Teachscape Technical Issues/Support Requests

Teachscape has a support line dedicated solely to Wisconsin. Please use the procedures outlined below for reporting issues.

- **Technical Concerns can be reported directly to Teachscape support** (support@teachscape.com) **or by calling 1-877-204-5568 for the Wisconsin specific line**.
    - Examples of Technical Concerns:
        - "This isn't working as it has been expressed it's supposed to work"
        - "I get an error message when…"
        - "I input information and now it has disappeared"
        - "I had access and now I don't", etc.
    - Email reports to Teachscape should include:
        - ***in the subject line that it is a "WI user/district" issue***
        - user name
        - user email address
        - computer operating system
        - browser used
        - screenshot of issue
        - description of issue

- **Concerns about which Teachscape components you are supposed to have access to and how to use/navigate Teachscape should be reported to your regional Implementation Coach.**
    - Examples of these concerns:
        - How do I run reports?
        - Am I supposed to have Learn?
        - I want support in completing my Focus Evaluator training in Teachscape.
        - How do I use Reflect?
        - How do I set up a Focus calibration window?

- **If you have questions about purchasing additional licenses, including Focus Certification, please contact Veronica Price (WISetup@teachscape.com) at 224-725-0488.**

If an unsatisfactory response or lack of response from Teachscape support is received, please contact the DPI EE Team at (608) 267-3750 or educator.effectiveness@dpi.wi.gov.