



Department of

**Children's Services**

# Working In Edison

Tips for Edison Learners

# Your Initial Email

**New Edison users will get an email like the one below to set up their access in Edison.**

Your Edison Access ID and Temporary Password have been established:

Name: John Bunyun

Edison Access ID: EL\$JOHBUN01

Edison Temporary Password **One-time password**

Please type in your Edison Access ID along with the Edison Temporary password above. Once you have entered the temporary password, you will be prompted to setup a new password that you will use to log into Edison. You will also be required to set up a secure profile. Please login and change your password as soon as possible. If you have questions on changing your password, instructions are located at: [Identity and Access Reference Guide](#). The Edison Welcome Packet and other helpful documents are available in Edison on the Training Work Center at: Training>Self Service Training> Getting Started in Edison.

**External Agency Learners:**

Please use the login information in this message to access the system at the URL provided below. Click here to change your password: <https://www.edison.tn.gov>

# Logging Into Edison

- <https://www.edison.tn.gov>
- Click Employee Portal Login

**TN** Wed, Nov 28, 2018 11:23 AM

**Employee Portal Login**  
Supplier Portal Home Page

**Edison Service Desk**  
1-866-376-0104 or  
615-741-HELP(4357)  
Hours of Operation:  
7:00 a.m. to 4:30 p.m. CST  
Monday through Friday(except holidays)

**Special Notices**  
No articles currently available

**1st Time Login/Password Reset**  
**First-Time Login/How To Retrieve Access ID**  
If you have never logged into Edison or you have forgotten your Access ID click [HERE](#). You will need your **8-digit Employee ID** found on your Caremark card or provided to you by your supervisor. Click [HERE](#) to watch a short video on how to log into Edison for the first time.

**Edison Maintenance Calendar**  
Sunday Nov 25, 2018 - Saturday Dec 1, 2018  
No events found for the date range.

**FAQ**  
**Edison Basics**  
 What is Edison?  
 What are the Edison Compatibility Standards?  
 Why Passwords Expire Every 90 days?

**PARTNERS FOR HEALTH™**  
If you have any question about your benefits contact the **Benefits Administration Service Center** at:  
1-800-253-9981 or  
615-741-3590 or visit:  
<https://www.tn.gov/partnersforhealth.html>  
**Payroll Call Center**  
If you have questions about your paycheck, your bank

# 1<sup>st</sup> Use: Reset Password

You will be prompted to enter your one-time password and create a new one. Be sure to follow the instructions for password conditions.

## Reset Your Password

Please enter your current/temporary password and new password twice below.

### A valid password must meet all of the following conditions:

- Password must not contain the following character(s): & , < > ^ % ~ ' ` @ .
- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must contain at least 2 alphabetic character(s).
- Password must be at least 8 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 special character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must not be one of 12 previous passwords.
- Password must not match or contain user ID.

Current/Temporary Password	click to enter
New Password	click to enter
Confirm New Password	click to enter



After confirming your new password, please ONLY HIT ENTER ONCE as there is a slight delay while processing your new password.

# Security Profile

You will see this page with instructions about what is coming next.

**Setting up your Security Profile**

Over the next few pages you will be required to set up your security profile. Please take a moment to familiarize yourself with this information before proceeding. Once completed, your security profile will add new layers of security to your account by helping us verify you as a trusted user and help you identify us as a trusted site. After you review this information, please click Continue to get started.

---

**Security Image and Phrase**

The security image and phrase feature will help ensure that you are entering your password on a trusted site. You will be required to select an image of your choice, which includes an associated security phrase and the current date and time.

---

**Security Questions and Answers**

The security questions and answers feature will help us verify that you are a trusted user when you forget your password or if certain security risk levels are exceeded. You will be required to set up answers for a series of security questions.

---

**One-Time Password**

The one-time password feature will send a temporary password to an email address of your choice when security risk levels are high or if you forgot your password. The email address may be a work or personal address.

Please click Continue to set up your security profile. >>

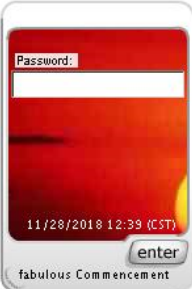
# Security Profile

**Selecting your Security Image and Phrase**

The security image and phrase feature is used to ensure that you are entering your password on our official site. The image below is your currently selected security image and phrase where you will enter your password when logging into Edison in the future. To select a different image, which includes an auto-generated phrase, please click Change your image and phrase until you find an image and phrase you like. Once selected, please click Continue to proceed.

