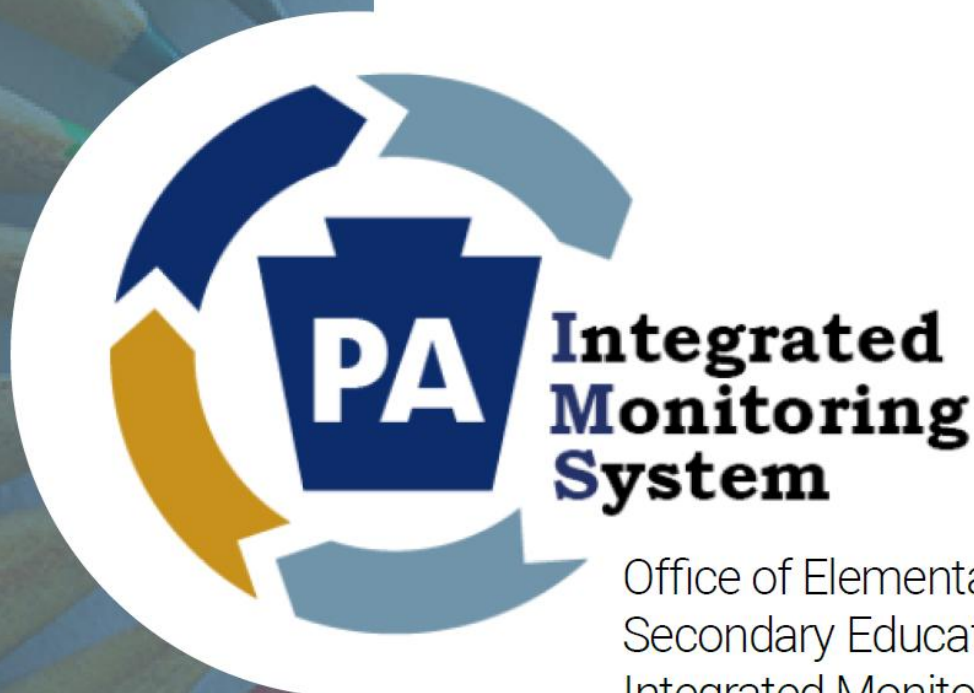


CYBER CHARTER RESIDENCY DISPUTE

School District

User Guide



**Integrated
Monitoring
System**

Office of Elementary and
Secondary Education,
Integrated Monitoring
System



Pennsylvania
Department of Education

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Introduction

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

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 school district 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 (Agree or Disagree) 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: *As the school district, you initiate the dispute (Step 1) and submit the final response (Step 3). The cyber charter school responds in between.*

Section 1: Getting Started — Logging In

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

1. Open your web browser and navigate to the IMS login page at [PDEIMS.com](https://pdeims.com).
2. Enter your username and password, then click **Log In**.

- Once logged in, the **IMS Home** page will appear, as shown below.

