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:**
     - *For specific TE support, e-mail helpdesk@asc.edu*
     - *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