



How to GetHelp with Technology Problems



MCCSD HOW-TO: Last Updated 2/11/2021

Middle Country utilizes GetHelp as its ticketing system for technology problems. Users submit their own technology tickets and are able to check their progress from creation to close. 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](#)

*****If you are unable to login to your district email or Google account, you must have someone from your building's main office submit a ticket on your behalf. Please do not email people you may know in the technology department asking for help using your private email address. We do not have any way to prove who you say you are.**

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.

UDK / JE / NC / BPK	Josh Haft
NL / SC / HP	Jerry Johnson
EA / OX / SMS	Amy Feliciano
HR / DMS / CHS	Matt Norton

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), EA (Tues, Thu), and HP (Fri)
Joanne Morelli	SC (Mon & Fri) and NC (Tues & Thu), and HP (Wed)
TBD	BPK (Mon, Wed & Alt. Fri), and UDK (Tues, Thu & 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.