



Δεσφδςδεηδδ  
Department of Education  
Ilinniaqtuliyikkut  
Ministère de l'Éducation

# SIS USER SUPPORT

This document explains what resources exist for Student Information System (SIS) user support requests. You can use the following phone or email contacts for assistance. Do not hesitate to ask for help if you run into problems.

## DEPARTMENT OF EDUCATION SUPPORT PERSONNEL

### Markus Siivola

Student Information System Coordinator

 [msiivola@gov.nu.ca](mailto:msiivola@gov.nu.ca)

 867-473-2683

### Ross Learn

Student Information System IT Coordinator

 [rlearn@gov.nu.ca](mailto:rlearn@gov.nu.ca)

 867-975-5660

Contact the Department of Education for:

- Questions on how to operate the software
- Creating users accounts
- System configurations
- Data issues such as missing or incorrect information
- Emergencies
- Processes and policies
- Report cards
- Customization requests
- Training requests
- General requests
- Feedback



## REGIONAL SUPPORT

As an additional resource, use the following contacts for immediate user help at the regional level. If these staff members are not able to answer your questions or assist you with the issue at hand, they can direct you to the appropriate contact to solve the issue.

### *Qikiqtani Region*

Keith Wyatt  
IT Program Coordinator  
✉ kwyatt@gov.nu.ca  
☎ 867-899-7366

### *Kivalliq Region*

Bob Dunn  
IT Program Coordinator  
✉ bdunn@gov.nu.ca  
☎ 867-793-2803

### *Kitikmeot Region*

Matthew Wyatt  
IT Program Coordinator  
✉ mwyatt@gov.nu.ca  
☎ 867-982-7423

## ONLINE RESOURCES

**Maplewood Online Manuals**      <http://www2.maplewood.com/manuals.aspx>  
Username: custweb  
Password: custweb04

**Maplewood Knowledge Base**      <http://www2.maplewood.com/support.aspx>  
Username: custweb  
Password: custweb04