

CYBER CHARTER RESIDENCY DISPUTE

Cyber Charter School

User Guide



Office of Elementary and
Secondary Education,
Integrated Monitoring
System



Pennsylvania
Department of Education

Table of Contents

Introduction.....3

Who Should Use This Guide?.....3

The Dispute Workflow — Overview3

Section 1: Getting Started — Logging In4

Navigating to the Cyber Charter Residency Dispute System4

Section 2: Maintenance — Managing Notification Contacts5

Accessing Maintenance5

Adding a New Contact6

Deleting a Contact6

Section 3: Finding and Reviewing Disputes6

Searching for Disputes6

Viewing Dispute Details8

Section 4: Submitting Your Response9

Section 5: Viewing a Returned Dispute10

Section 6: Understanding Dispute Status10

Support.....11

Login / Access Support11

Technical Support11

Introduction

This guide provides step-by-step instructions for cyber charter school staff on using the Pennsylvania Department of Education's Integrated Monitoring System (IMS) to review and respond to cyber charter student residency disputes filed by school districts.

The IMS Cyber Charter Residency Dispute system is a secure, web-based tool that allows school districts and cyber charter schools to formally file, respond to, and track student residency disputes in one centralized location.

Who Should Use This Guide?

This guide is for cyber charter school staff responsible for managing residency disputes in the IMS. You do not need to be a technical expert to use this system.

The Dispute Workflow — Overview

Residency disputes in IMS follow a four-step process:

Step	Who Acts	Action
1	School District	Files the residency dispute and uploads supporting evidence.
2	Cyber Charter School	Reviews the dispute and submits a response (<i>Agree</i> or <i>Disagree</i>) with supporting evidence.
3	School District	Reviews the cyber charter's response and submits a final reply.
4	Both Parties	Final status is recorded as <i>CS Agrees</i> , <i>District Agrees</i> , or <i>Unresolved</i> .

NOTE: *Cyber charter schools must respond to disputes filed by the school district (Step 2) within 10 days. The school district initiates and closes the process.*

Section 1: Getting Started — Logging In

To access the IMS Cyber Charter Residency Dispute system, log in to the Integrated Monitoring System at PDEIMS.com using your authorized credentials.

1. Open your web browser and navigate to the IMS login page at PDEIMS.com.
2. Enter your username and password, then click **Log In**.
3. Once logged in, the **IMS Home** page will appear, as shown below.

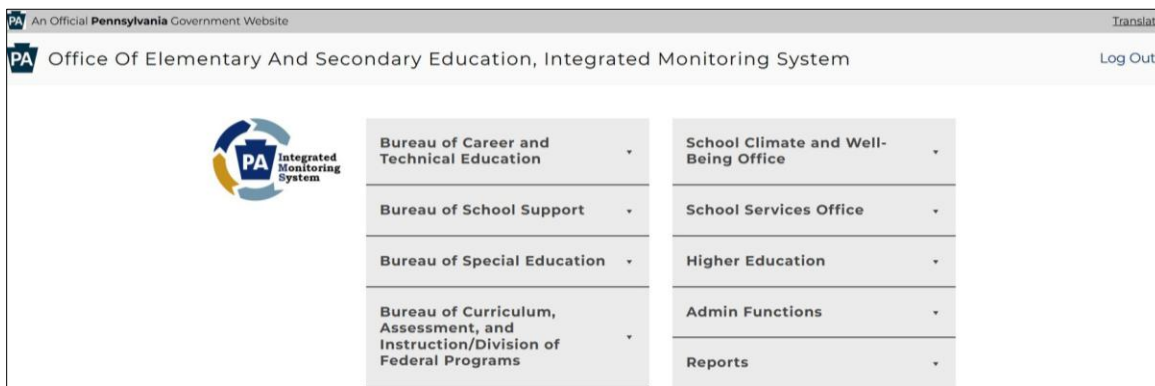


Figure 1 – IMS Home Page

NOTE: If you do not have IMS login credentials, contact ra-charterschools@pa.gov. See the *Support* section at the end of this guide.

Navigating to the Cyber Charter Residency Dispute Application

1. From the IMS Home page, locate **Bureau of School Support** in the navigation menu and click Cyber Residency Dispute (Figure 2).
2. You will be taken to the Cyber Residency Dispute home page (Figure 3).

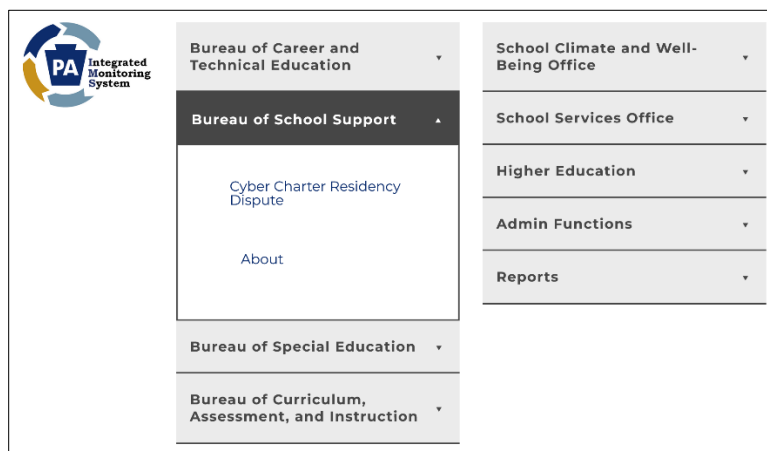


Figure 2 – IMS Navigation – Cyber Charter Residency Dispute



Figure 3 – Cyber Residency Dispute Home Page

NOTE: Verify your school's name appears beneath the IMS logo before taking any action.

