

Technical Support for the ILP

This document is designed to help schools effectively manage any technical problems or questions they may have in using the Individual Learning Plan (ILP).

If you experience a problem with...

Website Functions or Operations – If you need help with a particular section of the ILP or you are experiencing problems in the ILP, but are otherwise able to connect to the Internet:

Please contact Career Cruising by phone (800)965-8541 ext. 35 or ext. 1 or email KYsupport@careercruising.com.

Connectivity – If you are unable to reach the ILP site and your browser shows an error message in the range of 400-599 or shows a "The page cannot be displayed" message: Please contact your local technical support (District Technology Coordinator). If the local technical support cannot resolve the issue, they should contact the KETS Service Desk at (502)564-2002 or (866)538-7435 or by email at ketshelp@education.ky.gov.

Demographic Data – If there are problems with the demographic information that students cannot modify:

Please contact your school's Student Information System coordinator.

Please Note: Changes made in your local student information system will be reflected in the ILP in 5 to 14 days. If changes do not appear after 14 days, please contact kdeilp@education.ky.gov.

Policy or Procedural Questions – If you have questions about the rules, deadlines, content, etc. related to the ILP and the implementation of the ILP:

Please contact the ILP Consultant at (502) 564-4772 or kdeilp@education.ky.gov.

Parents or students experiencing problems, having questions, or wanting to retrieve access information should contact the school.

Career Cruising CANNOT release Student or Parent/Guardian ILP usernames and passwords. Parents and students must contact the school for that information.

Minimum System Requirements

Windows Browsers

- IE 5.0 and up
- Netscape 7.0 and higher
- FireFox 1.0.7 and higher

Macintosh Browsers

- Safari for OS X 10.3 version 1.2 or higher
- Safari for OS X 10.4 version 2.0.3 or higher
- FireFox 1.0.7 and higher

Browser Settings

- JavaScript must be enabled
- Set to check for new versions of pages automatically
- First party cookies must be enabled

To view the multimedia interview clips, the computer must have either Quick Time 4.0 or newer or Windows Media Player 6.4 or newer. There is a text transcription of the interview as well if the system does not have either of these.

