

Program/Hardware	Issue	First Contact	Secondary Contacts	Other Contacts	Web or Help Links	Video or Other Tutorial Links	Video or Other Tutorial Links	Stus Pages
AERIES	Any issue	School Site Secretary, IT HelpDesk Ticket	Ronalee Andersen,30409 Theresa Smith, 30408 Alex Torres, 30015	Aeries Support (888) 324-5363	http://www.aeries.com/support	Video Tutorial Links	PRJUSD Made Screencasts for Aeries	PRJUSD AERIES Help Website
AERIS	Any issue	Norma Tabarez, 30102	Debi Weber, 30118					
AlphaKids/Discovery Links	Any Issue	Dana Budd, 30418						
Amplify	<i>Log in issues only</i>	IT Help Desk, 1111	Ronalee Andersen, 30409					
	Implementation/Support/ Any Other Technology Issues	Dana Budd, 30418		Amplify Curriculum Support (800)823-1969				
Big Day	Any Issues	Lauren Handley, 30410						
Benchmark	Login/Clever	Ronalee Andersen, 30409	Dana Budd, 30418					
CAASPP	Any issue	Theresa Smith, 30408	Dana Budd, 30418					Status Page
CAASPP Digital Library	Log in	Theresa Smith, 30408	Dana Budd, 30418					
	Implementation/Support	Dana Budd, 30418						
Chromebooks	Any issue	Tech Paras and Site Library Techs	IT Help Desk, 1111	Ronalee Andersen, 30409				
Chrome Apps and Extensions	Approval/Research	Ronalee Andersen, 30409	Dana Budd, 30418		PRJUSD Approved Chrome Apps and Extensions			
Classroom Relia (formerly Archivalist)	Any Issue	IT Help Desk, 1111 or work order	Ronalee Andersen, 30409			Set Up Instructions		Status Page
CommLink	Technical Issues	IT Help Desk, 1111	Ronalee Andersen, 30409					
ConnectEd	Log in	Theresa Smith, 30408	Dana Budd, 30418 Ronalee Andersen, 30409	ConnectEd Technical Support 800-437-3715				Status Page
	Implementation/Support	Dana Budd, 30418	Ronalee Andersen, 30409					
DIBELS	Any Issue	Theresa Smith, 30408	Dana Budd, 30418 Ronalee Andersen, 30409	DIBELS Technical Support (888) 497-4290				
Digital Classroom	Any Issue	IT Help Desk, 1111 or work order			Digital Classroom Documentation			
Edgenuity	Any Issue	Alisha Lewis, 51105	Dana Budd, 30408 Ronalee Andersen, 30409		https://www.edgenuity.com/support/customer-support/			Status Page
ELPAC	Any issue	Stacy Summer, 30420	Theresa Smith, 30408					
ESGI	Log in	Ronalee Andersen, 30409	Theresa Smith, 30408	ESGI Support support@esgisoftware.com				
	Implementation/Support	Ronalee Andersen, 30409	Dana Budd, 30418					
ETL Portal	Any Issue	Site Library Techs	Ronalee Andersen, 30409 Stephanie Lowe, 50017	SLOCOE				
FxDraw (HS Math)	Access Codes	Ronalee Andersen, 30409						
Google Accounts and Programs	Teacher Log in Issues	IT Help Desk, 1111						
	Student Log In Issues	IT Help Desk, 1111						Status Page
	Implementation/Support	Site Ed Tech Leads and Web Leads	Ronalee Andersen, 30409		Chrome Extensions and Apps Approved List	PRJUSD Made Google Apps Screencasts		
Illuminate	Log in	Theresa Smith, 30408	Dana Budd, 30408 Ronalee Andersen, 30409	Illuminate Support (949) -242-0343	Illuminate HelpCenter	CAASPP Data in Illuminate	New Scanning In Illumintae	Status Page
	Searching for Assessments/Reports	Theresa Smith, 30408	Dana Budd, 30408 Ronalee Andersen, 30409		help@illuminateed.com	General Illuminate Navigation		