Section 2: Maintenance — Managing Notification Contacts

The Maintenance section allows your school to manage who receives email notifications from the IMS Cyber Charter Residency Dispute system. The default contact is always the Chief School Administrator (CSA). You may add additional contacts and edit or delete them at any time.

Accessing Maintenance

1. From the left navigation menu, click **Maintenance**.
2. The **Users** screen will appear and show all contacts currently set up for your school (Figure 4).

Users				
First Name	Last Name	Email	Receives Email?	Actions
Jeff	Eckhart	jeckhart@leaderservices.com	☐	<button>Delete</button>
NewGuy	Harrison	C@C.com	☐	<button>Delete</button>
Abby	Rose	abrose@pa.gov	☒	<button>Delete</button>
Geo	Sch	gjschneider@leaderservices.com	☐	<button>Delete</button>
LEA	User	gjschneider@leaderservices.com	☐	
				<button>Add User</button>

Figure 4 – Maintenance: Users Screen

The Users table displays the following columns:

- First Name
- Last Name
- Email
- Receives Email? — A checkbox indicating whether this contact receives email notifications from the system.
- Actions — A **Delete** button to remove a contact.

Adding a New Contact

1. Click the **Add User** button at the bottom of the Users table.
2. A new row will appear. Complete the following fields:
 - a. First Name (required)
 - b. Last Name (required)
 - c. Email Address (required — must be a valid email format)
 - d. Receives Email? — Check this box if this contact should receive email notifications.
3. Click **Save** (or the equivalent confirm action) to add the contact.

NOTE: Only contacts with the box checked for “Receives Email?” will receive system notifications about residency disputes.

Deleting a Contact

To remove a contact who has left the school or whose information has changed, click the **Delete** button in the Actions column next to their name.

NOTE: The default CSA contact does not have a **Delete** button and cannot be removed from the system.

Section 3: Finding and Reviewing Disputes

When a school district files a residency dispute involving one of your enrolled students, the Chief School Administrator and any additional contacts added to the application will be notified via email and it will appear in the IMS system. Use the Residency Dispute Search page to locate and manage disputes. Cyber schools must respond to residency disputes within 10 days of receipt of the email notification.

Searching for Disputes

1. From the Cyber Charter Residency Dispute screen, locate the **Residency Dispute Search** filters at the top of the page.

Use the available filters:

- School Year – Select the applicable school year.
- School District – Filter by the district that filed the dispute.
- Status – Filter by current dispute status.

2. Click **Search** to view results, or **Clear Search** to reset.

PA An Official Pennsylvania Government Website [Translate](#)

PA Office Of Elementary And Secondary Education, Integrated Monitoring System [IMS Home](#) [Cyber Charter Residency Dispute Home](#) [Log Out](#)

Residency Dispute Search

School Year

- Select a School Year -

School District

Status

- Select a Status -

[Search](#) [Clear Search](#)

No Records Found

[Return](#)

This application was developed by Leader Services for the Pennsylvania Department of Education. This site is for the use of authorized personnel only; any other use is strictly prohibited. © Leader Services, a division of LDP Inc.

Figure 5 – Residency Dispute Search (Cyber Charter View)

Your search results will display the following columns:

Column	Description
School District	The name and AUN of the district that filed the dispute.
PA Secure ID	The student's unique Pennsylvania ID number.
Birth Date	The student's date of birth.
Enrollment Date	The date the student enrolled at your school.
Status	The current status of the dispute.
Status Day	Date of the last Status update
Action(s)	Edit (if status is Submitted to CS) or View for all other statuses.

PA Secure ID	Birth Date	School District	Enrollment Date	Status	Status Date	Action(s)
555555502	2/18/2015	Blue Ridge SD	1/8/2026	CS Agree		View
5715487151	2/18/2015	Leader Test LEA	1/8/2026	CS Agree	3/10/2026	View
9876543210	11/15/2015	Leader Test LEA	1/5/2026	Dispute Unresolved	3/27/2026	View

Figure 6 – Dispute Search Results Table

NOTE: If a dispute shows **Edit** in the Action(s) column, it is waiting for your response. All other statuses are view-only.

Viewing Dispute Details

1. Click **Edit** (if awaiting your response) or **View** (for all other statuses) in the Action(s) column.
2. The dispute detail page will open.

