

Iowa Early Warning System Support for Districts, Schools and Area Education Agencies

Need help? Here's where to find it!

Sometimes it can be hard to decide where to go for support since all applications have different vendors and support. Below is a guide to where to find help. **When in doubt, it's generally safe to contact support for the system where you see the problem.** You can also check the [MTSS Application Status Dashboard](#) for system status updates.

Questions about...	Where to go for support...
A&A account on EdPortal - New account setup - Updating EdPortal account - Problems logging in	EdPortal team Directions and tutorials found on the EdPortal login page and ed.portal@iowa.gov or for urgent assistance call 515-725-2040
FastBridge system - Accessing and using FastBridge, except issues with EdPortal account - Universal screening & progress monitoring scores & assessments - Problems or questions in FastBridge	Knowledge Base link in the upper left corner of FastBridge and then Iowa Resources for Iowa specific resources. If additional assistance is needed beyond the resources, click Support in the upper left corner of the FastBridge system and complete the form to submit a request or email help@fastbridge.org . You must select FastBridge from the product menu.
myIGDIS - Logging in - Adding a classroom - Troubleshooting rosters - System support	myIGDIS Support Myigdis-support@renaissance.com or (800) 338-4204
Panorama Student Success (MTSS Data & EWS System) - Access and using Student Success, except issues with EdPortal account - Iowa ELI or MTSS best practice - Problems or questions in FastBridge	Help in the upper right corner of Panorama Student Success to view help resources. If additional assistance is needed beyond the resources, click Help then Contact us in the lower right corner of Panorama or email support_iowa@panoramaed.com

There is an email group the Department of Education uses to communicate key information related to ELI, FastBridge, Panorama, MTSS and other related topics. [Sign up to get emails delivered directly to your inbox.](#)