

*This document is intended to help Affiliation Super Users and Teachers contact support staff from ADLC's Student Information System (SIS) team.*

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When using SIS, you may encounter something that you have a question about or you may have a request to make. You can use the convenient "Contact Support" feature to send an email right from SIS to Genius Support.

1. In SIS, select the **Teacher** or **Affiliation Super User** role from the drop-down menu on the dark blue bar that runs along the top of the screen.
2. From the menu on the left-hand side, click **Contact Support**.

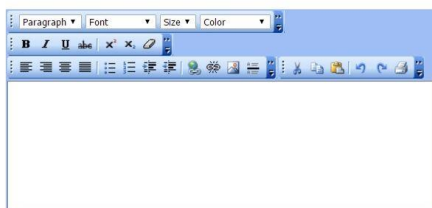


3. Your Name will appear in the **From:** section.
4. Select the Priority of your email from the drop-down menu.
5. Type in the Subject of your email.

From: Your Name

Priority:

Subject:



6. Click **Send**. When you click send, an email is sent to [geniussupport@adlc.ca](mailto:geniussupport@adlc.ca). Your email will be placed in the queue and responses will be sent in the order in which the email is received.

## Contact

If at any time you have questions, please contact:

### Learning Network Help Desk

1-866-774-5333, ext. 5378

[learningnetwork@adlc.ca](mailto:learningnetwork@adlc.ca)