by quarter.

Q: What should an advisor do if students are receiving an error message, do not receive a password reset link when they request it, or have other login errors?

When students encounter login errors, missing password reset links, or multi-factor authentication (MFA) delays in LAUNCH for Students, you should:

- Have them check their email spam folder (for missing password reset links or MFA codes).
- If the codes or links still do not arrive, report the issue to your [School-Level LFS Facilitator \(Tier I\)](#), who will verify with your eSchool coordinator that the student's email address is entered correctly in eSchool.
- If the eSchool address is accurate, the **District-Level Facilitator (Tier II)** should coordinate with your district's IT team to check for network delays, email filtering, or firewall blocks. The district IT coordinator must whitelist domains, specifically:
 - ARLaunch@noreply.arkansas.gov
 - <https://dev-0uql1nuoncua378.us.auth0.com/>

Q: Is there a way to print a report or download a spreadsheet to see the students who have/have not been registered?

To view students in your school/district who have/have not registered their LFS student account, please follow the steps listed [here](#). To create a spreadsheet, simply copy and paste the student information.

Guardian Experience

Q: Where can I find the guardian link codes?

To access instructions for generating guardian link codes, click [here](#).

Q: How do guardians create their LAUNCH for Students (LFS) accounts?

Guardians will navigate to LFS and select "I am a Parent or Guardian." This will direct the parent to continue with Login.gov. If they already have a Login.gov account, they will use it to log in; if not, they will be walked through the process.

Q: How do guardians connect their student(s) to their LFS account using HAC Access and Guardian Link Codes?

Once a guardian has created their LFS account, they need two items to complete this registration process:

- Their school-generated HAC (Home Access Center) Access code
- The student-generated Guardian Link Code

They will click on Link Students, then on Link to My Student. The guardian must then enter the HAC Access Code **and** the Guardian Link Code.

Q: Is there a Cognos report for guardian HAC Access and Guardian Link Codes?

Yes, a Cognos Report is available that provides the Guardian HAC Access Code and includes a space for the student to write in their generated Guardian Link Code. This report is found in **Team content > Student Management System > Demographics > General Demographic Reports > APSCN LFS Guardian HAC Access Code Letter**.

Q: Can a HAC Access Code or Guardian Link Code be used more than once?

No, the HAC Access Code is unique to each guardian connected to a student, and each Guardian Link Code is unique.

Each guardian will need a HAC Access Code and Guardian Link Code for each student they need access to in LFS

Q: What if a guardian never received the Guardian Link Code from the student?

Students generate the Guardian Link Code from their LFS dashboard. Advisors or facilitators can help the student create it or retrieve it from the student's profile.

Guardians cannot generate this code themselves. For further information, see the [LFS Full User Guide](#) (Guardian How-To).

Q: Is there a way to mass generate parent/guardian codes?

Not at this time. The guardian code is generated in the student account. Advisors will need to communicate this to students the first time they log into LFS. How-to instructions are included here.

Student Success Plan

Q: Does the student have to complete the Getting Started steps (Interest Assessment, Career Exploration, School Selection, Pathway Selection, Course Planner) to create a Student Success Plan?

Yes, the student must complete the Getting Started steps in order because each step feeds information into the next. If they skip a step, they will not be able to complete the other sections. **It is required to generate an SSP.**

Q: How will advisors, and specifically school counselors, know when a student's SSP is ready to be acknowledged and signed?

The workflow for obtaining SSP signatures begins with the student. Once a student has signed their SSP, the guardian will receive a notification that the plan is ready for acknowledgment and signature. Once the guardian signs the plan, the school counselor will automatically receive a notification in the "My Tasks" tab of their advisor account. A feature that allows school counselors to see who has and has not had a guardian signature added to their SSP is in production. Counselors can still sign a student's plan without the guardian's signature; however, they will only receive the notification in "My Tasks" once the guardian's signature is in place.

Interest Profile Assessment

Q: What is the Interest Profile Assessment, and why do students need to complete it?

