CVSD End Users Technology Support

If you have a problem with one of these products	*Follow these procedures*
• Performance Matters • State Assessments	Bill Ash, 558-5434
BusinessPLUS and Employee Online	Support provided by Business Services, 558-5471
Pivot	Contact your Building Principal or Learning & Teaching x 5421
Printer Issues	Contact HP at 1-800-745-2025
• PowerSchool Special Ed (504) • Fast Bridge	Lauren Waterbury, 558-5729/Renee Pryor, 558-5714
PowerSchool Special Ed	Lori Deckard, 558-5504
Grad Point	Technical help: 1-888-977-7100 Student/teacher questions, Janice Boyd
PowerSchool/Grade Book	SIS, 558-1702 (internal); 558-6702 (external) or email SISSupport@cvsd.org
Destiny Support	Contact Destiny directly at 1-800-323-3397, Option 1
Online/Homeschool	Leanne Rainwater, 558-5421
Imagine Learning	Natasha Gerasimchek, 558-5715
SafeSchools	Rick Doehle, 558-5442
• HRM Plus • Blackboard (for staff) Emergency notification	HR, Sue Watilo 558-5459
Web Pages	Your building Web Coordinator or Cheri Kaatz, 558-5537
Sub System (SmartFind Express)	Teddi Harvey-Calhoun, 558-5543
Fire Alarms	Facilities, 558-5482
Clock Hours, Instructional Tech, OpenEye and PD	Learning and Teaching, 558-5425
Xello	Camille Nielsen 558-5431
Splash Math	Terrie VanderWegen, 558-5420
Helpdesk Ticket • Blackboard Connect • Security Cameras • User Accounts • Telephone support • Email accounts • Technology ordering • FOBs • Access control • Intercom • Alarms • Bells/Bell Schedules • Computer issues • Network issues • Software issues • Shared files • Retrieval of files • SharePoint • Network drive issues • Bells • Google password • Google Docs • Technology quotes • Typing Agent	Submit a Helpdesk ticket (http://cvsd-helpdesk/portal) Or contact the Technology Helpdesk from 7:30am to 3:30pm at 558-5540