



# In The Loop

## Best Practices for Attaching Documents in the EI-Hub

There are multiple panels within a child's record where documents can be uploaded. While EI-Hub allows direct document uploads to a child's record, we recommend first consulting with the counties you serve to confirm their preferences for where to upload documents. Keep in mind that any document uploaded, regardless of where it's uploaded within the system, can be found in the **Documents tab** of the child's record.

For users working on Individualized Family Service Plans (IFSPs), please note that attachments can only be uploaded while the IFSP is in **Draft** status. Additionally, while the Bureau of Early Intervention doesn't require that documents be uploaded to the EI-Hub, this feature can be a useful way to share information with the IFSP team in one location.

### [Attachments Infographic](#)

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If you have questions, please reach out to the PCG Call Center at 866-315-3747 or by using the **Web-to-Case** feature, accessible under the 'Help' section (blue menu bar) in the EI-Hub or on the Learning Management System (LMS) under 'Quick Links'.

You can email [EIHub@health.ny.gov](mailto:EIHub@health.ny.gov) with programmatic questions.