The Interest Profile Assessment is a research-based assessment that helps students identify their top areas of interest and generates a RIASEC/Holland score. Their career match results are based on the strength of the interest match percentage. These results guide career exploration, pathway selection, and academic planning within the SSP. **It is required to generate an SSP.**

Q: How long does the Interest Profiler take to complete?

The Interest Profiler is 60 quick statements that students rate on a linear scale. Most students complete the assessment in 10-15 minutes. Advisors may allow additional time for students who need it.

Q: What if a student exits the assessment before finishing?

Students **cannot** resume the assessment where they left off. If they do not complete the assessment once they start, they must retake it from the beginning the next time they log into LFS.

Q: Can students retake the Interest Profile Assessment?

Yes, students may retake the assessment at any time. Their most recent results will appear on their dashboard and in their SSP; however, we will keep a record of each time they have taken it.

Q: What if a student's results do not match anything they think they're interested in?

This is common. Advisors should encourage students to explore both their stated interests and their Interest Profiler results. The assessment is a tool for reflection, not a prescription.

Q: Can advisors view a student's Interest Profile Assessment responses?

Advisors can view students' results, but not their individual item-level responses. Results are visible in the advisor dashboard.

Q: Do students' Interest Profile Assessment results affect the pathways students can select?

No. Students may choose any pathway that is offered by their school. Assessment results simply help them make informed decisions.

*Currently, the system only displays related pathways; however, this is being modified to allow for display of all available pathways in a school.

Q: Are students ever required to retake the Interest Profile Assessment?

Students are encouraged to take it once a year when their SSP is updated, though it is not required. Students' interests naturally evolve. Advisors should discuss any changes in results with the students and help them explore new career options or pathways that align with their updated results.

Q: Does the Interest Profile Assessment accommodate students with IEPs, LPAC plans, or 504 plans?

Students may use any accommodation listed in their IEP, LPAC plan, or 504 plan, including read-aloud support, extended time, or small-group settings.

Q: Is the Interest Profile Assessment available in multiple languages?

Currently, all components of the LFS platform, including the Interest Profile Assessment, are available in English and Spanish. Districts may provide language support consistent with their English Learner services.

Q: How should advisors use Interest Profile Assessment results with students?

Advisors should use the results to guide reflection and conversations with students about career exploration, and to connect their interests to pathways and coursework.

The goal is to help students understand themselves and their options, not to limit their choices.

Q: Can guardians/families view their student's Interest Profile Assessment results?

Yes. Guardians can view results once they create their LFS account and link their student using their HAC Access and Guardian Link Codes.

Career Exploration

Q: Where does the career information in LFS come from?

LFS career information comes from Arkansas labor market and occupational databases. This includes details on job tasks, required skills, typical education, salary ranges, and job outlook. Career videos combine films from O*Net, with some filmed in Arkansas workplaces to ensure students see real opportunities available in their state and community. This combination gives students accurate, up-to-date, and locally relevant career information.

Q: How do students access the Career Explorer?

Once they complete the Interest Profile Assessment, the system matches and displays careers aligned to the student's interest-match percentage. After completing this step, students can access the Career Explorer directly from their LFS dashboard.

Q: Why do some careers show a higher match percentage than others?

Match percentages reflect how closely a career aligns with the student's Interest Profile Assessment results. Higher percentages indicate stronger alignment, but students may explore any career regardless of match score.

Q: Can students search for careers outside their Interest Profile Assessment results?

Yes. Students may explore any career in the system. Interest match results guide exploration, but do not limit access.

Q: What if a student cannot find a career they're interested in from their matches?

A search/filter option will be available for students to directly search for careers they want to explore.

Q: Can students change their career goals after selecting them?

Students may update their career goals at any time during the school year. Their SSP will automatically reflect the most recent selections. (Note: Any changes to the SSP once it has been signed by the student, guardian, and school counselor must be approved by obtaining new signatures from all parties.)

Q: How many career goals can students select?

Students may select **up to three** potential career goals; however, they must include only one in the SSP.

