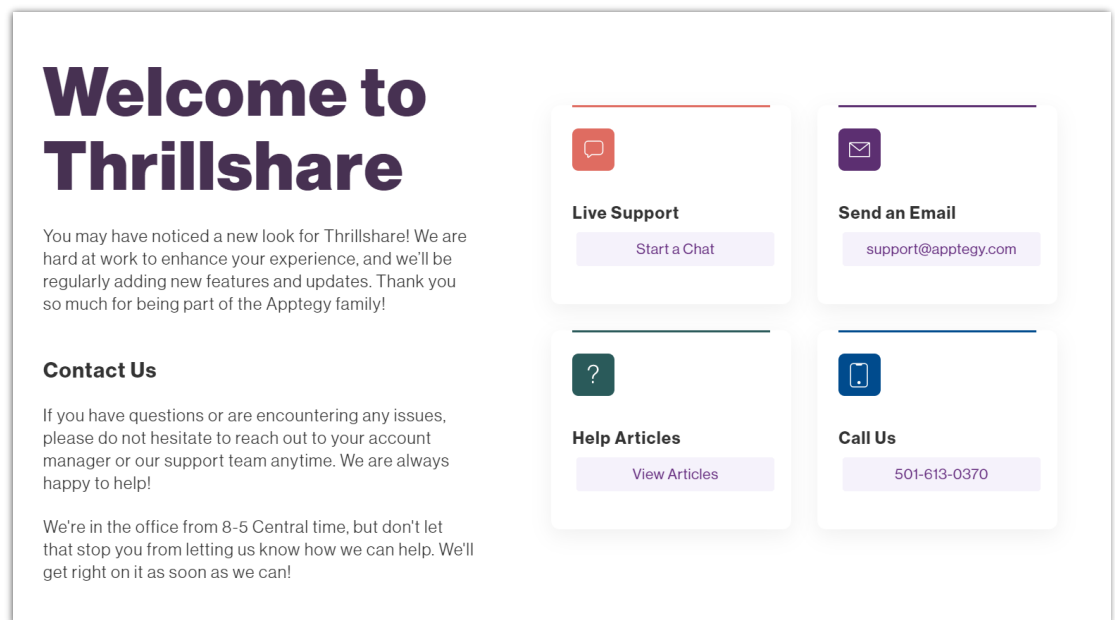


Apptegy/Thrillshare Support Information

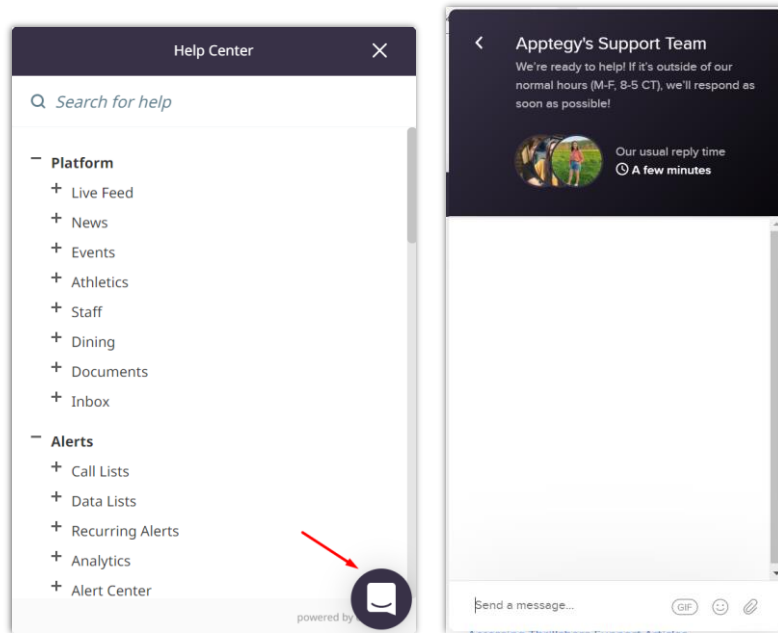
How to Access Support

Summary – This document provides you the information to access the different outlets of support through Apptegy and the SCRIC.

1. Apptegy Support Information through the SCRIC
 - A. Submit a ticket through Service Now
 - B. Call the BIS Help line at 607-766-3724
 - C. Email our support team at mis@btboces.org
 - D. Access the support page here:
<https://www.southcentralric.org/WebContentManagementSupportApptegy.aspx>
2. How to Access Support through Thrillshare (Apptegy)
 - A. Login to Thrillshare at <https://www.apptegy.net/login>
 - B. You will see this as your 'Home' Screen



- C. You can start a live support chat. Keep in mind they are on **Central time**, so the hours they are available are 9 AM to 6 PM EST.
 - This is the fastest way to access support. We at the SCRIC are available for support as well.
 - If you click the chat box at the bottom of the screen, you will begin a support chat.
 - At the bottom of the chat, you can attach items using the Paperclip.



- D. You can send an email directly to support@apptegy.com or the SCRIC support email at mis@btboces.org
- E. You can call Apptegy support at 501-613-0370 or the SCRIC BIS help line at 607-766-3724.
- F. If you are looking for step by step instructions, check out the help articles by clicking here:



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- Keep in mind that you will have to enter your credentials again once you get to the help articles.
- You will have access to articles on topics like: Platform, Alerts, CMS v2, Settings, Thrillshare Mobile, Teacher Pages, Rooms, CMS.
- You can search for articles as well (search bar is at the top of the screen- see above pic).