

## WHO TO CONTACT FOR TECHNOLOGY SUPPORT

Issue	Who To Contact	Department	Website or Email
Technology Issues (Presentation equipment issues, ML Schedules, my computer won't boot, screen is blank, running slow, can't access drives, etc...)	Submit a ticket - <b>Technology-Tech Support-Building Name Category</b> Heidi Strong - 7240	Technology Services	<a href="http://helpdesk.muskegonisd.org/">http://helpdesk.muskegonisd.org/</a>
Phone issues (phone screen is blank, can't access my voicemail, adding Mitel Connect, etc...)	Submit a ticket - <b>Technology-Phone System Support Category</b>	Technology Services	<a href="http://helpdesk.muskegonisd.org/">http://helpdesk.muskegonisd.org/</a>
Printer/Copier Issues (can't print, don't have any printers available, wrong accounts, card won't work on machine)	Submit a ticket - <b>Technology-Printing Category</b> Heidi Strong - 7240	Document Center	<a href="http://helpdesk.muskegonisd.org/">http://helpdesk.muskegonisd.org/</a>
Software Orders (I need to order Adobe Acrobat DC, Creative Cloud, or other software for my computer)	Heidi Strong - 7240	Technology Services	
PowerSchool Issues (Cannot login, schedule isn't right, student not showing on attendance, report is not working, Gradebook problems, student test scores are not loaded, etc.)	Submit a ticket - <b>PowerSchool Category</b> Helpdesk - 767-0414, select #2	Technology Services	<a href="http://ps-support.muskegonisd.org/">http://ps-support.muskegonisd.org/</a>
MUNIS Financial System (Cannot login, requisition entry issues, Employee Expense issues, etc.)	Submit a ticket - MUNIS Support Category Kathy Morris - 7236	Business Services	<a href="http://helpdesk.muskegonisd.org/">http://helpdesk.muskegonisd.org/</a>
MUNIS Employee Self Service (MAISD employee cannot login to request days off or enter mileage)	Jeanine Ferry - 7271	Human Resources	<a href="mailto:jferry@muskegonisd.org">jferry@muskegonisd.org</a>
Employee badge issues (Want to change my picture, lost my badge, need different access level)	Jeanine Ferry - 7271	Human Resources	<a href="mailto:jferry@muskegonisd.org">jferry@muskegonisd.org</a>
Change door schedules - For one-time changes, half days, holidays and schedule changes - recurring days, summer hours, change of student entry times, etc., contact Heidi or Myles	(ESC North, South, Wesley, Transition and LLC) Submit a ticket - <b>Door Scheduling Category</b> Heidi Strong - 7240	Various	<a href="http://helpdesk.muskegonisd.org/">http://helpdesk.muskegonisd.org/</a>
Exterior door issues (doors not locking, door reader not working)	Submit a ticket - <b>Maintenance Category</b>	Maintenance	<a href="http://helpdesk.muskegonisd.org/">http://helpdesk.muskegonisd.org/</a>
Video surveillance camera issue (camera broken, camera picture is fuzzy, wish to add a camera)	Submit a ticket - <b>Maintenance Category</b>	Maintenance	<a href="http://helpdesk.muskegonisd.org/">http://helpdesk.muskegonisd.org/</a>
IGOR/Data Warehouse (I forgot my login, what report should I use for this, how do I enter assessment data)	David Hundt - 7265	Instructional Services	<a href="mailto:dhundt@muskegonisd.org">dhundt@muskegonisd.org</a>
Website (content questions, errors on page, broken link)	Pam Jackson - 7239	Communications	<a href="mailto:pjackson@muskegonisd.org">pjackson@muskegonisd.org</a>