



ESS Vouchers and Claims Role Assignments

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Entity administrators at your district, charter, state placing agency, residential treatment center, or state institution will need to assign roles for the ESS Vouchers and Claims application in [ADEConnect](#). To identify your entity administrator, click **Search** under **Find an Administrator** in the **Help** section of [ADEConnect](#). If you have further questions or are having difficulties, contact the ESS Vouchers team at essvouchers@azed.gov.

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Help

Contact ADE Support
Arizona Department of Education
1535 West Jefferson Street
Phoenix, AZ 85007
[\(602\) 542-7378](tel:(602)542-7378)

Support Ticket
Need to open a support ticket or view status of existing tickets. Use our Help Desk to open new tickets or view existing tickets for status and resolution.
[Go to Help Desk](#)

Find an Administrator
Looking for an administrator that can assist you with your ADEConnect access. Locate the contact information of an ADEConnect administrator that is assigned to your organization.
[Search](#)

Frequently asked questions
You have questions. We have answers.
[FAQ](#)

The necessary roles for the ESS Vouchers and Claims application are as follows:

- **Residential Treatment Centers** only need the role of **ESS Vouchers: RTC User**
- **Home School Districts** only need the role of **ESS Vouchers: HSD User**
- **State Placing Agencies** only need the role of **ESS Vouchers: SPA User**
- **Institutional/ASDB** only needs the role of **ESS Vouchers: Institutional User**
- **High-Cost Child Users** may have the **HSD User** role assignment too, but the RTC, SPA, and Institutional User roles will not allow you to access the system.

Please be sure your entity administrator assigns you the **correct** role(s). You will receive the below error message if you have multiple roles and/or the wrong type of role.

This user is not authorized to access the system at this time. Please view the Voucher Role Assignments guide, then contact the ESS Vouchers team if needed.

Once the role is assigned, allow [ADEConnect](#) up to 15 minutes to refresh to access the system.

Contact essvouchers@azed.gov for questions.