ePlan User Access Form Monthly Audit Guide

Tennessee Department of Education | July 2025

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Introduction

Every year, during the ePlan annual user access audit, the user access administrators sign an assurance that they will upload the user access forms for every role they assign. This is important because it documents the necessity of each role given and provides an audit trail. Each year, the Tennessee Department of Education (department) is audited by the Tennessee Comptroller of the Treasury office to ensure roles were assigned and documented appropriately by comparing these forms to the active users in the system.

Each local education agency (LEA) must complete one monthly user access form audit every fiscal year. The audit must be completed in two weeks and should take less than 10 minutes, if all the forms have been uploaded. After the LEA completes the monthly audit, the user access administrators must continue to upload the appropriate user access forms for the remainder of the fiscal year.

The department will continue to hold the annual audit in September to confirm all current ePlan roles are still needed.

Workflows

Below are the roles and the order of the workflow steps for the ePlan User Access Form Audit process.

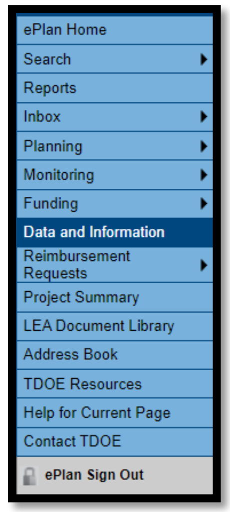
ePlan Role	ePlan Function
LEA ePlan User Access Form Audit Director (LEA User Access Administrators will be assigned this role)	Click ***Draft Started*** (or ***Revision Started*** for revisions) Respond to questions, upload files, etc.
LEA ePlan User Access Form Audit Director	Click ***Draft Completed*** (or ***Revision Completed*** for revisions)
TDOE ePlan Monthly User Form Audit Director (Department Project Directors)	Click ***TDOE ePlan Monthly User Form Audit Director Approved*** (or ***TDOE ePlan Monthly User Form Audit Director Returned Not Approved***)

After each status change, ePlan automatically sends a notification email to all LEA users with the ePlan role about the next step in the process.

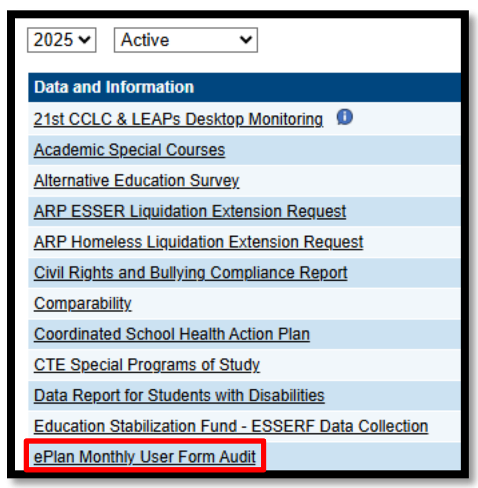
ePlan Data and Information Tool

Accessing the Data and Information Tool

To navigate from the ePlan homepage, click the **Data and Information** tab on the left menu bar.



Select **2025** from the dropdown in the upper left corner of the screen. Click on **ePlan Monthly User Form Audit**.

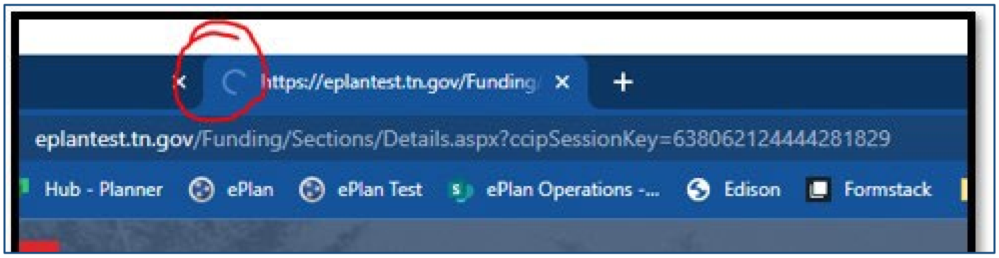


The data and information tool loads to the **Sections** page. To begin working in the tool, next to *Change Status To:* click ***Draft Started***.

