

IT HELPDESK CONTACTS AND TECHNOLOGY SYSTEMS HELP

▶ PRIMARY IT HELPDESK CONTACT METHODS

WEBSITE: <https://support.questar.org>

Access IT guides, training resources, helpful tips, and submit support tickets.

When submitting tickets, include:

- Detailed description of the issue
- Troubleshooting steps already taken
- Screenshots of any errors

ALTERNATIVE ACCESS:

Available through Questar III BOCES Website, BOCES Staff Page, or via your "Questar III" Chrome bookmarks.

DIRECT CONTACT METHODS:

Email: helpdesk@questar.org
Phone: (518) 479-6835 or ext. 6835 from Questar phones

▶ TECHNOLOGY SYSTEMS IT CANNOT HELP WITH

For the following systems, contact the designated support personnel/department directly:

CONFERENCE ROOM BOOKING SYSTEM

Account Creation, Access, Approvals

Contact: Kelly Demura

Phone: (518) 479-6991

Email: kelly.demura@questar.org

FRONTLINE ABSENCE MANAGEMENT (Formerly AESOP)

Password resets, account issues

Contact: Jennifer Smallwood

Phone: (518) 479-6988

Email: subfinder@questar.org

FRONTLINE PROFESSIONAL GROWTH

Password resets, account issues, professional development

Contact: Jodi Sullivan

Phone: (518) 479-6908

Email: jodi.sullivan@questar.org

FRONTLINE IEP DIRECT

Password resets, account issues, IEP issues

Contact: Krista Cooney

Phone: (518) 479-6853

Email: krista.cooney@questar.org

i-READY

Login issues (based on SchoolTool class roster configuration)

Contact: Jeff Baker

Phone: (518) 479-6851

Email: jeff.baker@questar.org

SCHOOL MESSENGER

Access, messaging issues, contact lists, updates

Contact: Jennifer Handy

Phone: (518) 479-6925

Email: jennifer.handy@questar.org

SCHOOLTOOL

Password resets, access, account issues

Contact: Jeff Baker

Phone: (518) 479-6851

Email: jeff.baker@questar.org

WINCAPWEB

Password resets, account issues

Contact: Payroll Department

Email: payroll@questar.org