# Directory Manager Support

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| **Type of Call** | **Caller is a…** | **What to do** | **Phone Number** |
| My district does not have an LEA Security Manager on the published list. | District User | Angela Gambaccini-MayRefer to the list on the DM Help Site if they are not sure:<http://www.csde.state.ct.us/public/directorymanager/default.asp> | 860-713-6847 |
| My district does not have an LEA Directory Certifier on the published list. | District User | This role has to be appointed by the Superintendent. Once this happens you should contact your LEA Security Manager. They have the rights to add roles to users as directed by administrators.Refer to the list on the DM Help Site:<http://www.csde.state.ct.us/public/directorymanager/default.asp> |  |
| I forgot my password or username. | District User | Contact your LEA Security Manager. They can look up the username and reset the password. |  |
| I don’t know who my LEA Security Manager or Directory Certifier is? | District User | Refer to the list on the DM Help Site:<http://www.csde.state.ct.us/public/directorymanager/default.asp>  |  |
| I need to change a grade or close a school in DM. | District User | Contact your District’s LEA Directory Certifier |  |
| I need to add a new school that will be part of an existing LEA-level organization group. | District User | Contact your District’s LEA Directory Certifier |  |
| I need to add a new school that will be part of a NEW existing LEA-level organization group. (New District. Includes new Charter School, new Nonpublic School, etc.) | District User | Angela Gambaccini-May | 860-713-6847 |