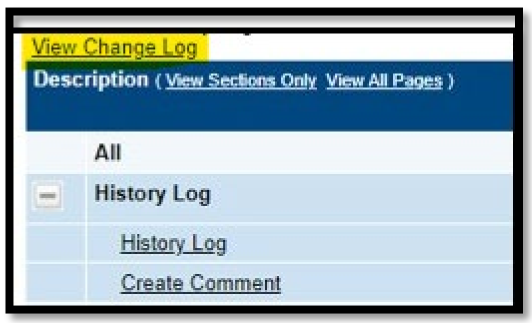
Saving Data and Information Pages

After completing work, users must click the "Save and Go To" button, then ensure that the page finishes saving before closing ePlan or leaving the page.

Users can tell that the page has not saved when the browser's spinning wheel or loading icon is still spinning. The screenshot below shows an example of a page that has not finished saving. Please make sure that the browser's loading icon is no longer spinning before closing the page



The best way to see if a change to the tool was saved after leaving the page is to review the change log. The change log summary can be accessed from the Sections Page.

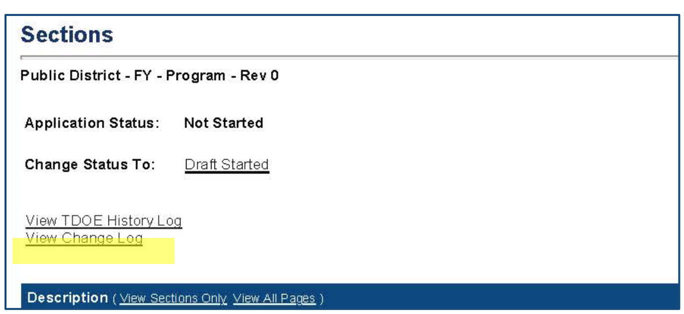


Data and Information Tool: Sections and Pages

The **Sections** page lists all the available sections and pages within this data and information tool, such as: ***Change Log***, ***History Log***, ***Create Comment***, ***Overview***, ***Monthly User Access Form Audit Details***, *and* ***Assurances***. The **Sections** page helps navigate to the specific sections and pages that must be completed.

Change Log

The **Change Log** may be accessed on the main sections page for every data and information tool. It lists every change or update since the previous status. This helps users identify changes that have been made to the data and information tool since they last viewed it. More information about the **Change Log** is available in the ePlan User Manual.



History Log and Create Comment

The **History Log** contains a record of status changes and comments made on the data and information tool. ePlan users may want or need to create a comment in an ePlan funding data and information tool for one of the following reasons:

- To provide an explanation as part of the data and information tool's history.
- To provide information that a user cannot add to the main data and information tool due to the data and information tool's current status (users can only edit data and information tools that are in a *Draft Started* or *Revision Started* status.)

ePlan creates a running record of all comments. Any comment created and saved in an ePlan data and information tool will always be available as part of the data and information tool's history log.

To Add a Comment in a Data and Information Tool:

1. Navigate to the data and information tool's main **Sections** page.
    - To navigate to the main data and information tool page from other pages in the data and information tool, click **Go To** and **Sections.**
2. Select **Create Comment** from under the *History Log* on the main section page to navigate to the *Create Comment* page.
3. On the **Create Comment** page, type your comment in the box.
4. If desired, a hyperlink can be inserted in a comment by clicking the hyperlink icon.
5. To send an email notification of this comment to recipients, check the box next to **Send Email to ePlan Contacts** below the main comment box.
    - Sending an email notification is not required to create the comment.
    - If no email notification is needed, click **Save and Go To** to exit the page. The comment is now a part of the **History Log** for everyone to view.
6. **To send an email notification:** Select the recipients to receive notification of the comment from the lists provided and then click **Add**.