Q: Where do students see Arkansas-based career videos?

Career videos appear in each career profile, along with a career outlook, average salary, and required skills. If an Arkansas-specific video is available, it displays automatically; otherwise, the video comes from the US Department of Labor (USDOL) O*Net.

Q: Do students have to watch career videos?

Videos are optional but strongly encouraged. They help students understand real-world job tasks, environments, and required skills.

Q: How does the Career Explorer connect to the Pathway Explorer?

When a student selects a career, the system displays pathways related to that career available at their selected school(s) and secondary career center (SCC), if they choose to use an SCC. This helps students understand how their interests connect to coursework and credentials.

Q: Does the Career Explorer impact a student's course plan?

Yes. Career goals help students identify pathways and courses that align with their interests. Advisors use this information during academic planning with students.

Pathway Explorer

College & Career Readiness Assessment Selection & Assessment Data

Q: What is the assessment selection process in LFS?

Students can choose which state-funded assessments they will take for grades 9/10 (one assessment for either year), 11, and 12. Other assessments may be offered and paid for by the district or the student; however, LFS assessment selections are limited to state-funded college- and career-readiness assessments. This stems from the implementation of [Act 724, the Universal Assessment Act](#) (formerly the *Universal ACT Assessment Program Act*), enacted in the spring of 2026.

Students in grades 8-11 will make their assessment selection for the following year in spring **2027**.

Q: Will students enter their assessment selection into LFS themselves? Is there a report showing which students selected which assessments?

Students should make their assessment selection with the input of their advisors, counselor, and family. Reports will be available in LFS to assist state-level assessment planning and coordination with test vendors.

Q: Are students able to change their assessment selection at any time, or is there a point at which it is locked in for the following year?

Students can change their assessment selection at any time. Students are expected to choose their assessment for the following year in the spring semester. However, they can revisit this selection as soon as school begins in the fall if they want to change it.

Q: Will students' assessment results be available in LFS?

For state-contracted assessments, LFS will import that data once state data files are available. For districts that contract with testing vendors, any of the student's advisors can manually add those assessment results to LFS.

Q: For students who take the ACT, will their assessment results include their ACT superscore?

Yes, students' ACT superscores will appear in their LFS assessment profiles.

Course Planner & Academic Planning

Q: How will students see the available courses in the course planner?

All course data for a school's LEA is imported via eSchool. The first step in Pathway Explorer is selecting a school. The system automatically selects students' current school and grade level. However, in future years, students must select their school and secondary career center choices for higher grades. This ensures only courses available at the selected schools are visible and available to add to the student's course planner.

Experiential Learning & Community Service

Q: Will community service hours already uploaded into Triand be transferred into LFS, or will they need to be added manually in LFS?

Currently, we are developing the process for two-way communication between Triand and LFS, with an estimated Quarter 1 deployment. LFS is intended to be a centralized location for all graduation requirement verification. To avoid duplicating community service hours, enter community service in LFS only.

Q: I was required to enter a comment in the Advisor comments section while approving a student's community service hours. I did not have a comment to make. How should this be handled?



While approving community service hours, if the advisor has no comment to make, type N/A in the comments section.

Student Success Plan

Q: Are counselors and guardians able to electronically sign the SSP?

All users can sign their plan electronically or with a wet signature, depending on the situation. All users (students, advisors, guardians) can sign the SSP electronically by entering their LFS account password. Once students have signed their SSP, the guardian will receive a notification that the plan is ready for acknowledgment and signature. Once the guardian signs the plan, the school counselor will automatically receive a notification in the "My Tasks" tab of their advisor account.

Access Issues

Q: If a user has forgotten their password, how can it be recovered or reset?

If a user has forgotten their password for the LAUNCH for Students (LFS) platform, they can recover or reset it using the methods below, depending on their user role.

