



## Where to go for Help:

In CIITS, our vendor Schoolnet will provide first line (Tier I) support.

CIITS Help Desk

e-mail: <mailto:ciitshelp@schoolnet.com>

Phone: 1-855-HELP-4-KY

Hours: Mon. – Fri. 8:00 AM to 6:00 PM Eastern

### **ASSIST**

You will need credentials to login to ASSIST, Kentucky’s School Improvement planning tool.

For ASSIST Login or Technical Support:

AdvancED Customer Service

e-mail: [contactus@advanc-ed.org](mailto:contactus@advanc-ed.org)

Phone: 888-413-3669KET

### **EncycloMedia: Discovery Education**

To access KET EncycloMedia: Discovery Education instructional resources, users will need a KET EncycloMedia: Discovery Education account. If a user already has a KET EncycloMedia account, a new account is not necessary.

If users do not have an account with KET EncycloMedia: Discovery Education, they will be required to create one. To create a new account, users need to contact their school/district KET EncycloMedia: Discovery Education administrator, who can provide them a passcode, or they can contact their regional [KET Education Consultant](#).

For login difficulties contact:

KET EncycloMedia: Discovery Education

Phone: 800-323-9084

Mon.–Thurs. 8:00 AM–6:30 PM Eastern

Fri. 8:00 AM – 6:30 PM Eastern

### **HippoCampus**

To access HippoCampus resources you will need a free login. You may register for one by clicking [here](#) and then clicking on the button marked “Create a Free Account.”

If you encounter any problems, guidance is available by clicking on “About Us” from the [HippoCampus main page](#).

### **PD 360 or Common Core 360**

You can link to PD 360 and Common Core 360 from the CIITS homepage by clicking on  
An additional login is no longer required.



If you are not directed to the PD 360 and Common Core 360 landing page or for difficulties with the resources contact:

School Improvement Network Help Desk

E-mail: [support@schoolimprovement.com](mailto:support@schoolimprovement.com)

Phone: 800-572-1153

Mon. – Fri. 8:00 AM–8:00 PM Eastern

## **SAS Curriculum Pathways**

You will need a free SAS account to access the SAS instructional materials in CIITS.

You can sign up by going to the [Kentucky SAS Curriculum Pathways web portal](#), choosing your district from the drop down and filling out the requested information.

For login difficulties contact:

SAS Curriculum Pathways

Phone: 888-760-2515

Mon.—Fri. 8:30 AM – 5:30 PM Eastern

## **Thinkfinity**

To access Thinkfinity resources you will need a free login. You may register for one by clicking [here](#).

If you encounter problems, you can link to the Thinkfinity community help page [here](#).

To contact Thinkfinity by e-mail: [support@thinkfinity.org](mailto:support@thinkfinity.org)