The Maryland Accreditation process includes optional Technical Assistance, which replaces Program Improvement Visits in your accreditation cycle. Technical Assistance is remotely conducted by Maryland EXCELS Quality Assurance Specialists, and focuses on answering questions that the program identifies.

Programs that choose to request Technical Assistance should follow these steps.

**STEP 1**
Access the Maryland EXCELS system at excels.marylandexcels.org and log in using the email address and password created during account setup.

If you have misplaced or forgotten your password, select “Reset/forgot my password.”

**STEP 2**
From the top menu bar, select **Maryland Accreditation**, or from your program card select **Take me to Maryland Accreditation**.

**STEP 3**
Select the program for which you wish to schedule Technical Assistance.
**STEP 4**
Select the red Maryland Accreditation tab.

**STEP 5**
Selecting Technical Assistance Session enables you to schedule a Technical Assistance session.

Select **Technical Assistance Session**, then select **Submit a New Visit Request**.

**Reminder:** Program Improvement Visits have been replaced by optional, remote Technical Assistance.

**STEP 6**
Complete all required fields (*), then select **Submit and review your schedule**.
Select the days on the calendar that you are **Not Available** for Technical Assistance. Provide this information 2-3 months in advance of the date you are submitting this Technical Assistance scheduling request.

Leave comments in the comment text box with special requests that you have regarding the time of visit.

**STEP 7**

Select the days on the calendar that you are **Not Available** for Technical Assistance. Provide this information 2-3 months in advance of the date you are submitting this Technical Assistance scheduling request.

**STEP 8**

Select **Submit Request**.

**STEP 9**

You will receive an email acknowledging your request. You will then be asked to complete and return a Technical Assistance Intake form.

Once you return the Technical Assistance Intake form, a Quality Assurance Specialist will contact you to schedule the Technical Assistance session.

When the scheduling is complete, the date and time will appear next to the Technical Assistance Session link on the red Maryland Accreditation tab and inside your binder.

**Reminder:** Program Improvement Visits have been replaced by optional, remote Technical Assistance.

If you have questions about this process, please email accreditation@marylandexcels.org.