

Waterfront Learning PIMS FAQ

Q: How do I contact Waterfront Learning?

A: For PIMS related questions please email wflhelp@aiu3.net. To ensure your question is routed to the proper people as quickly as Possible please include "PIMS" in the subject line.

Q: I pulled my report and specific information is missing for specific teachers. How do I get this information?

A: Waterfront Learning has included all the information we were provided by our partners on teachers. Some partners have declined to share some information, such as salary.

Q: One of the teachers on my report has a PPID listed as all 9's, how do I get their PPID?

A: Waterfront Learning is working with a handful of teachers that have applied for but not yet received PA certification. These teachers are certified in other states, but they do not yet have a PPID.

Q: Why is there a teacher on my report that is not currently assigned to my students?

A: The reports return teachers for the date period specified. It is possible that the teacher was instructing one of your students during the data range you selected but is not currently doing so.

Q: Why are teachers missing from my report?

A: Please verify the data range you selected before running the report. If teachers are still missing please contact wflhelp@aiu3.net and include as much information as possible about which teachers are missing.

Q: I don't have an account for Waterfront's SIS how do I access PIMS information?

A: You can have your Waterfront Learning Liaison pull the information for you. Alternately you can have them contact wflhelp@aiu3.net to have an account created for you. Waterfront needs a full name, email address, and phone number to create the account. The request must come from the district liaison.

