



We have transitioned to a new ticketing system for technology problems – GetHelp. With GetHelp, all users will now submit their own technology tickets and be able to check their progress from creation to close. This includes teachers, support staff, administrators, and all office staff. Click the logo below to access the GetHelp Ticketing System:



For instructions on how to submit a ticket click on the instruction link below:

[How to Create a GetHelp Ticket](#)

**First time users must initialize their Google account before being able to access their GetHelp account.**

If you have not yet used your Google account, please follow the instructions below:

- [How to Initialize Your Google Account and Change Your Password](#)
- [How to Sign Into Your GetHelp User Account](#)

## Technology Staffing Information

### *Elementary HelpDesk Technicians*

*Level 1 technical support for elementary students and teacher issues.*

NL / SC /BPK	Patrick Collins
HR / EA / OX / UDK	Mauro Romero
HP / JE / NC / BPK	Joe Higi

### *Elementary Computer Technology Teaching Assistants (CTTAs)*

*Computer technology instructional support for students and teachers.*

Alexandra M. Lowe	HR (Mon, Wed, & Alt. Fri) and OX (Tues, Thu, & Alt. Fri)
Lenore Cantley	JE (Mon, Wed, & Alt. Fri) and EA (Tues, Thu, & Alt. Fri)
Joanne Morelli	SC (Mon, Wed, & Alt. Fri) and NC (Tues, Thu, & Alt. Fri)
TBD	HP (Mon, Wed, & Alt. Fri), BPK (Alt. Tues & Fri), and UDK (Alt. Thurs & Alt. Fri)
Richard Famiglietti	NL (M-F)

### *Secondary Technology Teaching Assistants*

*Initial technical and instructional support for students and teachers.*

Building	TA	Extension
Centereach HS	Victoria Williams / Karen Wolmart	x7146 / x6155
Newfield HS	Maria Michael	x8318
Dawnwood MS	Eileen Leahy / Karen Martella	x6167 / x6257
Selden MS	Darlene Caccavo	x6466

If you require one-on-one or classroom instructional support, please schedule an appointment with your Computer Technology Teaching Assistant or Technology Teaching Assistants. Elementary HelpDesk Technicians are not certified instructional staff.