



Schoology User Support Options



SCHOOLGY



Submit a Help Ticket to Schoology

GUHSD teachers can submit a support ticket directly to Schoology. Your request will be assigned to a Schoology support specialist who will communicate with you via email and SGY Ticket dashboard.

Resources

[SGY Ticket Homepage](#) | [How to Submit a Ticket](#) | [Ticket Tips](#)



Support Center

Schoology offers users the ability to search for help articles right from within a Schoology course or view an extensive catalog of help articles and instructional videos in their support center.

Resources

[Support Center Homepage](#)



Support Community

You are not alone! Schoology has a robust network of users across the nation. These communities offer support and resources for user-generated questions, interactions and issues.

Resources

[Community Homepage](#) | [How to Post](#) | [Blog](#) | [Facebook Group](#)



New Features Road Map

Schoology continues to develop new features and functionality. Check out what they are working on and "Follow" to receive email notifications of product updates and features!

Resources

[Road Map Homepage](#) | [How to "Follow" Feature Developments](#)



Status Monitor

Use the Status Monitor to identify if Schoology services are currently down or have been out of service in the past.

Resources

[Status Monitor](#) | [History](#)



GUHSD



Submit a Help Ticket to ETS

GUHSD teachers can submit a support ticket directly to the ETS department through Mojo or by email. Your request will be assigned to an ETS team member who will communicate directly with you via Mojo and email.

Resources

[Mojo Ticket Homepage](#) | Email: help@guhds.net | [Ticket Tips](#)



GUHSD Schoology Contacts

GUHSD teachers can contact ETS for Schoology-related technical issues and contact GUHSDtech team members for instructional support.

Resources

guhdsdtech@guhds.net | (619) 956 - HELP | [Ticket Tips](#)



GUHSDtech Schoology Website

Getting started? Want Troubleshooting Resources? Ready to level up? GUHSD has instructional resources and professional learning opportunities for teachers at all levels of Schoology use.

Resources

[GUHSDtech Schoology Teacher Page](#)



FutureForward Schoology Website

Resources for GUHSD students and parents using Schoology, including instructional videos about access and use.

Resources

[FutureForward Schoology Student / Parent Page](#)



Technology Tutorial Database

Encounter an error? Need to learn how to use a certain feature of Schoology or other online tools? Search the database!

Resources

[Technology Tutorial Database](#)