

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 Preshcool 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

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