

As you complete eAcademy™ courses, there may be times when you need assistance. Please review the table below to know who to contact for various issues.

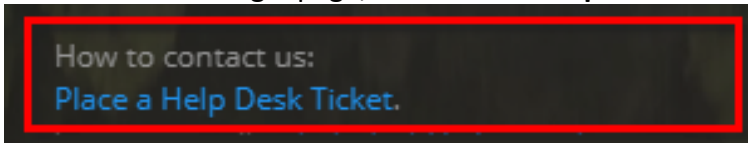
Contact:	If you need help with:
Your Home School District (OEA-Online Education Advisor, Guidance Counselor)	<ul style="list-style-type: none"> <li>• Password reset (login issue)</li> <li>• Schedule a course</li> </ul>
Your eAcademy™ teacher	<ul style="list-style-type: none"> <li>• Broken link to a document or website</li> <li>• Question about your grades</li> <li>• How to complete an assignment</li> <li>• Report an illness; need a quiz or assignment extension</li> </ul>
The eAcademy™ Help Desk	<ul style="list-style-type: none"> <li>• Moodle course issues                             <ul style="list-style-type: none"> <li>○ videos won't play or unable to hear sound</li> <li>○ unable to open a document</li> <li>○ unable to get to a website</li> </ul> </li> <li>• Parent login issues                             <ul style="list-style-type: none"> <li>○ unable to log in</li> <li>○ forgot password</li> </ul> </li> <li>• Technical issues                             <ul style="list-style-type: none"> <li>○ Laptop / MiFi / power cord</li> </ul> </li> </ul>

**Please note:** The first time you place a Help Desk Ticket, you'll need to create an account, which will grant you access to your submitted request and allow you to view closed and pending requests.

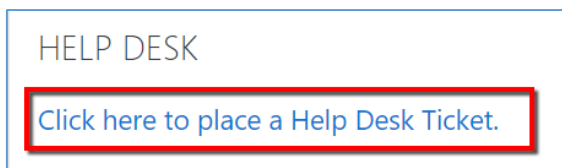
**HELP DESK OPTIONS:**

1. Use the Help Desk Ticket System.

- From the Genius login page, click **Place a Help Desk Ticket**.



- From the right side of the Moodle Dashboard under **HELP DESK**, click the link to place a Help Desk Ticket.



2. Send an email to the Help Desk at [helpdesk@wiueacademy.org](mailto:helpdesk@wiueacademy.org).

**In your Help Desk ticket or email, please include the following information:**

- Your first and last name
- Phone number
- School district
- The course in which you're having an issue
- A detailed description of your issue so we can help you more quickly.