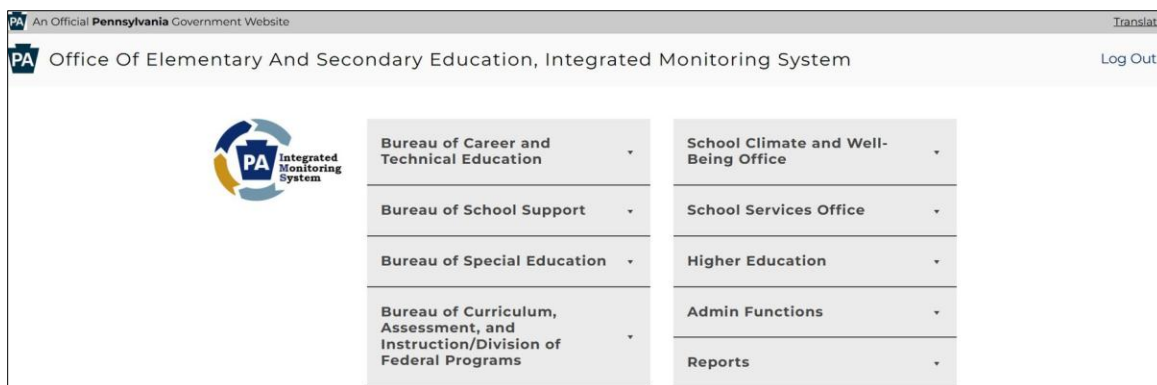


Figure 1 – IMS Home Page

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

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

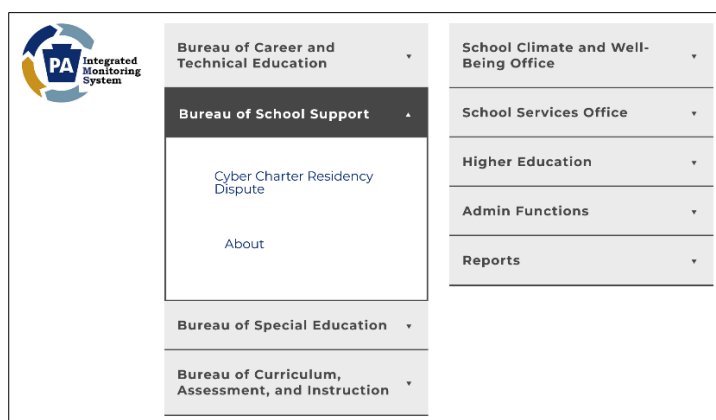


Figure 2 – IMS Navigation – Cyber Charter Residency Dispute

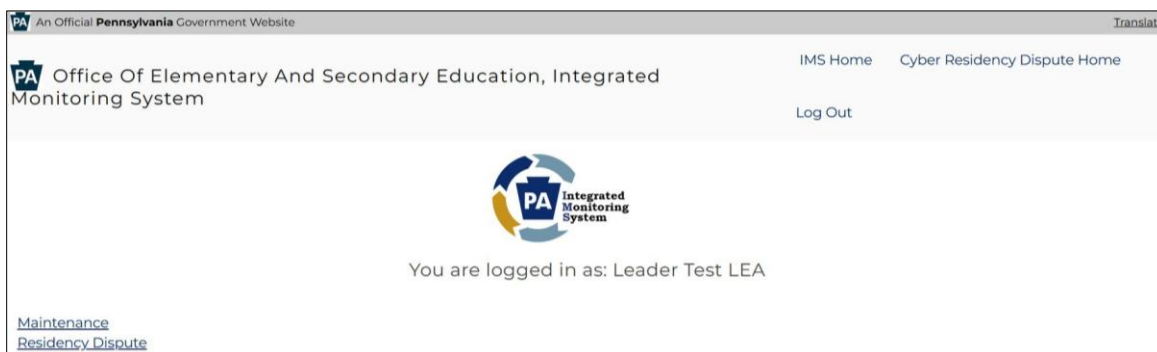


Figure 3 – Cyber Charter Residency Dispute Home (LEA View)

NOTE: Verify your district name appears beneath the IMS logo before taking any action.

Section 2: Maintenance — Managing Notification Contacts

The Maintenance section allows your district 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, showing all contacts currently set up for your district (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 “Receives Email?” box checked will receive system notifications about residency disputes.

Deleting a Contact

To remove a contact who has left the district 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: Filing a New Residency Dispute

As the School District, you are responsible for initiating the residency dispute. A separate dispute must be filed for each individual student whose residency is being disputed. The district has 10 days from the receipt of a residency verification form to enter a dispute.