**Note:**

Please remember to never enter your password when logging into Edison unless you see your personalized image and phrase with a current freshness date.



**Your personal security image**

**Your personal security phrase**

[Learn more about your personalized security image and phrase](#)

[Change your image and phrase](#)

- You can change the image and phrase by clicking the link at the bottom.
- Once you are content with the picture and phrase, click Continue.
- You will be taken to a section to select and answer 5 security questions.
- After answering security questions, you will be taken to the Edison Home Page.



# Edison Home Page

- Click the “Down Arrow” beside the ELM Header to see the menu.
- Click “Learning Home”

Wed, Nov 28, 2018 11:43 AM

Self Service

General Information

Payroll

Human Resources

Time and Labor

Benefits

ELM

ELM News

ELM Support Info

Learning Home

FSCM

Training

**Edison News Alerts**

**Travel Expense Report Budget Check Issue**

There is currently an issue with budget checking expense reports within the Edison Travel Module. If you are experiencing a status being stuck "In Process" on an expense report, this is a known issue and we are actively working to resolve it. We apologize for any inconvenience and will post an update to this once the issue is resolved.

**New Time and Labor Query**

The Edison Time & Labor team has created a new query that will help your agency in troubleshooting Edison Security and Access for an employee. Please click this news alert for more information.

News and Events

Search Box Placeholder

**Edison Maintenance Calendar**

Sunday Nov 25, 2018 - Saturday Dec 1, 2018

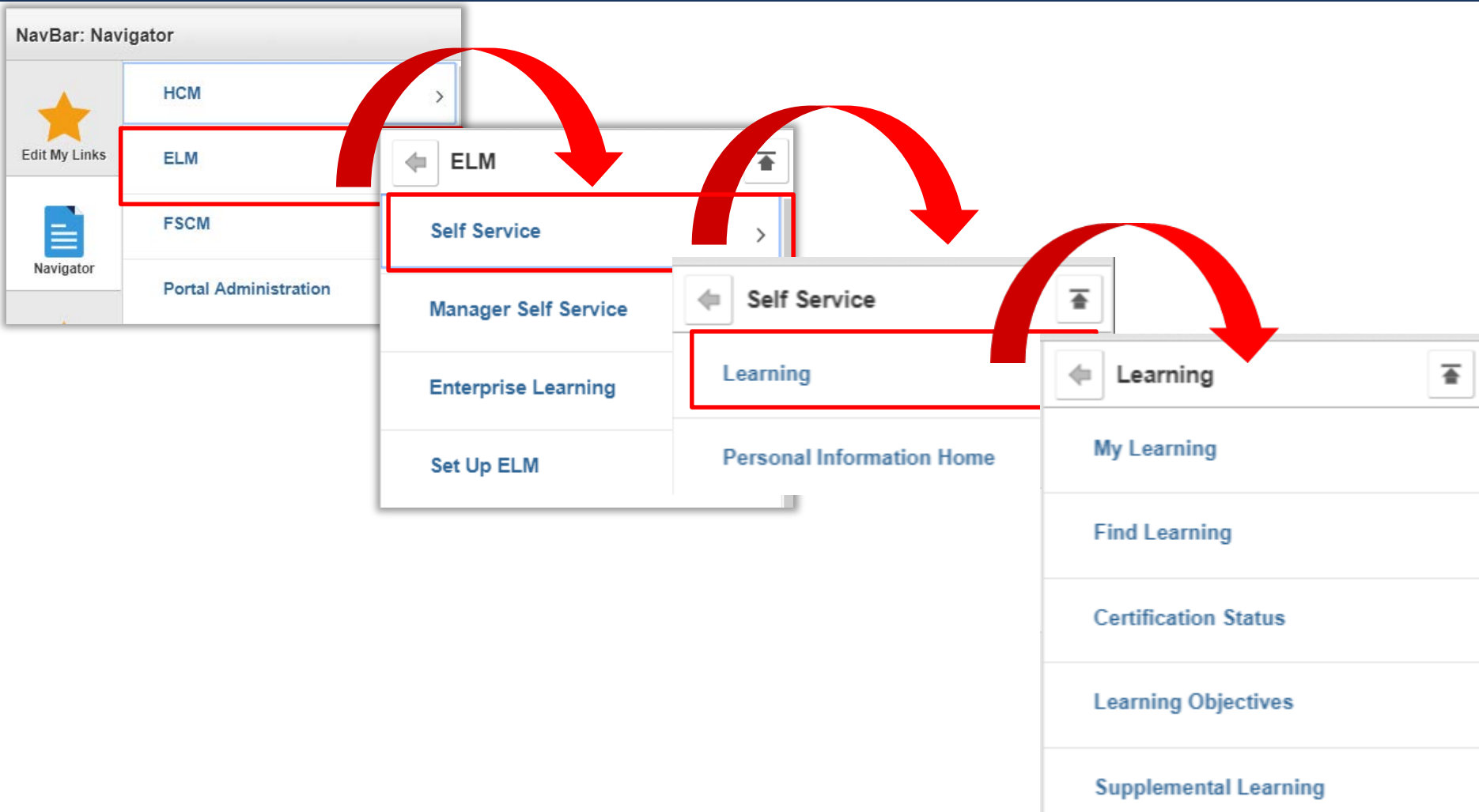
No events found for the date range.

