



# Exceptional Student Services

## ESS Helpdesk Ticket Instructions for AzEDS Relationship Requests

### Purpose

This document outlines the standard process for submitting and routing AzEDS relationship requests through the Exceptional Student Services (ESS) Helpdesk Ticket System.

### Important Information

ESS uses the ADE Helpdesk Ticket System only when a PEA needs to establish an AzEDS relationship with one of the following entity types:

- Approved Private Special Education Schools
- Residential Treatment Centers (RTCs)
- Headstart Programs
- Special Education Programs Operated by Another Public School District/Serving Entity
  - requires an annual request
- Secure Cares
  - used when a PEA is submitting data on behalf of a Secure Care school through an agreement

Only one relationship request per ticket can be submitted. If multiple relationships need to be established, submit each request separately.

ESS will review your request and add the AzEDS relationship if approved. Then the School Finance Operations team will be notified to open the calendar system. If your request is not related to the above, your ticket will be closed, and you will be directed to the appropriate ADE unit.

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For information on how to report the data to AzEDS after the relationship has been established, please refer to the [Reporting Students Served by Other Educational Entities and Specialized Programs guidance](#).

If you have questions about special education data, [email ESS Data Management](#) at ESSDataMgmt@azed.gov.

If you have questions about special education services or programs, [email the ESS Inbox](#) at ESSInbox@azed.gov.

## Instructions

### Step 1: Create a New Request

From the [ADE Helpdesk homepage](#), select New Request, OR  
Proceed directly to Step 3 for the ESS template.

### Step 2: Select ESS

Select Exceptional Student Services from the available service categories and then the Exceptional Student Services Template.

### [Step 3: Complete the ESS Request Template](#)

After accessing the [Exceptional Student Services Request template](#), select the appropriate Subcategory for the entity relationship needed and complete all required fields.

### Required Information

- Calendar Code
  - Parent Entity ID Number
  - Parent Entity (PEA) Name
  - Site Entity Name
  - Site Entity ID Number
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- Fiscal Year (Example: FY2027)
- Requester Name auto populates in template

## Calendars

Once the request is approved and completed by ESS, the ticket will be routed to the School Finance Operations team to open the calendar system.

School Finance will close the ticket when the process is complete.

## Quality Checklist

- ☐ Correct ESS category selected
  - ☐ Correct subcategory selected
  - ☐ All required entity information included
  - ☐ Fiscal year entered correctly
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