Available Contact Groups

LEA Contacts by Funding Application	Available if a contact is selected on the application's contact page. Not all funding applications have contacts on the contact page.
LEA Contacts by Role	Current users with the applicable role
Other LEA Contacts	Additional contacts for an LEA
TDOE Contacts	State users that can complete various ePlan functions.
TDOE Miscellaneous Contacts	Lists every State ePlan User by name
Additional Recipients	Allows you to type in any additional email addresses manually

- It is good practice to send a copy of your comment to yourself to confirm when the message has been delivered.

7. The **Recipient Summary** shows who will receive the email.
8. Clicking **Save And Go To** will send the comment notification.
9. Comments with email notifications can be accessed from the **Inbox** on your ePlan tab in addition to the history log of the data and information tool. Additional information about Inbox functionality in ePlan is available in Troubleshooting, **Inbox**.

Monthly User Access Form Audit Details

The *Monthly User Access Form Audit Page* requires the user access administrators to check the box for every user access form after the administrator has uploaded any forms that are not in the LEA Document Library.

The following describes the seven columns of information on the Monthly User Access Form Audit Details page. ***Please note*** that the roles added by the ePlan Help team are not on this page**.**

1. **Role Name:** This column will include the role name.
2. **User Name:** This column will include the user's name.
3. **User Email:** This column will include the user's email address.
4. **Date Added:** This column will include the date the role was added.
5. **Who Added Role:** This column will include the specific user access administrator's name who added the role.
6. **Form Uploaded Prior to Monthly Audit:** The ePlan Help Team will review the forms uploaded to the LEA Document Library and mark **Yes** if the form was uploaded and **No** if it was not uploaded.
7. **LEA User Access Administrator Confirm Form Uploaded**: The LEA user access administrator should check each box after confirming the forms have all been uploaded.

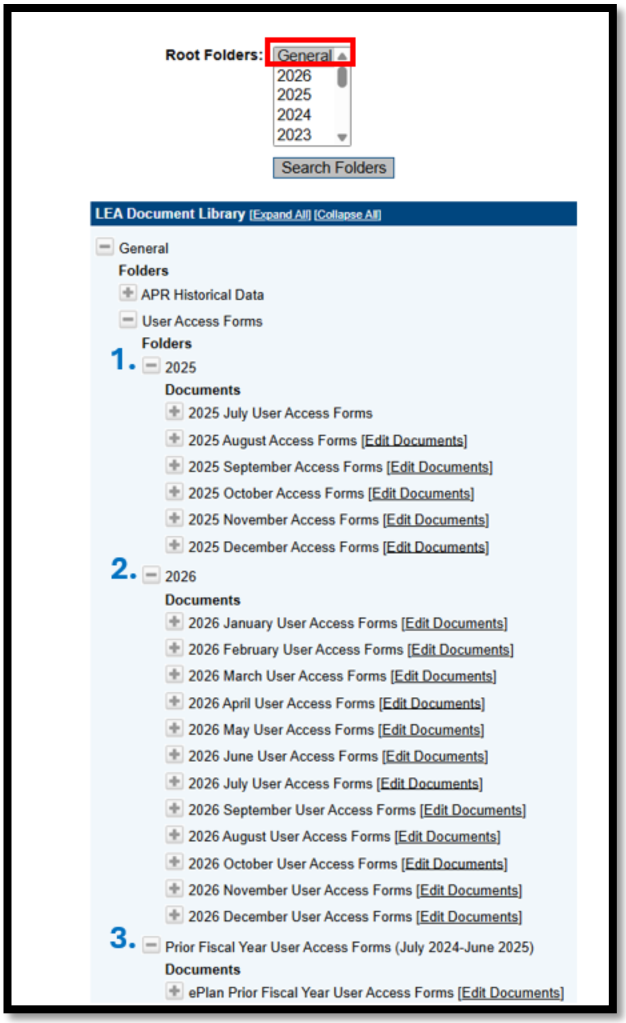
Role Name	User Name	User Email	Date Added	Who Added Role	Form Uploaded Prior to Monthly Audit	LEA User Access Administrator Confirm Form Uploaded
Any Role	Any, User	Any@Email.Com	01/07/25	**Administrator Name**	Yes	
Any Role	Any, User	Any@Email.Com	6/9/2025	**Administrator Name**	No	
Any Role	Any, User	Any@Email.Com	05/29/25	**Administrator Name**	Yes	
Any Role	Any, User	Any@Email.Com	05/29/25	**Administrator Name**	No	
Any Role	Any, User	Any@Email.Com	10/29/24	**Administrator Name**	Yes	
Any Role	Any, User	Any@Email.Com	04/28/25	**Administrator Name**	Yes	
Any Role	Any, User	Any@Email.Com	04/28/25	**Administrator Name**	Yes	
Any Role	Any, User	Any@Email.Com	07/29/24	**Administrator Name**	Yes	
Any Role	Any, User	Any@Email.Com	07/29/24	**Administrator Name**	No	
Any Role	Any, User	Any@Email.Com	05/23/25	**Administrator Name**	No	
Any Role	Any, User	Any@Email.Com	06/13/25	**Administrator Name**	No	

