



## ESS Vouchers and Claims Role Assignments

Last Updated 10/16/24

Entity administrators at your district, charter, state placing agency, residential treatment center, or institution will need to assign roles for the ESS Vouchers and Claims application in [ADEConnect](#). To identify your entity administrator, click **Search** under **Find an Administrator** in the **Help** section of [ADEConnect](#). If you have further questions or are having difficulties, contact the ESS Vouchers team at [essvouchers@azed.gov](mailto:essvouchers@azed.gov).

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### Help

#### Contact ADE Support

**Arizona Department of Education**  
1535 West Jefferson Street  
Phoenix, AZ 85007

(602) 542-7378

#### Support Ticket

Need to open a support ticket or view status of existing tickets. Use our Help Desk to open new tickets or view existing tickets for status and resolution.

[Go to Help Desk](#)

#### Find an Administrator

Looking for an administrator that can assist you with your ADEConnect access. Locate the contact information of an ADEConnect administrator that is assigned to your organization.

[Search](#)

#### Frequently asked questions

You have questions. We have answers.

[FAQ](#)

The necessary roles for the ESS Vouchers and Claims application are as follows:

- **Residential Treatment Centers** only need the role of **ESS Vouchers: RTC User**
- **Home School Districts** only need the role of **ESS Vouchers: HSD User**
- **State Placing Agencies** only need the role of **ESS Vouchers: SPA User**
- **Institutional/ASDB** only needs the role of **ESS Vouchers: Institutional User**
- **High-Cost Child Users** may have the **HSD User** role assignment too, but the RTC, SPA, and Institutional User roles will not allow you to access the system.

Please be sure your entity administrator assigns you the **correct** role(s). You will receive the below error message if you have multiple roles and/or the wrong type of role.

**This user is not authorized to access the system at this time. Please view the Voucher Role Assignments guide, then contact the ESS Vouchers team if needed.**

Once the role is assigned, allow [ADEConnect](#) up to 15 minutes to refresh to access the system.

Contact [essvouchers@azed.gov](mailto:essvouchers@azed.gov) for questions.