ROCKLAND COUNTY eSTACs KICK-OFF WEBINAR
October 15, 2021 @ 10:00am & 1:30pm

Questions & Answers

	Topic/Category
	Documents to Upload
Q	If parents do no sign the Parental Medicaid Consent form, should we upload a blank form with a note?
A	Parent can write refused on the Medicaid Consent form, or the staff member can write "refused" on the form, and a staff member can print their name and date the form. When uploading the refused form, in the comments column you can also write parent refused.
Q	Can the county clarify what form is needed to be sent to the county?
A	Request for Evaluations is the form the chair sends listing the evaluations that have been to be done as well as whether the evaluation should be bilingual.
	PIN
Q	Does my PIN need to be numbers?
A	Yes, it will be a combination of 4 numbers.
	CPSE Portal Help Desk
Q	How do we put in a help ticket?
A	You can send an email to **eSTACs@CPSEPortal.com.** All tickets will be answered in the order as received. It is imperative to put as much information in your email as possible (i.e.: district name, county, description of issue & child's student #). Do not use the child's name as this is a HIPPA violation.
	District Designation Form
Q	If my chair person added me to eSTACs but I'm not on the Designated Form for signing and submitting should I send in the form again including my name if my chairperson approves me as a designated signer?
A	Yes, another district use can send you an invite to use eSTACs, but you will not be able to Sign & Submit for STAC-1 or STAC-5 unless your chairperson has signed a new form allowing you signing privileges.