**PKC Help**

**Who do I contact for PKC Help?**

- PA Pre-K Counts issues identified by existing PA Pre-K Counts users should be reported to your Preschool Program Specialist.

- Questions or issues regarding data entry into PELICAN should be directed to the ELN Help Desk 1-877-491-3818 or email issues to RA-ELN@pa.gov

- When calling or emailing the Help Desk, Staff should provide:
  - Name and Username or person experiencing the issue
  - MPI [9 or 13 digits] and 4 digit Site ID
  - Date and time of the issue
  - Steps taken leading up to the issue
  - Screenshots that identify the issue, when possible

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**Head Start Help**

**Who do I contact for Head Start Help?**

- Head Start State Supplemental [HSSP] program issues identified by existing PA Pre-K Counts users should be reported to your Preschool Program Specialist.

- Questions or issues with Federal Head Start program should be directed to Marnie Aylesworth: marayl@berksiu.org

- Questions or issues regarding data entry into PELICAN should be directed to the ELN Help Desk 1-877-491-3818 or email issues to RA-ELN@pa.gov

- When calling or emailing the Help Desk, Staff should provide:
  - Name and Username or person experiencing the issue
  - MPI [9 or 13 digits] and 4 digit Site ID
  - Date and time of the issue
  - Steps taken leading up to the issue
  - Screenshots that identify the issue, when possible