
From: Connect
Sent: Monday, January 04, 2016 4:40 PM
To: Connect
Subject: Dedicated Support Is Live with CONNECT



Hello Judiciary Employees,

Now that CONNECT is live, we want to make sure you are aware of the three ways you can get support.

 **[CONNECT Support Hotline & JIS Help Desk](#)**

The menu prompts for the JIS Help Desk phone line 410-260-1114 have changed to provide direct access to the CONNECT support you need. Using the new menu items, you will route directly to specialized resources for specific areas of CONNECT. This includes a dedicated CONNECT Support Hotline. The menu structure is as follows:

- > Press 1 for assistance with log in or password support,
- > Press 2 if you are a Recalled Judge,
- > Press 3 if you are an Active Judge,
- > Press 4 for all other CONNECT support.

This CONNECT Support Hotline will be staffed with CONNECT experts from 7:30am-6:00pm Monday-Friday.

 **[CONNECTed Training Library](#) (Click the title to access CONNECTed)**

This is your resource to learn anything there is to know about CONNECT. Here you will find over 700 individual online trainings. Each training is brief and covers only a single specific topic, providing you quick access to the knowledge you need for that topic. You can also print desktop guides from the online trainings using the "Print It!" button at the top of each module.

 **[CONNECTors Network](#) (Click the title to access the CONNECTors Roster)**

To provide you with local support resources, we have trained a group of people called CONNECTors. It is important for you to know who your CONNECTors are, so you can contact them as your first line of support when you have a question in CONNECT.

Click [HERE](#) to access the complete roster of CONNECTors sorted by location. Please become familiar with your CONNECTors and reach out to them when you need information or support about CONNECT.

Thanks,
The CONNECT Team