

MEMORANDUM

TO: All Locations

FROM: Information Technology Services (ITS)

SUBJECT: **SUPPORT SERVICES REVISED TELEPHONE MENU CHANGE**

Please be advised that the telephone menu options for Support Services have changed. A new selection for providing support for instructional applications such as Riverdeep and FCAT Explorer has been added. In order to add this selection, the overall sequence of selections has changed. However, the number to reach the Help Desk (Option 0) will remain the same. The revised menu options for 305-995-3705 are displayed below:

If you are calling for applications support or to report equipment or telephone problems	Press 1
For information regarding Riverdeep, FCAT Explorer or other Instructional Applications	Press 2
For information regarding telephone and network installations	Press 3
For information regarding the configuration of SBAB Local Area Networks	Press 4
For information regarding reports	Press 5
For information regarding training	Press 6
If you are calling after office hours and would like to leave a message	Press 7
To speak to a Support Specialist	Press 0
To repeat the above selection	Press 8

If you have any questions regarding this memo, please call Support Services at 305-995-3705(0).