Accessing the Dispute Form

1. From the Cyber Charter Residency Dispute screen, click **Add New Dispute**.
2. The dispute form will open (Figure 5).

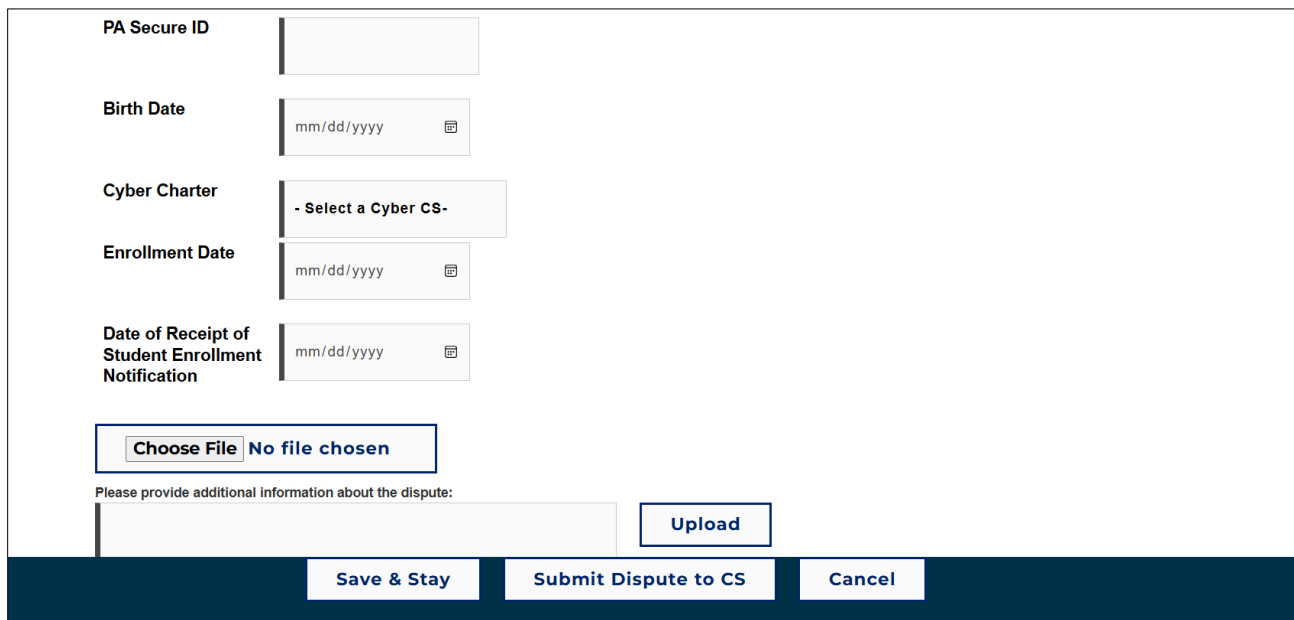


Figure 5 – The Cyber Charter Residency Dispute Form

Completing the Dispute Form

Complete all required fields on the form:

Field	Type	Required	Notes
PA Secure ID	Text	Yes	The student's unique Pennsylvania ID number.
Birth Date	Date	Yes	The student's date of birth.
Cyber Charter School	Dropdown	Yes	Select from the list of cyber charter schools.
Enrollment Date	Date	Yes	The date the student enrolled at the cyber charter school.
Date of Receipt of Student Enrollment Notification	Date	Yes	The date your district received the enrollment notification.
Upload(s)	File Upload	Yes	At least one document must be uploaded.
Note	Text	Yes	A note is required for each uploaded file.

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

Submitting the Dispute

- After completing all fields and uploading at least one document, click **Submit Dispute**.

Once submitted:

- The status will change to *Submitted to CS*.
- The cyber charter school will receive an email notification letting them know they have a dispute to review and must respond within 10 days.

NOTE: You cannot edit the dispute after submission. Review all information carefully before clicking **Submit Dispute**.

Section 4: Searching for Existing Disputes

You can search for any in-progress or previous disputes at any time using the Residency Dispute Search page.

- 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.
- Cyber CS – Name of cyber charter school.
- Status – Filter by current dispute status.

- 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

Cyber CS

Status

PA Secure ID	Birth Date	Cyber Charter	Enrollment Date	Status	Status Date	Action(s)
1316511313	3/20/2012	PDE IMS Test Cyber CS	2/15/2026	Unsubmitted	3/4/2026	View

Figure 6 – Residency Dispute Search (LEA View)

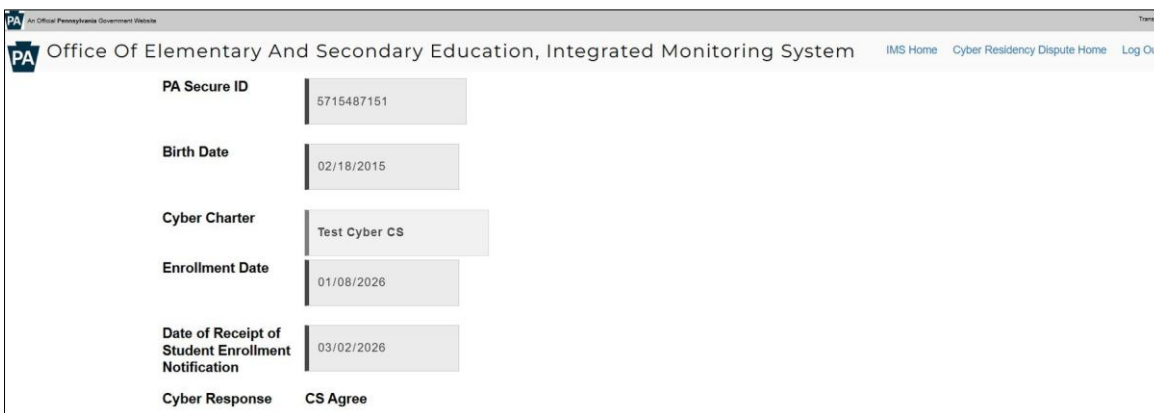
Your search results will display the following columns:

Column	Description
PA Secure ID	The student's unique Pennsylvania ID number.
Birth Date	The student's date of birth.
Cyber Charter	The cyber charter school involved in the dispute.
Enrollment Date	The date the student enrolled at the cyber charter.
Status	The current status of the dispute.
Status Date	Date of last status update.
Action(s)	Click View to open the dispute record.

