

Guide to using Zendesk Support & COE_Business_Help Email Addresses

DS_Support@santacruz.zendesk.com

(Debbie Stanbra, Monica Beverly, Jody Belgard, Alison Warner & Cathy Carr)

- All Questions and issues regarding Digital Schools.

EPICS_Support@santacruz.zendesk.com

(Debbie Stanbra, Monica Beverly, Jody Belgard, Alison Warner, Cathy Carr & Lucinda Pappani)

- All EPICS Questions

Payroll_Support@santacruz.zendesk.com

(Debbie Stanbra, Monica Beverly, Jody Belgard, Alison Warner, Cathy Carr & Lucinda Pappani)

All questions regarding Payroll in CECC, Including but not limited to:

- Payroll Earnings Questions
- Tax/Ret Questions
- Earn type additions
- Retirement Coding (cc retirement desk)

COE_IT@santacruz.k12.ca.us

(Debbie Stanbra, Monica Beverly, Jody Belgard, Alison Warner & Cathy Carr)

All non-system support issues, including but not limited to:

- Meeting Confirmations
- Agenda Items
- General questions **that don't require action**

IT_Support@santacruz.zendesk.com

(Debbie Stanbra, Monica Beverly, Jody Belgard, Alison Warner & Cathy Carr)

All other Support Questions, including but not limited to:

- F2K & CECC Password Resets
- New User setups CECC
- Security Access changes
- EduReports

COE_Business_Help@santacruz.k12.ca.us

(Marilyn Latorraca, Elaine Bungo, Rema Kumar, Jean Gardner & Rebecca Olker)

All Financial Support Questions, including but not limited to:

- SACS coding
- SACS financial reporting software
- Requesting **any** new account code segments or description changes (cc ds_support@santacruz.zendesk.com for state defined segments)
- Transaction processing: Ledger entries, deposits, budget revisions
- Cash flow issues and cash balancing
- New Funding Guidelines
- New GASB Rulings
- Accounts receivable & payable set up & posting
- Audit Adjustments
- Budget Development