



School Readiness and VPK providers,

Several providers and early learning coalitions have reported issues, within the past few days, related to entering and submitting attendance in the statewide provider portal. Due to your quick feedback, the Office of Early Learning (OEL) has identified a hardware malfunction that is believed to be causing many of the system errors being experienced.

OEL is working with an independent information technology consulting firm to troubleshoot and diagnose these issues. In order to fix the problems, OEL will need to take the provider portal, family portal and coalition services portal offline today. This means end-users will not have access to the portals during this time. The portals are expected to go offline at approximately 12:00 p.m. this afternoon and come back online by 5:00 p.m. today.

We know many of you are concerned about not getting your attendance submitted on time as well as being paid on time. Due to these issues, OEL and early learning coalitions have agreed to extend the attendance submission deadline through 11:59 p.m. on Monday, May 6, or as otherwise directed by your local early learning coalition.

We sincerely apologize for these ongoing issues and we are dedicating additional resources to these efforts.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rodney J. MacKinnon'.

Rodney J. MacKinnon
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