Full Page View

**My Reports**

Report	Folder
External Learners	General
	2018-11-28-11.24.5
TNTL330	General
	2018-11-21-11.12.0

# Navigating ELM - Navigator





# The Learning Home Page

- The Learning Home Page provides quick links to everything you need.
- Quick Links are to the left.

**Learning Home Workcenter**

**Learning Home**

**Quick Links**

- Find Learning
- My Learning
- Certifications
- Learning Objectives
- Supplemental Learning

**Search for Learning**

Enter a keyword and select the Search button to initiate the search.

**My Current Learning**

View: All Learning

Title	Type	Required	Status	Due Date
Self-Care for Foster...	Assignment / Task		Enrolled	
Social Media and Cyb...	Classroom		Enrolled	
Fostering from the S...	Classroom		Enrolled	

[View More Details](#)

[My Learning](#)

**New Learning**

- [Impact of Fostering on Birth Children](#)  
CH-EA4566-190115-01 - Classroom
- [Self-Care for Foster Parents](#)  
CH-RP4573-TV-190507 - Assignment / Task
- [Self-Care for Foster Parents](#)  
CH-RP4573-TV-190402 - Assignment / Task
- [Social Media and Cyber Safety](#)  
CH-RP4572-TV-190413 - Classroom
- [Fostering from the Single Parent Perspective](#)  
CH-RP4569-TV-190418 - Classroom

[Find Learning](#)

# Find Learning

- You can search for learning by typing directly into the “Search for Learning” search bar or by clicking “Find Learning” to the left.
- In the Search for Learning box, you may search by the title of the training or by the course code.
- The course code is an 8-character code that generally starts with four letters followed by four numbers. Example: CHDE4027 is the course code for Creating Normalcy through Prudent Parenting.

The screenshot shows the Learning Home Workcenter interface. The top navigation bar includes 'Learning Home', 'Learning Home Workcenter', and icons for home, menu, and search. The left sidebar contains 'Main', 'Reports', 'Links', and 'Quick Links'. The 'Quick Links' section has a red arrow pointing to 'Find Learning'. The main content area has a 'Search for Learning' section with a search bar and an 'Advanced Search' link. Below this is a 'My Current Learning' section with a table of current learning items. A red arrow points to the search bar in the 'Search for Learning' section.

**Learning Home Workcenter**

Learning Home

**Search for Learning**

Enter a keyword and select the Search button to initiate the search.

Advanced Search

**My Current Learning**

View All Learning

Title	Type	Required	Status	Due Date
Self-Care for Foster...	Assignment / Task		Enrolled	
Social Media and Cyb...	Classroom		Enrolled	
Fostering from the S...	Classroom		Enrolled	

View More Details

My Learning

**New Learning**

- Impact of Fostering on Birth Children  
CH-EA4566-190115-01 - Classroom
- Self-Care for Foster Parents  
CH-RP4573-TV-190507 - Assignment / Task
- Self-Care for Foster Parents  
CH-RP4573-TV-190402 - Assignment / Task
- Social Media and Cyber Safety  
CH-RP4572-TV-190413 - Classroom
- Fostering from the Single Parent Perspective  
CH-RP4569-TV-190418 - Classroom

Find Learning

# Find Learning


- Results will provide all classes currently available for the given course. The list shows the date and location.
- If you have selected the class you want to attend from the calendar on the website, match the class code given on the calendar to the class code listed in Edison and click Enroll for that class.

