

# Support and Tech Help

Information on submitting a ticket and contacting the Tech Office.

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# Submitting a Ticket

## Staff and Students

If you are a staff member or student, please submit any technology issues through our ticket portal. You can use the following link to access our portal:

**[support.newburyport.k12.ma.us](https://support.newburyport.k12.ma.us)**

On the portal page, click on the "Google SSO" button and then sign in with your Newburyport account. This will log you into the portal. Click on the "New Ticket" button in the top left to begin the process of submitting a ticket.

If you are unable to sign in to Google with your Newburyport account, and cannot access the portal, you can submit a ticket using a personal email address by emailing:

**[support@newburyport.k12.ma.us](mailto:support@newburyport.k12.ma.us)**

Please only use the support email address if your issue is that you cannot access your account.

## Parents and Guardians

If you are a parent or guardian, technology tickets should be submitted via email.

You will receive an email confirmation a few minutes after you submit an email ticket, and all updates and replies to the ticket can be conducted via email as well.

## Aspen

For issues regarding Aspen, please send an email to: **[aspen@newburyport.k12.ma.us](mailto:aspen@newburyport.k12.ma.us)**

Please include your full name, the full name of your student, their graduation year, and the school they're currently attending.

## General Support

For general technology issues, please send an email to: **[support@newburyport.k12.ma.us](mailto:support@newburyport.k12.ma.us)**

Please include your full name, the full name of your student, their graduation year, and the school they're currently attending.