

Issue	Where to go/Who to see	Expected Outcome
stuy.edu forgot password locked out says "see admin" never signed into stuy.edu new student; no stuy.edu	students may see J.Hidalgo In 209 8am-3:30pm students may see T.Brown in 301 3:30-5pm preferred: email passwordreset@stuy.edu students may see J.Hidalgo In 209 8am-3:30pm students may see T.Brown in 301 3:30-5pm or email passwordreset@stuy.edu Either see T.Brown in 301 3:30-5pm or email him Either see or email D. Ingram in 273C 9am-4:30pm	If in-person help is available; account is reset reply within 24 hours during working school hours students must read, understand and sign the User Agreement then get a temporary password the User Agreement will be emailed to student; they must sign and bring in person to one of above persons an account will be created and process for User Agreement will be followed; a temporary password will be issued; expect 24-48 hours.
Jupiter Grades	email Help Desk at help@stuy-mail.org	Get answers from 8am-3:30pm. J Hidalgo runs Help Desk parents/students get accounts sent automatically or ask Help Desk
PupilPath	Teachers send account info with students Tech issues; locked accounts email Help Desk	Help Desk cannot give accounts; must come from teacher using it. Help Desk resets logins; helps with tech issues
Albert.io	email Help Desk at help@stuy-mail.org	Get answers from 8am-3:30pm. J Hidalgo runs Help Desk
Wireless Access	Use ARGUS tab on Talos; enter the MAC address or see Sydney Lyndsey - 2733	Email: should have access within 2 days or go to Haber in 207 In person, should have access immediately
LIRR & MetroCards	Jessica Tosto Room 225	Lost/stolen Metrocard is cancelled; new one issued.
Talos parent or student doesn't get password reset email	email the Help Desk at help@stuy-mail.org D. Ingram is the back up - email her	get an answer in 24-48 hours
parent doesn't have an account	email D.Ingram at ringram3@schools.nyc.gov click "request an account" on talos and await validation	get an account in 24-48 hours
new student need an account	email or have student see D.Ingram in 273C	get an account in 24-48 hours
Attendance is not on Talos	J.Hidalgo uploads at noon daily - period attendance is one week behind in ATS; will not appear	
Info incorrect on Talos; OK on ATS	uploaded from ATS every week - wait until Monday night	report upload justifies Talos
Parent wants to change email	They can log in on Talos and change it; we automatically update ATS; or email D.Ingram	
My Schools Accounts	email Dina Ingram - they are not student accounts	Get activation code via email