CHDE4027

Search Results View All First 1 - 1 of 1 Last

+ Expand - Collapse

▼ Creating Normalcy Through Prudent Parenting (CHDE4027)


 ★★★★★ (1) [View Reviews](#) [Plan for Later](#)

This training introduces and instructs participants on how to create normalcy through reasonable prudent parenting standards characterized by decision making that is intended to create a more normal life for children and youth in out of home placement. [View Details](#)

Class Code	Type	Duration	Start Date	Location	Price
CH-MG4027-190206-01	Classroom	3 Hrs	02/06/2019	Nashville, TN	<a href="#">Enroll</a>
CH-SC4027-180204-01	Classroom	3 Hrs	02/04/2019	Columbia, TN	<a href="#">Enroll</a>
CH-SH4027-190228-01	Classroom	3 Hrs	02/28/2019	Memphis, TN	<a href="#">Enroll</a>
CH-SW4027-190226-01	Classroom	3 Hrs	02/26/2019	Jackson, TN	<a href="#">Enroll</a>
CH-TV4027-190211-01	Classroom	3 Hrs	02/11/2019	Chattanooga, TN	<a href="#">Enroll</a>



# Find Learning

- Clicking on the class code will provide additional information.









Search Results

View All First 1 - 1 of 1 Last

 Expand  Collapse

▼ Creating Normalcy Through Prudent Parenting (CHDE4027)

      (1) [View Reviews](#)

[Plan for Later](#)

This training introduces and instructs participants on how to create normalcy through reasonable prudent parenting standards characterized by decision making that is intended to create a more normal life for children and youth in out of home placement. [View Details](#)

Class Code	Type	Duration	Start Date	Location	Price
CH-MG4027-190206-01		3 Hrs	02/06/2019	Nashville, TN	<a href="#">Enroll</a>
CH-SC4027-180204-01	Classroom	3 Hrs	02/04/2019	Columbia, TN	<a href="#">Enroll</a>
CH-SH4027-190228-01	Classroom	3 Hrs	02/28/2019	Memphis, TN	<a href="#">Enroll</a>
CH-SW4027-190226-01	Classroom	3 Hrs	02/26/2019	Jackson, TN	<a href="#">Enroll</a>
CH-TV4027-190211-01	Classroom	3 Hrs	02/11/2019	Chattanooga, TN	<a href="#">Enroll</a>

# Find Schedule

## Creating Normalcy Through Prudent Parenting

★★★★★ (0)

You can view further details about the Class by selecting the various links. You can enroll in the class by selecting the Enroll button or add the class to to your Learning Plan by selecting the Add to Plan button.

**Class Code** CH-MG4027-190206-01  
**Type** Classroom  
**Price Per Seat** --

**Class Name** Creating Normalcy Through Prudent Parenting  
**Contact** [Sandra Brown](#)  
**Drop Charge** --

**Start Date** 02/06/2019  
**Last Enrollment Date** --  
**Available Seats** 10  
**Language** English

**End Date** 02/06/2019  
**Last Drop Date** --  
**Available Waitlist** 0  
**Duration** 3 Hrs

[Overview](#) [Objectives Met](#) [Schedule](#) [Prerequisites](#) [Notes and Attachments](#)

**Description** This training introduces and instructs participants on how to create normalcy through reasonable prudent parenting standards characterized by decision making that is intended to create a more normal life for children and youth in out of home placement.

### Class Syllabus

To receive credit for this class you must complete all required tasks.

- 1 **Prudent Parenting**  
Required Sessions  
(Duration : 3 Hrs)

[Overview](#) [Objectives Met](#) [Schedule](#) [Prerequisites](#) [Notes and Attachments](#)

Recommend Learning

Close

- This page indicates the contact person for the class.
- Clicking on Schedule will give you the start and end time for the class.