PA Office Of Elementary And Secondary Education, Integrated Monitoring System [IMS Home](#) [Cyber Residency Dispute Home](#) [Log Out](#)

PA Secure ID	9876543210
Birth Date	11/15/2015
Cyber Charter	Test Cyber CS
School District	Leader Test LEA
Enrollment Date	01/05/2026
Date of Receipt of Student Enrollment Notification	01/13/2026

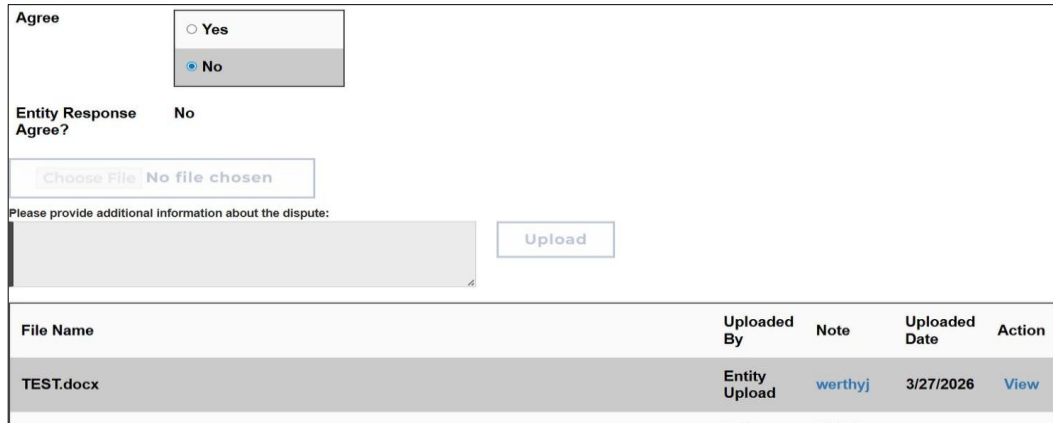
Figure 7 – Dispute Detail Page (Cyber Charter View)

The dispute detail page will show:

- 1) School District Name
- 2) PA Secure ID and Birth Date
- 3) Enrollment Date
- 4) Date of Receipt of Student Enrollment Notification
- 5) Documents and notes uploaded by the district as evidence

Section 4: Submitting Your Response

If the dispute status is *Submitted to CS*, you must submit your school's formal response within 10 days of receipt of the email notification. This includes indicating whether you agree or disagree with the dispute and, if you disagree, uploading supporting evidence.



File Name	Uploaded By	Note	Uploaded Date	Action
TEST.docx	Entity Upload	werthyj	3/27/2026	View

Figure 8 – Cyber Charter Response Form

- On the dispute detail page, scroll to the response section.
- Under **Agree?**, select:
 - Yes — if you agree with the district's position.
 - No — if you disagree. You must then:
 - Upload at least one supporting document.
 - Add a required note for each uploaded file.
- Click **Submit Response** to finalize your submission.

After submission:

- If you selected **Yes**: Status updates to *CS Agree*. The district receives a notification.
- If you selected **No**: Status updates to *CS Disagree*. The district receives a notification and has 10 days to review and respond.

NOTE: *File Naming Tip: Name your files clearly before uploading. Recommended format: CyberSchoolName_StudentLastName_DocumentType (e.g., TestCyberCS_Smith_EnrollmentForm.pdf). Avoid generic names like Document1 or Scan001.*

NOTE: *You cannot edit your response after it has been submitted. Review all information carefully before clicking **Submit Response**.*

Section 5: Viewing a Returned Dispute

After the school district submits their final response, the dispute record will be updated. You can view the complete history of the dispute at any time by clicking **View** on the search results page.

For a returned dispute, the detail page will additionally show:

- a) CS Uploads — the documents your school submitted as evidence.
- b) District Response — whether the district agreed or disagreed with your response.
- c) Additional District Uploads — any further evidence the district provided with their final response.

NOTE: *No further action is required from the cyber charter school after the school district submits their final response. The record is retained in IMS for historical reference.*

Section 6: Understanding Dispute Status

The Status column in your search results reflects where a dispute currently stands. Below is a summary of all possible statuses:

Status	What It Means	Who Acts Next
Submitted to CS	The district has filed the dispute. Your response is required.	Cyber Charter School
CS Agrees	Your school agreed with the district's position.	No further action required
CS Disagrees	Your school disagreed. Awaiting district's final response.	School District
District Agrees	The district accepted your response. Dispute is closed.	No further action required
Dispute Unresolved	The district disagreed with your response. Dispute is unresolved.	See PDE guidance

Support

If you need assistance with the IMS Cyber Charter Residency Dispute process, please contact the Pennsylvania Department of Education Division of Charter Schools.

Login / Access Support

Email: ra-charterschools@pa.gov

Technical Support

Email: ra-edims@pa.gov

NOTE: *When contacting support, please have your entity name, the PA Secure ID(s) involved, and a description of the issue ready.*

6.11.2026_CC-RESIDE-DISPUTE-CCS