General Student Password Reset Process

- **Initial Setup:**
 - Student accounts are automatically registered using district email addresses. Upon registration, the system sends an automated email from ARLaunch@noreply.arkansas.gov containing a link to create or reset the account password.
- **Recovery:**
 - If a student cannot find their original password reset email, or the link has expired, they can follow the steps below:
 - Go to student.launch.arkansas.gov
 - Click the **Log In** button in the top-right corner of the screen
 - Click "**Forgot your password**"
 - Click on "**Student Account**"
 - Enter the **school email address** (as it appears in eSchool)
 - Click **Continue**

Advisor, Counselor, & Teacher Process

- **Initial Setup:**
 - Staff accounts are automatically registered using district email addresses. Upon registration, the system sends an automated email from ARLaunch@noreply.arkansas.gov containing a link to create or reset the account password.
- **Recovery:**
 - If staff cannot find their original password reset email, or the link has expired, they can follow the steps below:
 - Go to student.launch.arkansas.gov
 - Click the **Log In** button in the top-right corner of the screen
 - Click "**Forgot your password**"
 - Click on "**Advisor, counselor, or teacher account**"

- Enter the **school email address** (as it appears in eSchool)
- Click **Continue**
- **You should then receive an email with a password reset link.**

Student Process

- **Sign-off Prompt:** During the Student Success Plan (SSP) review process, if a student forgets their password while trying to provide an electronic signature, a “Forgot Password?” link is also available directly in the signature verification pop-up.

Guardian Process

- Guardians access the LFS platform through [Login.gov](https://login.gov). While the LFS login page provides a general “Forgot your password?” option, guardians manage their credentials through the [Login.gov](https://login.gov) portal.

APSCN/eSchool & IT

Q: How are Advisors and Counselors assigned to students?

Detailed instructions for assigning advisors to students are available [here](#). If you need further assistance, contact your APSCN SMS eSchool Field Rep.

Q: Where are Guardian HAC Access Codes located, and do they need to be generated in eSchool?

The HAC Access Codes for Guardians can be obtained by running Cognos reports. You do not need to generate the codes, and no additional steps are required to create them. If you need further assistance, contact your APSCN SMS eSchool Field Rep.

Q: What is the process for whitelisting the items listed in the Commissioner’s Memo?

To ensure a smooth "Go-Live," confirm your IT department has whitelisted all three of these core items:

Authentication Domain: <https://dev-0uql1nuoncua378.us.auth0.com/>

Platform Domain: launch.arkansas.gov

Sender Email: ARLaunch@noreply.arkansas.gov (This is critical to prevent password resets and MFA codes from being blocked or sent to spam).

If you need additional support, contact your [district’s field analyst](#).

LFS Facilitator Roles & Escalation

Q: How are LFS Facilitators Selected?



School administrators select LFS Facilitators for the School-Level (Tier I). District administrators select LFS Facilitators for the District-Level (Tier II). ESC-Level (Tier III) Facilitators may be selected by the ESC Director or ESC Teacher Center Coordinator. To select or add facilitators to any support tier, please complete the [LAUNCH for Students Facilitator Identification](#) form.

Q: What do I do as a facilitator if I cannot access the platform because I don't have students associated with me in eSchool or can't see all students (School-Level Tier I or District-Level Tier II)? 

If you are a facilitator with an advisor account but cannot see all students in your school (Tier I) or district (Tier II), the ARData team is currently creating full access for your role. Once that process is complete, ARLaunch will send a communication to all facilitators **(as of 8/24/26)**. If you are a Tier I or Tier II facilitator who does not have an account and/or does not have students associated with you in eSchool, please complete [this form](#) to help the ARData team expedite your access to the platform **(as of 8/24/26)**.

Q: How can I find the Tier I, Tier II, and Tier III Facilitators for my district? 

You can find all Tier I, Tier II, and Tier III LFS Facilitators here. If you do not see either a School-Level (Tier I) or a District-Level (Tier II) Facilitator listed for your school or district, please let your administrators know to make that selection [here](#).

Q: What is the primary role of the School-Level (Tier I) Facilitator?