	Other Implementation Issues	Dana Budd, 30418	Ronalee Andersen, 30409 Theresa Smith, 30408					
Imagine Learning	Log In/rostering	IT Help Desk, 1111	Ronalee Andersen, 30409	CollegeBoard Call Center at 877-999-7723 from 8:30 AM until 9: 00 PM EST Monday through Friday or email SBTechSupport@collegeboard.org				
	Implementation/Support	Dana Budd, 30418						
Imago	Any Issue	Jennifer Gaviola, 30140						
iPads	Trouble shooting	IT Help Desk, 1111 or work order			Approved iPad App Master List	Connecting iPad to Apple TV		
	Apps	Ronalee Andersen, 30409	IT Help Desk, 1111 or work order		iPad Apps Approval Process			
	Implementation/Support	Ronalee Andersen, 30409			iPad App Approval Flow Chart			
iReady/Ready Math	Log in/Clever	Ronalee Andersen, 30409	IT Help Desk, 1111					
	Implementation/Support	Dana Budd, 30418						
iRead System 44 - iRead 180L English 2L	Logins/Technical Issues/ Rosters	Ronalee Andersen, 30409	Technical support 1-800- 283-5974		iRead Log In	iRead User Names and Screener		Status Page
	Implementation/Support	Dana Budd, 30418	Ronalee Andersen, 30409 Stacy Summer, 30420			iRead for iPads		

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Learning Ally	Any issue	Ronalee Andersen, 30409	Terry Hollen, 30129					
Nat Geo/Cengage	Any Issue	Theresa Smith, 30408	Dana Budd, 30418					
NWEA/DESTINATION PD	Log in	Ronalee Andersen, 30409		Destination PD Support 877-469-3287				
	Implementation/Support	Dana Budd, 30418						
NWEA/MAP	Log in	Theresa Smith, 30408	Dana Budd, 30418	MAP Support 877-469-3287				Status Page
	Implementation/Support	Dana Budd, 30418	Theresa Smith, 30408					
McGraw Hill/ConnectEd, Wonders, Treasures, WonderWorks, AP Gov., AP Econ, MS Mathematics, MS History, Impact/Impacto, Spanish Language	Log in	Theresa Smith, 30408	Dana Budd, 30418 Ronalee Andersen, 30409	ConnectEd Technical Support 800-437-3715				
	Implementation/Support	Dana Budd, 30418	Ronalee Andersen, 30409					
Mystery Science	Any Issue	Dana Budd, 30418	Ronalee Andersen, 30409	support@mysteryscience.com (650) 550-0670				
Other Digital Curriculum	Any issue	Ronalee Andersen, 30409	Dana Budd, 30418					
Pearson: World History, Psychology, MS Science	Any Issue	Ronalee Andersen, 30409	Dana Budd, 30418					
Printers	codes	Julie Wright	IT Help Desk, 1111 or work order					
	Any other issues	IT Help Desk, 1111 or work order						
PRAXIS Web Site	Any issues	Ronalee Andersen, 30409						
	Teacher Web Sites	Ronalee Andersen, 30409						
Reading Stage	Any issues	Ronalee Andersen, 30409	Stacy Summers, 30420					
Second Step Digital MS	Any Issues	Dana Budd, 30418						
ST Math	Any issue	Ronalee Andersen, 30409	Theresa Smith, 30408	call support: 1-888-491-6603 or log into your teacher account and access the Teacher Manual	Help Sheet iPads and Codes	Teacher Short Guide	ST Essentials	Status Page
STAR/AR	Any Issue	Theresa Smith, 30408 (STAR)	Dana Budd, 30418 (AR)					
STEMScopes	Any Issue	Terry Hollen, 30129						
TransMath	Any Issue	Terry Hollen, 30129						
Uniqan Learning Day	Any issue	Terry Hollen, 30129	Ronalee Andersen, 30409	n2y Support (800) 697-6575				