



Requesting Support

Below are the two ways in which staff can request support.

1) For urgent issues (issues that keep you from moving forward with your work), please call the help desk at x4444. Once the message starts, press the key associated with the type of support needed:

- Press 1 if you need technical/hardware/software support
- Press 2 if you need instructional technology support
- Press 3 if you need student data support (SISK12, EasyIEP, MAP, ISEL, student records, etc)
- Press 4 if you need Alio or other HR and finance support

- If the staff member who answers cannot address the problem at that point in time, a work ticket will be created for you. The staff member will ensure that the ticket contains all the needed information and is directed to the appropriate staff member for resolution.

- **2)* For questions or issues that do not require immediate attention, please send an email using FirstClass to the appropriate conference area to create a work ticket:**

- HR & Finance
- Instructional Technology
- Phones
- Student
- Support

**(Just type one of the above conference areas in the "To" field and it will auto fill the email address)*