

CVSD End Users Technology Support

If you have a problem with one of these products

Follow these procedures

Performance Matters

Support provided by Bill Ash, 558-5434

Business Plus

Support provided by Business Services, 558-5471

- Portable device quotes or questions (iPads)
- Tech Quotes

Contact KRichardson@cvsd.org or call, 558-5544

Pivot

Contact your Building Principal

Printer Issues

Contact HP at 1-800-745-2025

PowerSchool Special Ed

Support provided by Special Services, 558-5504

Grad Point

- Technical help: 1-888-977-7100
- Student/teacher questions, Kathryn Teske 558-5724

PowerSchool

SIS, 558-1702 (internal); 558-4044 (external) or email
SISsupport@cvsd.org

Destiny Support

Contact Destiny directly at 1-800-323-3397, Option 1

Imagine Learning

Natasha Gerasimchuk 558-5715

SafeSchools

Rick Doehle, 558-5442

- HRM Plus
- Blackboard (for staff) Emergency notification

HR, Sue Watilo 558-5459

- Edmodo School Codes/Support
- United Streaming/Discovery Education
- End User support on iPads/Chromebooks
- Gradebook
- Web Pages
- Google Docs
- Reset Google Passwords

Contact your building:

- Tech Integration Coach
- Web Coordinator

- Computer Issues
- Network Issues
- Software Issues
- Shared Files
- Retrieval of files
- SharePoint
- Network Drive Issue

Submit a Technology Helpdesk ticket for your Building Tech, <http://cvsd-helpdesk/portal>

- Blackboard Connect
- Security Cameras
- CVSD.org
- User Accounts
- Telephone Support
- Email accounts
- Technology Ordering
- FOBs
- Access Control
- Intercom
- Alarms
- Bells/Bell Schedules

Contact the Technology Helpdesk from 7:30am to 3:30pm at 558-5540; or submit a Helpdesk ticket (<http://cvsd-helpdesk/portal>)

Fire Alarms

Maintenance, 558-5482

Clock Hours, Instructional Tech, Training and PD

Learning and Teaching, 558-5723

Career Cruising

Susan Christenson, 558-5431

TIC/Web Coordinator

Building

Helpdesk