



Contact Information

Contact your TEACHER FACILITATOR about the following:

- Content specific questions
 - Assistance with a specific course concept
 - The best way to do this is to include as much information as possible. Often an example problem/question from the text will help the teacher be able to respond to you in the most efficient manner.
 - Clarification about course content
 - Request for additional resources
 - Questions about *graded* assessments
 - Concerns about a lesson or information found in a lesson
- Goals
- Expectations
- Discussion Board Questions
- Questions about an already graded assessment
 - Clarification on an incorrect answer
 - Clarification on feedback/grading
 - Concerns about content found in a graded assessment

Include the following information when emailing your Teacher Facilitator:

Name
Course Name
Part
Unit
Lesson
Assignment Number (if there is one)
Questions....

Contact TECH SUPPORT for the following issues:

- Broken images – red x's
- Computer specific technology issues
 - QuickTime issues (videos not loading when link is NOT broken)
 - Adobe Reader issues
 - Microsoft Office issues
 - Word
 - Outlook
 - Excel
 - PowerPoint

- Email issues
- Username and password issues
- Internet connection issues
- Eliminate connection issues
- Basic computer questions

Lincoln Interactive Tech Support Contact Information:

E-Mail: NNDSTech@nndsonline.org

Phone Number: 866-990-6637/Choose option #3.

Contact your ACCOUNT MANAGER for the following:

- Navigational Issues
- Course Material Questions
- Course Release
- Goals, progression, etc.

TEACHER FACILITATORS may contact your ACCOUNT MANAGER regarding the following issues:

- Academic Referrals
- SAP Referrals
- Course Access Questions
- Finalizing/completing a course
- Goals, progress, etc.