

# How to Get Technical Support

Description: There are two ways to get technical support in the Portal. One option is for when users cannot log into the Portal. The other can be used when encountering problems in the Portal.

## 1. Problems logging in

Note: Users unable even to access the login page to the Portal can email [schoolsupport@newvisions.org](mailto:schoolsupport@newvisions.org).

### 1. Click “Report Issues.”

### 2. Enter user’s email address.

In the “Requester” field, enter the email address used to sign into the Portal or your schools.nyc.gov email address.

### 3. Name the problem.

In the “Subject” field, write “Unable to sign in.”

### 4. Describe problem.

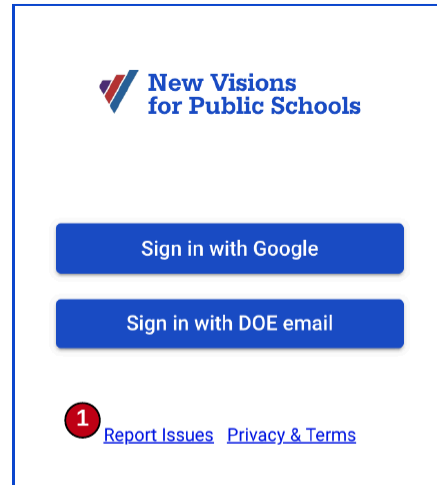
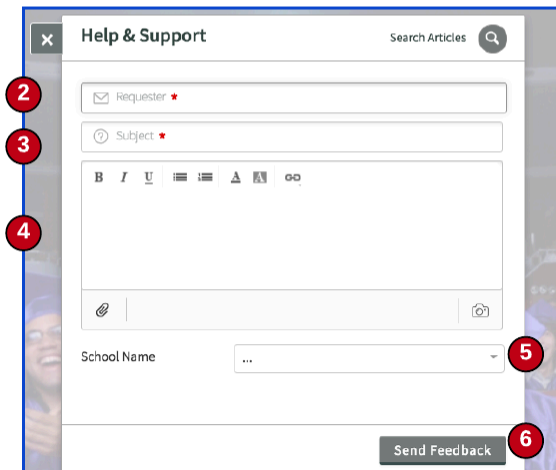
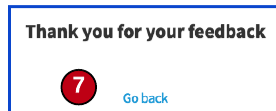
In the body of the message, write the details of the problem. Be as detailed as possible.

### 5. Select school.

### 6. Click “Send Feedback.”

### 7. See submission confirmation.

If the message has been submitted, a confirmation message will appear. Click “Go Back” to submit another message.

The image shows the New Visions for Public Schools login page. At the top is the logo. Below it are two blue buttons: "Sign in with Google" and "Sign in with DOE email". At the bottom, there is a red circle with the number 1 next to the text "Report Issues", followed by links for "Privacy & Terms".The image shows a "Help & Support" form. It has a search bar at the top right. Below it are two input fields: "Requester" (with a red asterisk) and "Subject" (with a red asterisk). Below these is a text area for the message body, with a rich text editor toolbar above it. At the bottom, there is a "School Name" dropdown menu and a "Send Feedback" button. Red circles with numbers 2 through 6 are overlaid on the form, corresponding to the steps in the instructions.The image shows a confirmation message that says "Thank you for your feedback". Below the message is a red circle with the number 7 next to a "Go back" link.

## 2. When encountering problems in the Portal

**1. In the navigation sidebar of the Portal, click “Report Issues.”**

**2. Enter user’s email address.**

In the “Requester” field, enter the email address used to sign into the Portal.

**3. Name the problem.**

In the “Subject” field, write an overview of the problem.

**4. Describe problem.**

In the body of the message, write the details of the problem. Be as detailed as possible.

**5. Attach screenshot**

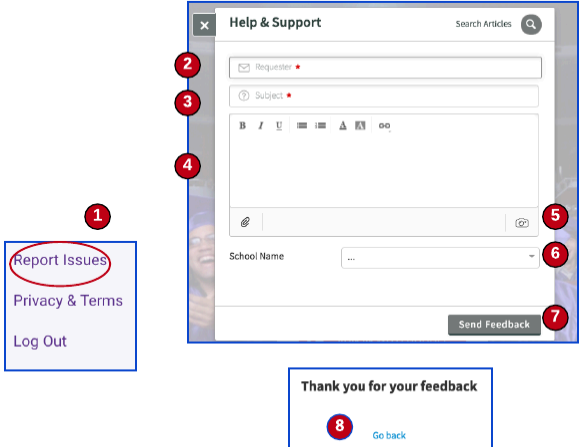
Click the camera icon to include a screenshot of the error in the Portal.

**6. Select school.**

**7. Click “Send Feedback.”**

**7. See submission confirmation.**

If the message has been submitted, a confirmation message will appear. Click “Go Back” to submit another message.



The screenshot shows the 'Help & Support' form with the following numbered callouts:

- 1**: Points to the 'Report Issues' link in the navigation sidebar.
- 2**: Points to the 'Requester' email field.
- 3**: Points to the 'Subject' field.
- 4**: Points to the main text area for describing the problem.
- 5**: Points to the camera icon for attaching a screenshot.
- 6**: Points to the 'School Name' dropdown menu.
- 7**: Points to the 'Send Feedback' button.
- 8**: Points to the 'Go back' link in the confirmation message.

The confirmation message at the bottom reads: "Thank you for your feedback" with a "Go back" link.