



CT-SEDS Support



CT-SEDS Help Desk Supported by RESC Alliance	PCG Message Center Supported by PCG Agents
<p data-bbox="296 610 989 727">Available for All CT-SEDS Users Help desk capacity has been expanded to support our educators using CT-SEDS.</p> <p data-bbox="499 773 789 808">CT-SEDS Help Desk</p> <p data-bbox="537 863 747 899">Ticket Topics:</p> <ul data-bbox="348 987 1003 1295" 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 610 1873 698">Available for a limited number of identified users</p> <p data-bbox="1150 883 1831 961">Access PCG Message Center (blue envelope) in CT-SEDS</p> <p data-bbox="1377 1019 1608 1055">Support Areas:</p> <ul data-bbox="1184 1091 1873 1305" style="list-style-type: none">✓ Aggregate user update:<ul data-bbox="1323 1136 1873 1263" style="list-style-type: none">▪ Email changes▪ Password resets▪ Add sites to aggregate level users✓ Add school to district school list