



PUBLIC SCHOOLS OF NORTH CAROLINA

DEPARTMENT OF PUBLIC INSTRUCTION | Mark Johnson, *Superintendent of Public Instruction*

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May 22, 2019

Memorandum

To: Exceptional Children Directors
Exceptional Children Coordinators

From: Sherry H. Thomas, Director *SHT*
Exceptional Children Division

Amanda Byrd, Section Chief *AB*
Special Programs and Data

Subject: Grant System Maintenance and Grant Extension

The Grant system requires maintenance and must be shut down at 5:00 pm on May 28, 2019. The application should be available by 8:00 am on June 3, 2019. An email notification will be sent to users once the application is available. You will not have access to the EC Grants application during the time it is down for maintenance, but all data will be stored and accessible upon it coming back up.

Once the EC Grants application is available, users should follow the directions below to ensure seamless access to your grant:

- Clear the browser cache if the site does not come up correctly
- Please follow the instructions at [Cache Migration](#) in order to clear the cache if you have difficulty.
- The EC Grants application is supported only on the Firefox browser. Please ensure you are using this browser to access your grant.
- If you have problems getting connected to the grant and have cleared the cache based on the instructions, put in a ServiceNow ticket at https://ncgov.service-now.com/sp_dpi

Due to this unexpected downtime and the planning allotments still not being available, the grant submission date is extended to June 28, 2019. We apologize for these inconveniences and appreciate your patience and understanding. Questions may be addressed to Amanda Byrd Amanda.Byrd@dpi.nc.gov or 919-807-3948 or me, Sherry.thomas@dpi.nc.gov or 919-807-3976.

SHT/kb

EXCEPTIONAL CHILDREN DIVISION

Sherry H. Thomas, Director

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