TEACHING EFFECTIVENESS AND LEADALABAMA
2019-2020

TECHNICAL SUPPORT

1. Start with your LEA, as follows:
   ▪ School
     ▪ TE/LEAD Content Issues = Assigned Evaluator/designee
     ▪ TE/LEAD Technical Issues = Assigned school technology person/designee
   ▪ Central Office
     ▪ TE/LEAD Content Issues = Evaluation Coordinator/designee
     ▪ TE/LEAD Technical Issues = Technology Coordinator/designee

2. Only after receiving LEA support, if additional assistance is needed for TE and/or LEAD, contact:
   ▪ Alabama Supercomputer Authority (ASA) Helpdesk at 1-800-338-8320, or:
     o For specific TE support, e-mail helpdesk@asc.edu
     o For specific LEAD support, e-mail leadalabama@asc.edu

   ▪ TE and LEAD e-mail request for support must include:
     ▪ Full Name
     ▪ System
     ▪ School
     ▪ E-mail address
     ▪ Telephone number
     ▪ Specific description of your content issue
     ▪ Technology related issues: Include “Screenshot” or cut/paste actual “error” into e-mail