

Fresno High Technology Whom To Contact

Problem/Concern	What to do	What to say	Contact Person	Phone	Email
Password: Groupwise email: forgot password	Call	need Groupwise password reset to the default. Be prepared to provide identifying info	FUSD Tech Services Help Desk	72600	
Password: Mainframe (Passport): forgot password	Call	Need mainframe password reset to the default.	FUSD Tech Services Help Desk	72600	
Password: Internet email: forgot password	Call	Need Internet email password reset to the default. Provide identifying info	FUSD Tech Services	72600	
Password: Novell: forgot password	Call	Need Novell password reset to the default	Cliff Eastman Barbara Monis	72826 72858	bamonis@fresno.k12.ca.us
Password: Power School	Groupwise or internet email	Can't log into PowerSchool web server teacher or admin	John Forbes	72547	jdforbe@fresno.k12.ca.us
Password: AIS	On AIS web site select "I forgot my password" link		REA	73895	https://rea.fresno.k12.ca.us/ais
AIS: New user	On AIS website, select "request new login" (You must have an FUSD internet account to get access)		REA	73895	https://rea.fresno.k12.ca.us/ais

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Computer Mobile Labs	Call Title One Office S11	Sign up to use mobile lab inn classroom	Dave Munroe or his staff	72855	
Internet Email: request Staff account	Fill out required form submit to Barbara Monis when completed	Need staff internet email account	Print form from FUSD web site or request form from Barbara Monis	72858	bamonis@fresno.k12.ca.us
Groupwise Email: request intra-district account	Request from Barbara Monis— requires the internet request form if not already completed	Need Groupwise email	Barbara Monis	72858	bamonis@fresno.k12.ca.us
Internet Email: request Student account	Call or email	Need to set up student email accounts for a class	Helen Herzog	75006	haherzo@fresno.k12.ca.us
PowerSchool: request account	Request from Barbara Monis— requires the security access form		Barbara Monis	72858	bamonis@fresno.k12.ca.us
Need to checkout LCD projector for class presentations	Call or email		Laura Driver Barbara Monis or dept Tech Mentor	72886 72858	ladrive@fresno.k12.ca.us bamonis@fresno.k12.ca.us
Need to borrow digital camera	Check with department tech mentor or tech rep				
Need assistance with AR or STAR	Call or email		Barbara Monis Diana DeHerrera	72858 72855	bamonis@fresno.k12.ca.us dldeher@fresno.k12.ca.us

Problem/Concern	What to do	What to say	Contact Person	Phone	Email
Curriculum related assistance with technology or assistance using software PowerSchool assistance	Ask Tech Mentors, Tech Committee members, Tech Coordinator, other staff who uses technology	Set up appointment to assist with planning or training	Marty Anderson Jeri Berryhill Scott Braun Robert Hanna Helen Herzog Barbara Monis Jeannie Oppliger Jerome Rice April Tarango Jeff Sandersier Ysidro Valenzuela		myander@fresno.k12.ca.us ieberry@fresno.k12.ca.us sdbraun@fresno.k12.ca.us rjhanna@fresno.k12.ca.us haferzo@fresno.k12.ca.us bamonis@fresno.k12.ca.us jboppli@fresno.k12.ca.us jarice@fresno.k12.ca.us aataran@fresno.k12.ca.us jtsande@fresno.k12.ca.us yvalen@fresno.k12.ca.us
Need software installed	Call, email or submit purple work ticket	Need Name, Rm number, DPN# of computer	Barbara Monis	72858	bamonis@fresno.k12.ca.us
Printing problems	Call	Need Name, Rm number, and nature of the problem	Diana De Herrera Barbara Monis	72855 72858	bamonis@fresno.k12.ca.us
Add functionality or hardware	Call, email or submit purple work ticket	Need Name, Rm number, DPN# of computer(s)	Barbara Monis	72858	bamonis@fresno.k12.ca.us
Set up new computers	Call, email, or submit purple work ticket	Need Name, Rm number, DPN# of computer	Barbara Monis	72858	bamonis@fresno.k12.ca.us
Network problems—individual computers	Call, email, or submit purple work ticket	Need Name, Rm number, DPN# of computer	Diana DeHerera Barbara Monis	72855 72858	bamonis@fresno.k12.ca.us
Network or cable TV problems—school-wide	Call or email	Need Name, Rm, and nature of the problem	Cliff Eastman Barbara Monis	72826 72858	bamonis@fresno.k12.ca.us