# Find Schedule

## Creating Normalcy Through Prudent Parenting

★★★★★ (0)

You can view further details about the Class by selecting the various links. You can enroll in the class by selecting the Enroll button or add the class to to your Learning Plan by selecting the Add to Plan button.

**Class Code** CH-MG4027-190206-01

**Type** Classroom

**Price Per Seat** --

**Start Date** 02/06/2019

**Last Enrollment Date** --

**Available Seats** 10

**Language** English

**Class Name** Creating Normalcy Through Prudent Parenting

**Contact** Sandra Brown

**Drop Charge** --

**End Date** 02/06/2019

**Last Drop Date** --

**Available Waitlist** 0

**Duration** 3 Hrs

[Overview](#)

[Objectives Met](#)

[Schedule](#)

[Prerequisites](#)

[Notes and Attachments](#)

### Scheduled Sessions

Day	Date	Start Time	End Time	Time Zone	Instructor	Location
Wednesday *	02/06/2019	9:00AM	12:00PM	CST	Larry Puckett	Nashville, TN

\* Required Sessions

[Overview](#)

[Objectives Met](#)

[Schedule](#)

[Prerequisites](#)

[Notes and Attachments](#)

Recommend Learning

Close



# My Current Learning

- On the Learning Home page, My Current Learning shows recent activity. This area provides limited detail on classes.
- For more detail, click on “My Learning” from the Quick Links menu or under “My Current Learning”

The screenshot shows the 'Learning Home Workcenter' interface. On the left, a 'Quick Links' menu is visible with items: Find Learning, My Learning, Certifications, Learning Objectives, and Supplemental Learning. A blue arrow points to 'My Learning'. The main content area has a 'Search for Learning' section with a search bar and an 'Advanced Search' link. Below this is the 'My Current Learning' section, which includes a 'View' dropdown set to 'All Learning' and a table of current learning items. A red arrow points to the 'My Current Learning' section header. Below the table is a 'View More Details' link and a 'My Learning' link with a folder icon. A blue arrow points to this 'My Learning' link. On the right, there is a 'New Learning' section listing several courses with their IDs and types. A 'Find Learning' link is at the bottom of this section.

**Learning Home Workcenter**

Learning Home Workcenter «

Main Reports

Links

Quick Links

- Find Learning
- My Learning
- Certifications
- Learning Objectives
- Supplemental Learning

**Search for Learning**

Enter a keyword and select the Search button to initiate the search.

Advanced Search

**My Current Learning**

View: All Learning

Title	Type	Required	Status	Due Date
Self-Care for Foster...	Assignment / Task		Enrolled	
Social Media and Cyb...	Classroom		Enrolled	
Fostering from the S...	Classroom		Enrolled	

View More Details

My Learning

**New Learning**

- Impact of Fostering on Birth Children  
CH-EA4566-190115-01 - Classroom
- Self-Care for Foster Parents  
CH-RP4573-TV-190507 - Assignment / Task
- Self-Care for Foster Parents  
CH-RP4573-TV-190402 - Assignment / Task
- Social Media and Cyber Safety  
CH-RP4572-TV-190413 - Classroom
- Fostering from the Single Parent Perspective  
CH-RP4569-TV-190418 - Classroom

Find Learning

# My Learning Page

- Only classes that you have enrolled in or completed since you have been in Edison will show on the My Learning Page. ***You will not see classes that you completed prior to being in Edison.***
- You can select from classes with activity from the last 90 days or all learning since you have been in Edison.

## My Learning

[View Calendar](#)[Request New Learning](#)[Learning Home](#)

\*View

All Learning - Last 90 Days  
All Learning - Any Status, Type or Date  
All Learning - Last 90 Days

Go



My Learning

1-3 of 3

Title	Type	Status	Date	Action	My Ratings
Fostering from the Single Parent Perspective	Classroom	Enrolled	01/31/2019	Drop	★★★★★
Self-Care for Foster Parents	Assignment / Task	Enrolled	01/31/2019	Drop	★★★★★
Social Media and Cyber Safety	Classroom	Enrolled	01/31/2019	Drop	★★★★★

# My Learning Page

- You can see detail about a classes on this page. You can sort by clicking on the links in the Title Bar.
- For example, clicking on “Title” will sort the courses by title. Clicking on “Type” will sort by the type of class, etc.

