

ACCESSING THE DISTANCE LEARNING HELP DESK



Custom Computer Specialists
Right People. Right Results.®

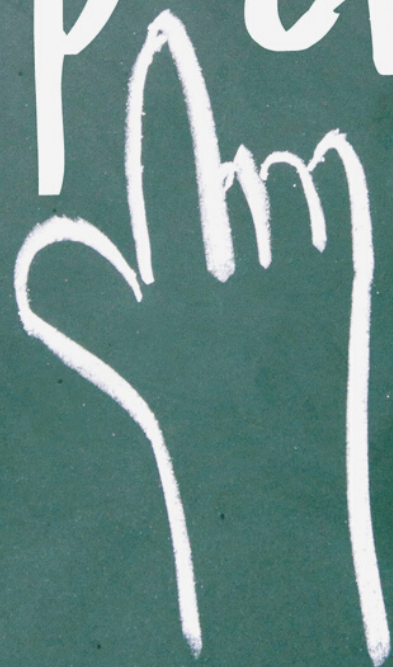


Opening a
service
request is
easy!



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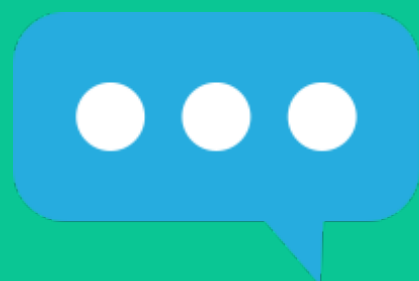
help desk



**Contact the
Distance Learning Help Desk
Monday - Friday
7:00am - 8:00pm**



DLhelp@customms.com



<https://support.customms.com>

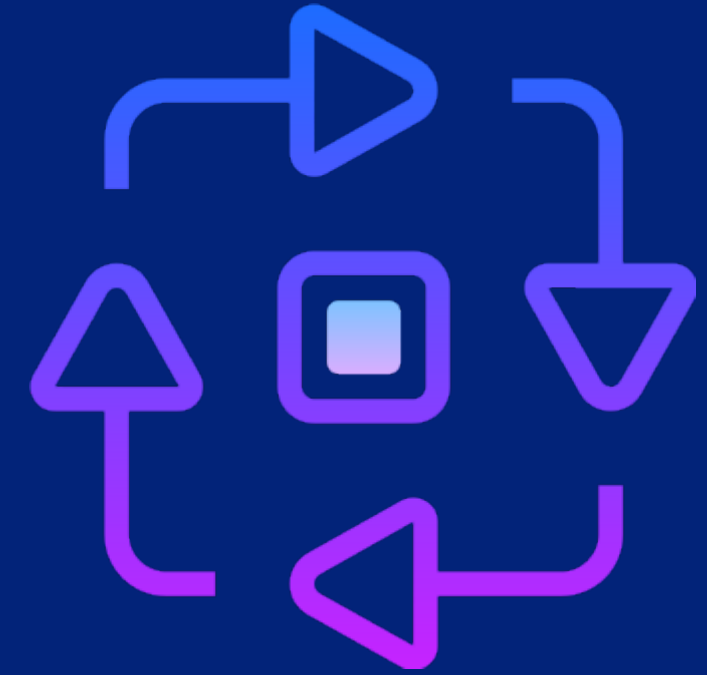


1-833-752-0734



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After the Distance Learning Help Desk is Contacted:



- An electronic ticket will be created.
- A technician will troubleshoot and work to resolve the issue.
- If the technician is unable to resolve the issue quickly over the phone, they may request to remote into the user's device to further troubleshoot.
- When the issue is resolved, we will send an email notification with specific details of the solution.
- Issues related to hardware, content filtering or curriculum will be escalated to the SCSD IT Service Desk.

