



Indiana Department of Education

Dr. Katie Jenner, Secretary of Education

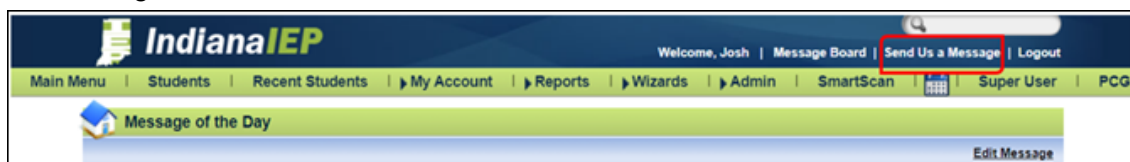
Indiana IEP Support Guidance

The Indiana Department of Education (IDOE) partners with Public Consulting Group (PCG) to provide Indiana IEP (IIEP), a software combining K-12 consulting expertise with technology to manage response to intervention (RTI), student support plans, special education management, and student accommodation verification.

Schools and special education staff looking for IIEP system support may contact PCG directly via a Zendesk ticket from the [IIEP website](#). A district administrator must be the person to submit the ticket.

Complete the following steps to submit a Zendesk assistance ticket from the IIEP platform.

1. Navigate to the [IIEP website](#) and login using your IIEP username and password credentials.
2. Once logged in, select the tab at the top of the webpage that states “Send Us a Message.”



3. Complete the form with the appropriate information regarding your specific inquiry.
4. Select “Send” to finalize the request.
5. Allow 48 hours for PCG to receive the request prior to reaching out again.

PCG cannot assist with certain technical issues, such as issues involving the IDOE LINK Portal or issues with Data Exchange. Please submit an [IDOE Technical Assistance Request Form](#). Reference this [LINK Portal assistance document](#) for common troubleshooting.

For assistance with Individualized Education Program (IEP) development and technical assistance, schools may use the following resources:

- [IEP TA Center](#)
- [IDOE Technical Assistance Overview](#)
- [IDOE Technical Assistance Process](#)
- [IDOE's Special Education Webpage](#)

For policy questions regarding technical assistance, which is prescriptive professional development, contact IDOE's [Office of Student Support and Accessibility](#).