## My Learning

[View Calendar](#)[Request New Learning](#)[Learning Home](#)

\*View

- All Learning - Last 90 Days
- All Learning - Any Status, Type or Date
- All Learning - Last 90 Days

Go

My Learning

1-3 of 3

Title	Type	Status	Date	Action	My Ratings
Fostering from the Single Parent Perspective	Classroom	Enrolled	01/31/2019	Drop	★★★★★
Self-Care for Foster Parents	Assignment / Task	Enrolled	01/31/2019	Drop	★★★★★
Social Media and Cyber Safety	Classroom	Enrolled	01/31/2019	Drop	★★★★★

# My Learning Page

- You can drop a course from this page should you need to do so. If you enrolled in a class that you later realize you are unable to attend, please drop the class to make room for others.

## My Learning

[View Calendar](#)[Request New Learning](#)[Learning Home](#)

\*View

All Learning - Last 90 Days  
All Learning - Any Status, Type or Date  
All Learning - Last 90 Days

Go

### My Learning

					1-3 of 3
Title	Type	Status	Date	Action	My Ratings
Fostering from the Single Parent Perspective	Classroom	Enrolled	01/31/2019	Drop	★★★★★
Self-Care for Foster Parents	Assignment / Task	Enrolled	01/31/2019	Drop	★★★★★
Social Media and Cyber Safety	Classroom	Enrolled	01/31/2019	Drop	★★★★★

# My Learning Page

- Please be aware that the “Date” column shows the date of the last status update. In this example, the date shows the date that the student enrolled in the class.
- The Date **DOES NOT** indicate the date that the class will occur.

My Learning



View Calendar



Request New Learning



Learning Home

\*View

All Learning - Last 90 Days  
All Learning - Any Status, Type or Date  
All Learning - Last 90 Days

Go

My Learning



						1-3 of 3
Title	Type	Status	Date	Action	My Ratings	
Fostering from the Single Parent Perspective	Classroom	Enrolled	01/31/2019	Drop	★★★★★	
Self-Care for Foster Parents	Assignment / Task	Enrolled	01/31/2019	Drop	★★★★★	
Social Media and Cyber Safety	Classroom	Enrolled	01/31/2019	Drop	★★★★★	

# My Learning Page

- Clicking on the title of the class will take you to the Class Progress page where you can view additional detail.

## My Learning

[View Calendar](#)[Request New Learning](#)[Learning Home](#)

\*View

- All Learning - Last 90 Days
- All Learning - Any Status, Type or Date
- All Learning - Last 90 Days

Go

## My Learning



1-3 of 3

Title	Type	Status	Date	Action	My Ratings
Fostering from the Single Parent Perspective	Classroom	Enrolled	01/31/2019	<a href="#">Drop</a>	★★★★★
Self-Care for Foster Parents	Assignment / Task	Enrolled	01/31/2019	<a href="#">Drop</a>	★★★★★
Social Media and Cyber Safety	Classroom	Enrolled	01/31/2019	<a href="#">Drop</a>	★★★★★



# The Class Progress Page

This page provides additional information about the class as well as access to location and schedule.

The class date is provided here:



## Class Details ?

Class Code	CH-RP4569-TV-190418	Class Name	Fostering from the Single Parent Perspective
Type	Classroom	Contact	--
Price Per Seat	-- or --	Drop Charge	-- or --
Enrollment Status	Enrolled	Confirmation Number	4669457
Start Date	04/18/2019	End Date	04/18/2019
Last Enrollment Date	--	Last Drop Date	--
		Duration	3 Hrs

[Progress](#) [Schedule](#) [Grades and Attendance](#) [Notes and Attachments](#) [Payment Details](#) [Approvals](#)

## Class Progress

Progress	Enrolled	Grade	Not Graded
Passing Status	Pending	Comments	

### Class Syllabus

You must complete this class by 04/18/2019.

To receive credit for this class you must complete all required tasks.

#### 1 [Fostering from the Single Parent Perspective](#)

Required Sessions

Progress Not Attempted

[View Schedule and Locations](#)



To see the start and end times and location click here:

Drop

Recommend Learning

To be able to add event to your calendar, set up your calendar in the Learning Preference page.