LEA Document Library

User access forms can be uploaded to three folders in the General LEA Document Library. Below are descriptions for each folder and a screenshot showing where the folders and documents can be found in the **General Root Folder**.

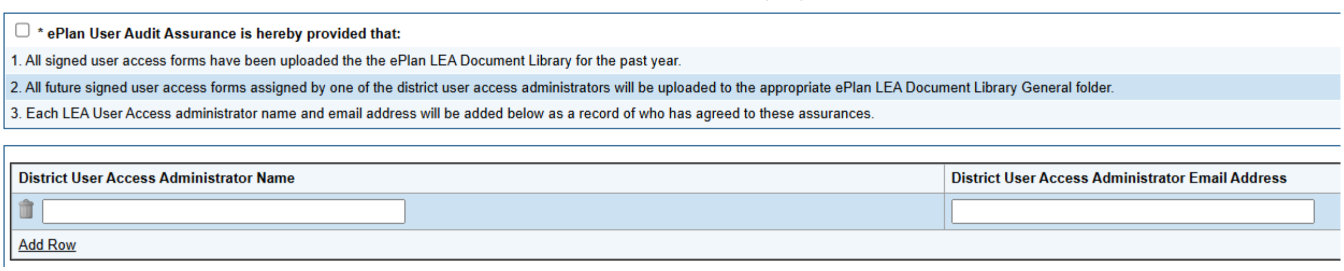
Please include the User's Name and Date in the uploaded form. If all forms for the month are combined into one file, the month name in the file name would be the recommendation.

1. **2025:** Any role assigned from July to December 2025 must be uploaded here.
2. **2026:** Roles assigned January – December 2026 must be uploaded here.
3. **Prior Fiscal Year User Access Forms:** Roles assigned before July 2025 must be uploaded here.



Assurances

The assurances page has an assurance box agreeing to three assurances. Each district user access administrator must add their name and email address on the page.



Validations

ePlan runs data and information tool validations as checks to help users complete the Data and Information tool correctly. Users can view validation messages from the Sections page by clicking **Messages** in the Validation column. Users can view all validation messages in the data and information tool, or validation messages for the individual section or page.

Items marked **Error** are incorrect, and users <u>must</u> address each one before submitting the data and information tool. An example of an error is not responding to a required question.

- If the user does not address all **Error** validations, ePlan will not allow a user to submit the data and information tool. Click on the *Review* link to go to the identified page to make corrections.

Submission

When all Data and Information tool pages are complete and any validation errors are cleared, the tool is ready for the submission and approval process. Refer to the **ePlan User Access** section of this guide, or the individual data and information tool guide for the approval workflow.

To submit the data and information tool for review, the user changes the data and information tool status on the **Sections** page to **Draft Complete**. This generates an email to the next user in the approval workflow who must review the draft and click **Approved** (or **Not Approved**) at the top of the **Sections** page.

