

## META Solutions Salesforce Case Creation

If you need to create a case for....	....send an email to this email address
SIS Infinite Campus related issues	InfiniteCampusHelp@metasolutions.net
SIS ProgressBook related issues	ProgressBookHelp@metasolutions.net
SIS PowerSchool related issues	PowerSchoolHelp@metasolutions.net
SIS PowerSchool Scheduling	ps.scheduling.support@metasolutions.net
Account related issues (FISCAL, EMIS, AD, Email, VPN...)	AccountHelp@metasolutions.net
Document Imaging related issues (OnBase, SCView..)	DocImageHelp@metasolutions.net
EMIS Related Issues	EMISHelp@metasolutions.net
IEP Anywhere related issues	IEPanywhere.support@metasolutions.net
Fiscal - State Software related issues	redesignhelp@metasolutions.net
Fiscal - eFinancePlus related issues	eFinanceHelp@metasolutions.net
Cisco Networking Academy specific issues	CiscoAcademyHelp@metasolutions.net
Erate related issues	ErateHelp@metasolutions.net
IT System issues (Servers, VMWare, Disaster Recovery, Data Center Backup, System Security, Cloud Applications, Desktop Applications)	ITSysAdminHelp@metasolutions.net
Managed VOIP related issues (Phones, Webex)	VoipHelp@metasolutions.net
MIBS related issues (NaaS or Wireless)	MIBShelp@metasolutions.net
Network issues (Filtering, Firewall, WAN, LAN, DNS...)	NetworkHelp@metasolutions.net
IT Managed Client Services (Contracted Services..)	ITClientServicesHelp@metasolutions.net
IT General support - If service area is unknown	ITHelp@metasolutions.net
Library Services related issues	LibraryHelp@metasolutions.net