TN

# The Class Progress Page

The start and end times are provide below. To see the address of the training location, click on the city.

## Class Details

Class Code	CH-RP4569-TV-190418	Class Name	Fostering from the Single Parent Perspective
Type	Classroom	Contact	--
Price Per Seat	-- or --	Drop Charge	-- or --
Enrollment Status	Enrolled	Confirmation Number	4669457
Start Date	04/18/2019	End Date	04/18/2019
Last Enrollment Date	--	Last Drop Date	--
		Duration	3 Hrs

[Progress](#) [Schedule](#) [Grades and Attendance](#) [Notes and Attachments](#) [Payment Details](#) [Approvals](#)


## Scheduled Sessions

Day	Date	Start Time	End Time	Time Zone	Location
Thursday *	04/18/2019	6:00PM	9:00PM	EDT	<a href="#">Cleveland, TN</a>

\* Required Sessions

Drop

Recommend Learning

 To be able to add event to your calendar, set up your calendar in the Learning Preference page.

# Finding A Training Address

Cleveland, TN

Facility	Cleveland Fire Dept.	Address	555 S Ocoee Street
Building Name			Cleveland, TN 37311
Room Name		Room Number	Bradley
Maximum Occupancy		Floor Number	

Close

# Launching a Computer Based Training

## Class Progress

[Return to Previous Page](#)[Learning Home](#)

### Title VI (1 hr)

★★★★★ (2) [View Reviews](#)

#### Class Details ?

Class Code	CH-CB0005-190000-01	Class Name	Title VI (1 hr)
Type	Web Based Training	Contact	Vicky Puckett
Price Per Seat	--	Drop Charge	--
Enrollment Status	Enrolled	Confirmation Number	4441156
Start Date	07/02/2018	End Date	06/30/2019
Last Enrollment Date	07/02/2018	Last Drop Date	--
		Duration	1 Hrs

[Progress](#) [Schedule](#) [Grades and Attendance](#) [Notes and Attachments](#) [Payment Details](#) [Approvals](#)

#### Class Progress

Progress Enrolled

Grade Not Graded

Passing Status Pending

Comments

#### Class Syllabus

You must complete this class by 06/30/2019.

To receive credit for this class you must complete all required tasks in order.

- 1 [Title VI CBT](#)  
Optional Web-based  
Progress Not Attempted

Launch



- 2 [Title VI Post Test](#)  
Required Web-based  
Progress Not Attempted

Launch

Drop

Recommend Learning

- If the course is computer based, you can launch the course from the Class Progress page.
- For computer based classes, you will see a launch link instead of a schedule and location link.
- Click the launch link to launch the class.

# Launching a Computer Based Training

- Clicking launch on the Class Progress page will bring up a Table of Contents.
- Click “Launch” again and the training will appear in a separate window. ***Be sure to disable pop-up blockers on your browser.***
- After you have watched the training, return to this page. It will still say “Not Attempted” under status.
- Click Return to Class Progress to update the status. If you wait more than 30 minutes to click Return to Class Progress, your progress may not be recorded.

[View Progress Page](#)

## Table Of Contents

Brenda Carpenter, TRAINING & CURRICULUM DIR 1 CO Training

Component Name: FA-INFOSEC-01-12012018      Type: Web-based  
Class: Information Security Awareness Training      Duration: --

### Table Of Contents

Title	Status	Score	
State of Tennessee Carousel 1	Not Attempted		<a href="#">Launch</a>

[Return To Class Progress](#)

- Once clicking Return to Class Progress, you will see on the syllabus that the progress status has changed to Completed.

#### Class Syllabus

You must complete this class by 06/30/2019.

To receive credit for this class you must complete all required tasks in order.

1 [Title VI CBT](#)

Optional Web-based

Progress Completed



[Re-Launch](#)



# Where to get help

- Start with the Edison Help inside Edison for common problems: Click the Navigator then Edison Help Desk.
- Call the Edison Help Desk:
  - 866-376-0104 or 615-741-4357
  - Open 7:00 am to 4:30 pm CST, Monday-Friday
  - Edison cannot assist with any issues related to TFACTS or to any problems related to your personal equipment.
- Contact your FPS worker
- Contact Stacy Arnold at [stacy.arnold@tn.gov](mailto:stacy.arnold@tn.gov) or 615-741-0239

