

## Schoolnet IIS Support

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### **Hours of Operation:**

Assistance will be available from 8:00 AM MST to 6:00 PM MST, Monday through Friday and variations as allowed by contract. For issues that arise when the support team is unavailable, please leave a request for support via voice mail or e-mail and requests will be processed in the order in which they are received.

### **Contact Information:**

To report problems or request Schoolnet support services:

Phone: 1-877-873-1551

Email: [Schoolnetsupport@sde.idaho.gov](mailto:Schoolnetsupport@sde.idaho.gov)

### **Support Levels:**

The level 1 support desk consists of three, Idaho Schoolnet IIS dedicated, full time team members as well as the larger Pearson support team that may assist with support cases as needed. From time to time, support cases may be escalated to Level 2 (Pearson support team members with enhanced training in data and QA specific to Idaho) or Level 3 (Pearson Idaho Project team, the Pearson QA team, the Pearson Hosting team, the Pearson Data Services team or members of the Idaho State Department of Education).

## Support Procedures

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Users who contact the Schoolnet Support Desk for application support should be prepared to provide the following information:

- name, phone number, e-mail address, district/school, times available
- provide a clear description of the problem
- a step-by-step description of how to re-produce the problem

## Rights of the Schoolnet IIS User Community

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As part of the Idaho Schoolnet user community, users have the right to:

- complete satisfaction that their issue has been resolved
- a response to requests for support within published time frames
- a respectful and courteous interaction with support team members
- provide feedback for opportunities for improvement

## Contact Mechanisms

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Idaho State Department of Education employees as well as school district faculty, and staff have the option to place support requests and report problems via telephone, email, opening a call in the support on-line database or submission of a web form directly from the Schoolnet IIS application.

## Schoolnet Support Guide

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The goal of Pearson support team member is to personally answer the telephone when a customer calls into the support number. If all team members are assisting other customers, the customer will have the option to hold for the next available team member, leave a voice mail, or use other means to contact the Schoolnet support desk such as email or the self-service portal. Voice mails left with the Pearson support team receive priority over e-mail.

Show stopper, critical or very important requests should always be phoned in to the Schoolnet support desk. Users are also encouraged to contact the Pearson and ISDE project teams with show stopper issues.

Requests via email will be entered into the support database as a record. Support team members will respond to email requests within one workday of receiving the email between 8:00 am MST – 6:00 pm MST, Monday – Friday. Responses to emails received after 6 pm MST will be answered the next business day.