



# SUPER APP TECHNICAL ASSISTANCE

## SCHOOL SYSTEM SUPPORT FOR SUPER APP

The LDOE is committed to supporting school systems to ensure that they are able to complete and submit the Super App by Friday, February 1st. Ongoing support provided by the LDOE includes:

- Answering all Super App questions emailed to [LDOE.GrantsHelpDesk@LA.gov](mailto:LDOE.GrantsHelpDesk@LA.gov)
- Super App office hours featuring special topics led by the LDOE Federal Programs team. To view resources presented during these office hours, see "School System Planning Resources" in the [School Improvement Library](#).
- Support documents like the [School System Planning Guide](#), [Super App Workbook](#), and [Super App Submission Checklist](#).
- Targeted support from LDOE network leaders

## COMMON TROUBLESHOOTING ISSUES

The LDOE has compiled a list of common troubleshooting issues when completing the Super App:

1. **SAVE EARLY AND OFTEN:** It is important to save information at regular intervals. The two most common causes of lost information are:
  - Navigating to another page before information is successfully saved. Before moving to another tab, please make sure that you do not have a message that says "Data not saved" after you hit the save button.
  - Sorting before saving. New data entries must be saved before using the sort function.
2. **SORT AFTER SAVING:** The Sort function is intended to allow the user to sort the expenditures in the budget detail by object code and/or fund source. This function should be used to review data only after the information has been entered and saved.
3. **ITEMS NOT SHOWING UP IN DROPDOWN MENU:** The most common solutions for data not appearing in different dropdown menus are:
  - **Fund Source:** For fund sources to appear in the dropdown selection on the budget detail page, the "Allocation" tab (at the "Administration" level) must be complete, including investments amounts in each domain.
  - **EIC Codes:** The EIC codes displayed in the dropdown menu depend on the fund source selected. Once the user selects the fund source, the corresponding EIC codes will populate.
4. **DATA NOT SAVING:** "Data not saved" issues indicate that required data is missing. After clicking the save button, please check the top of the page for any error message(s). Errors on the page will be listed in red text. If you navigate away from the page prior to correcting the identified issue(s) and saving the page, all data since the last save will be lost.
5. **ONLY ONE PERSON EDITING IN A SPECIFIC AREA OF EGMS AT A TIME:** The application can accommodate multiple users *as long as those users are not working in the same tab*. For example, two users can work in the application at the same time if one is working on the Core Domain Budget Detail and the other user is completing the Workforce Talent Budget Detail. If two users work on the same budget detail at the same time, however, information entered by one user will be lost when the other user saves information.