Guide on "When To" contact DRC, DTCs and OOA

For

ACCESS EL

1. When to contact DRC or WIDA –

   Please contact **DRC Customer Support** with any questions at WIDA@DataRecognitionCorp.com or call 1-855-787-9615.

   Contact the WIDA Client Services Center at help@wida.us or call toll free **1-866-276-7735**.

   a) Reset password or AMS login issues/questions

   b) Request access to WIDA Secure Portal

   c) Questions about WIDA Secure Portal/AMS website

   d) Questions about Testing Administrator training

2. When to contact the DTC to submit a ticket (Examples below) -

   a) Request edit student demographic information

   b) Request student be transferred to different school

   c) Request student test session be reset

   d) Request DOE Approved Accommodation- Complete and submit Appendix C-3 Domain Exemption/Accommodation Form

   e) Request Do Not Score for student test domain

   f) Request DOE approved request for Native Language for DeSSA Assessment - Complete and submit Appendix C-4 Form.

3. When to contact OOA via email (Examples below)-

   a) General question(s)

   b) Not sure what category to use on a ticket