How to Print in ePlan

Users may print or download a PDF from the *Sections* page.

- To print the entire data and information tool, click the ***Print*** link across from the word "*All*" at the top of the *Sections* page. ***NOTE:*** *Print requests do not include any related uploaded documents.*
- To print a single page, click on the ***Print*** link across from the name of the page.
- To print an entire section, click on the ***Print*** link to the far right of the section name.
- To choose multiple pages, check the ***Print Select Items*** box at the top of the print column to select more than one page. The ***Print*** links appear as checkboxes. Select all text boxes for the desired print request.
- Select the checkboxes and click ***Print*** at the top of the column.
- The ***Print Request*** screen pops up. Users may rename their print job here.
- Click ***Print***.
- The ***Generating Document*** screen appears. The system takes 20–30 seconds to generate small print documents. For larger files, expect an email from the ePlan system when the file is ready to download.
- After ePlan generates the print file, click ***Return to Funding Applications***.

Troubleshooting

The following are answers to common questions about ePlan application functionality.

User Access

If an ePlan user cannot work in a data and information tool, it is usually due to one of these three reasons:

- The user is not using the Google Chrome browser. For best results, always use Google Chrome to access ePlan. ePlan does not have the same functionality in other browsers.
- The tool is not in the right work step or status. Users can only edit a data and information tool when it is in **Draft Started** or **Revision Started** status.
- The user does not have the right role to work on the data and information tool. When hovering the cursor over **Change Status To** options, a tooltip appears that indicates the roles with access to

make the status change. This tooltip will list the names of individual users associated with each permitted role. Users can also access the address book to see which roles an ePlan user has.

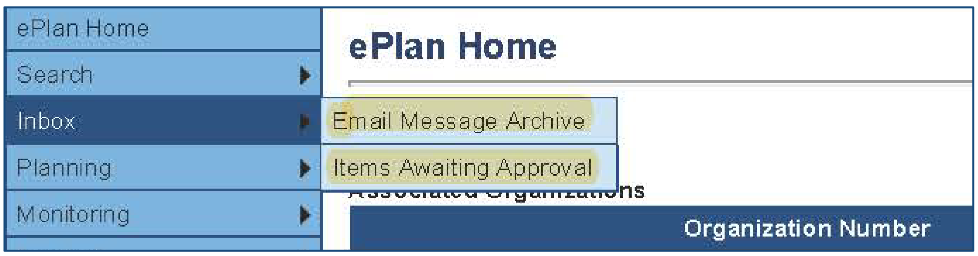
ePlan's address book for each organization contains a list of every user who has an ePlan role.

- The LEA Role Contacts lists all the roles. If the role is not listed in the address book, no one has been assigned to that role.
- The LEA Funding Application contacts are contacts selected for a funding application.
    - A contact is not the same as a role. A role assigns access to complete a task in ePlan.
- User Access Forms are in ePlan's TDOE Resources in the User Access Form folder.
    - Users do not need an ePlan role to access TDOE Resources.

See **ePlan User Access** for more information about the ePlan status workflow and user roles.

Inbox

Several ePlan functions automatically generate emails that the system sends to users. The **Create Comment** function prompts ePlan to send an email message to the selected recipients. **System Notifications** are sent to users because of a **Status Change** to support **Workflows**.



All email messages sent or received by a user through ePlan can be accessed from the **Inbox**. The **Inbox** section of ePlan contains the **Email Message Archive** and **Items Awaiting Approval**. The **Email Message Archive** will contain all emails sent to or received from another ePlan user through the system. Users may select the period to display. Messages received by the user will appear first; scroll down to the lower half of the page to view sent messages. Comments with email notifications can be accessed from the **Inbox** in addition to the **History Log** section of the data and information tool.

When a **System Notification** is generated related to a **Status Change** that requires the user to complete an approval step, users will find these in **Items Awaiting Approval**.