

NYCDOE Amplify Support Channels for Core Curriculum Purchases

Customer Support <i>For technical and pedagogical questions</i>
Pedagogical support: Amplify has an educational support team of former teachers and administrators who provide instructional support for every Amplify curriculum, assessment, and intervention program. • Live chat located in the bottom right-hand corner of Amplify digital programs • Email help@amplify.com • Call (800) 823-1969 Technical and program support: We have customer support available to help with any technical or program questions from 7 a.m. to 7 p.m. ET, Monday through Friday. • <u>For your most urgent questions:</u> Live chat or Call (888)-960-0380 • <u>For less urgent questions:</u> Email help@amplify.com

Science Key Resources	Technical Key Resources
• NYC Resource Site • Getting Started • Implementation and Planning Resources • Amplify Help - Science	• Amplify System Status Webpage: Sign up for updates! • Login Methods for NYCDOE

Support Team	Contact Info	Can support with...
NYCDOE Purchase Support • NYCDOE Core Curriculum Office	curriculum@schools.nyc.gov , (718) 935-3334 The Service Center hours are 8:00 am – 5:00 pm, Monday - Friday.	- Delivery/Order Questions - Additional purchasing - Missing/Damaged items - Returns
Amplify Customer Success • Meghan Ramsey, Senior Customer Success Manager • Erin McDaniel, Associate Customer Success Manager	mramsey@amplify.com cc: emcdaniel@amplify.com	- Escalation of unresolved support questions sent to help@amplify.com <i>After 24 hours, please email with:</i> 1) your DBN 2) support ticket number 3) a brief description of your inquiry
City Wide Amplify Professional Development • STEM Department	STEM@schools.nyc.gov	Questions about professional learning sessions that are being offered city-wide.
Additional Professional Development • Carly Kriss, Account Executive	ckriss@amplify.com	Purchasing and scheduling professional learning sessions outside city-wide offerings.