




CT-SEDS Support 2024-25



CT-SEDS Help Desk Supported by RESC Alliance	PCG Message Center Supported by PCG Agents
<p data-bbox="296 634 991 751">Available for All CT-SEDS Users Help desk capacity has been expanded to support our educators using CT-SEDS.</p> <p data-bbox="499 797 789 833"><u>CT-SEDS Help Desk</u></p> <p data-bbox="537 889 747 922">Ticket Topics:</p> <ul data-bbox="348 1013 1003 1317" style="list-style-type: none">✓ CT-SEDS Troubleshooting✓ Policy or process-based question✓ Record merges and transfers✓ Reporting functions✓ Student reactivations✓ Training needs✓ All concerns except those noted for PCG	<p data-bbox="1108 634 1873 719">Available for a limited number of identified users</p> <p data-bbox="1444 756 1537 854"></p> <p data-bbox="1150 906 1831 984">Access PCG Message Center (blue envelope) in CT-SEDS</p> <p data-bbox="1377 1044 1608 1076">Support Areas:</p> <ul data-bbox="1184 1117 1873 1325" style="list-style-type: none">✓ Aggregate user update:<ul data-bbox="1323 1162 1873 1284" style="list-style-type: none">▪ Email changes▪ Password resets▪ Add sites to aggregate level users✓ Add school to district school list