Section 5: Reviewing the Cyber Charter's Response

After the cyber charter school submits their response, the dispute will be returned to your district for review. The status will update to either *CS Agree* or *CS Disagree*. The Superintendent and additional contacts that were added to the application during set-up will receive an email notification.

1. From the search results, click **View** next to the dispute.
2. The dispute detail page will open, showing all filing information and the cyber charter's response.



PA Office Of Elementary And Secondary Education, Integrated Monitoring System

IMS Home Cyber Residency Dispute Home Log Out

PA Secure ID	5715487151
Birth Date	02/18/2015
Cyber Charter	Test Cyber CS
Enrollment Date	01/08/2026
Date of Receipt of Student Enrollment Notification	03/02/2026
Cyber Response	CS Agree

Figure 7 – Dispute Detail Page with Cyber Charter Response (LEA View)

Cyber Response

CS Agree

Choose File

No file chosen

Please provide additional information about the dispute:

Upload

File Name	Uploaded By	Note	Uploaded Date	Action
test_6.docx	Entity Upload	Upload from LEA	3/9/2026	View

Figure 8 – Cyber Charter Evidence File

On this screen, you will be able to see:

- a. All original dispute information (PA Secure ID, Birth Date, Enrollment Date, etc.)
- b. The cyber charter school's response (CS Agree or CS Disagree)
- c. Any documents the cyber charter uploaded as supporting evidence

NOTE: If the status is CS Agree, no further action is required unless you wish to confirm in the system. If the status is CS Disagree, you must review their evidence and submit your final response.

Section 6: Submitting Your Final Response

If the cyber charter school has disagreed with your dispute (status: CS Disagree), you must review their response and submit your district’s final reply. The district’s final reply must be submitted within 10 days.

PA Secure ID

1

Birth Date

03/27/2026

Cyber Charter

Test Cyber CS

Enrollment Date

03/20/2026

Date of Receipt of Student Enrollment Notification

03/20/2026

Cyber Response

CS Disagree

Entity Response Agree?

☐ Yes

☐ No

Save & Stay

Submit Dispute to CS

Cancel

Figure 9 – District Final Response Form

1. On the dispute detail page, scroll to the **Cyber Response** section.
2. Under **Entity Response Agree?**, select:
 - a. Yes — if you agree with the cyber charter's response. The status will update to District Agrees.
 - b. No — if you still disagree. You must then:
 - i. Upload at least one supporting document.
 - ii. Add a required note for each uploaded file.
3. Click **Submit** to finalize your response.

After submission:

- a. If you selected **Yes**: Status updates to *District Agrees*. The cyber charter school receives a notification.
- b. If you selected **No**: Status updates to *Dispute Unresolved*. The cyber charter school receives a notification.

NOTE: *If the outcome is Dispute Unresolved, you will see the following message in IMS: "To file an appeal, a school district must submit a petition to the Department. Any appeal filed with the Department must be served upon the relevant cyber charter school. For more information on filing an appeal, please see [Cyber Charter Student Residency Verification | Department of Education | Commonwealth of Pennsylvania](#)*

NOTE: *You will not be able to edit your response after submission. Review all information carefully before clicking Submit.*

Section 7: 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. Awaiting the cyber charter's response.	Cyber Charter School
CS Agree	The cyber charter agrees with the district's position.	No further action required
CS Disagree	The cyber charter disagrees. District must review and respond.	School District
District Agrees	The district has agreed with the cyber charter's response. Dispute is closed.	No further action required
Dispute Unresolved	The district disagreed with the cyber charter's response. Dispute is unresolved. Appeal options available.	See Cyber Charter Student Residency Verification Department of Education Commonwealth of Pennsylvania for PDE guidance

Support

If you need assistance with the IMS Residency Dispute system, please contact ra-charterschools@pa.gov.

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-SD