New World/Tyler Support Process

Help Desk Resolution:

Tyler and/or WISD update Local District and close out Help Desk/Client Support Request.

Application-Related Issue:

Tyler resolves issue and relays fix to Local District via Client Support Ticket.

Server-Related Issue:

Tyler contacts WISD at either nwtech@washtenawisd.org or calling 734-994-8100 ext 1386. WISD Technician gives NW/Tyler top priority and provides Tyler with immediate server access.

Tyler Determines if Issue is Application or Server-Related

Local District Submits Help Desk Ticket via Tyler/New World Portal via

www.tylertech.com

Client Support —> New World ERP

Local District Requires NW Assistance

LIVE DATABASE COPY TO TEST:

REQUEST MUST COME FROM BUSINESS MANAGER

Contact WISD Tech directly in this case only via WISD Help Desk System:

https://ithelp.washtenawisd.org/

Or via WISD Tech Help Desk Line: 734.994.8100 x 1286

Local District must specify priority level of request,

including a time frame.