School-Level Facilitators serve as the first point of contact for students, families, and staff in their school building. Their focus is on “how-to” support, such as navigating specific workflows, basic login assistance, and answering general functionality questions related to the LAUNCH for Students platform. You can find the **support guide** for School-Level (Tier I) Facilitators [here](#).

Q: When should a School-Level Facilitator escalate an issue to the District-Level (Tier II) Facilitator?

Escalate an issue to the District-Level Facilitator if it remains unresolved after 24 hours, or if the facilitator knows how to do a task but the system still prevents them from completing it (likely indicating a data or configuration error).

Q: What types of issues fall under the authority of a District-Level (Tier II) Facilitator?

District-Level Facilitators handle issues requiring district-level administrative authority, including managing user access codes, troubleshooting systemic eSchool-driven scheduling (e.g., *course codes that are no longer valid, pathway courses not appearing*) or enrollment discrepancies (e.g., *a new student who has not received an access code*), and correcting student or staff data within eSchool that feeds into LFS. You can find the **support guide** for District-Level (Tier II) Facilitators [here](#).

Q: Who is the liaison between the school district and regional support?

The District-Level Facilitator serves as the primary liaison between their district and the Educational Service Cooperatives (ESCs) for Tier III support.

Q: What is the required documentation for a Tier II escalation to the ESC-Level (Tier III) Facilitator?

Tier II -> Tier III escalations must include an escalation packet that includes:

- Name, email, and role of the person experiencing the issue(s)
- School District Name and LEA
- School Name and LEA
- Student Triand/State ID (for student issues)
- Staff State ID (for advisor issues)
- Incident details
- Additional details (optional)
- Attachments/Screenshots (optional, but requested)

Q: When does an issue reach Tier III (ESC-Level)?

ESC-Level Facilitators step in when an issue affects multiple districts or represents a regional trend. They lead the diagnosis of systemic data errors and validate issues before preparing them for state-level resolution. You can find the support guide for ESC-Level (Tier III) Facilitators [here](#).

Q: What is the required documentation for a Tier III escalation to the State-Level (Tier IV) Task Force?

Tier III -> Tier IV escalations must include a complete escalation packet that includes:

- Name, email, and role of person experiencing issues
- School District Name and LEA
- School Name and LEA
- Student Triand/State ID (for student issues)
- Staff State ID (for advisor issues)
- Incident details
- Additional details (optional)
- Attachments/screenshots (optional, but requested)

Q: How are issues routed within the Tier IV Task Force?

Issues are sent to specific units based on the nature of the issue: **ARData** for authentication/platform errors, the **Office of School Counseling** for SSP policy questions, **DCTE** for career explorer/pathway issues, **Assessment** for CCR Assessment issues, and **ADHE** for postsecondary issues or questions.

Q: What are the expected response times for each support tier?

Tier I & II: Same-day to 24 hours

Tier III: 24-48 hours

Tier III: 48-72 hours

Tier IV: 72-120 hours

Q: What happens if an issue remains unresolved at the Tier IV level?

Unresolved Tier IV issues are escalated to ADE executive leadership, accompanied by a documented assessment.

Q: Is it acceptable to skip support tiers for urgent issues?

No. To prevent a backlog, address issues at the lowest appropriate tier. Skipping tiers is discouraged unless there is a confirmed statewide system failure or an executive directive from ADE leadership.

LFS Key Vocabulary



These roles come **directly from eSchool** and require a student link:

- Teachers (via courses)
- Counselors (via Counselor field)
- Advisors (via Advisor field; remember, this is **NOT** the same thing as being an LFS Advisor. All staff with a district email address and an association with students are considered LFS Advisors).

These roles come from **eFinance**, not eSchool:

- Principals
- Assistant Principals
- Counselors (School-Level Advisor or Facilitator role)
- Superintendents
- Career Coaches
- LFS Facilitators

eFinance roles depend on:

- **Correct job code in eFinance**
- Location in **eFinance** matching an **active building** in eSchool
- **Last paid date** (new hires will not appear until after the first payroll)

If any of these codes are incorrect or missing, the role will not transfer correctly into the LFS Platform.