

GOLD Technical Assistance Workflow & Contacts

If you are unable to resolve a GOLD issue or question, your options include:

- Submit a support case via the portal:
<https://teachingstrategies.force.com/portals/submit-a-case>
 - Once a case is submitted, allow up to 72 hours before an initial response
 - Submitting a case will create a ticket number that allows for more efficient tracking by GOLD
- Call GOLD technical support: 866-736-5913
 - Issues/Questions that GOLD is unable to resolve will be escalated to Tier II—time between escalation and response time may be up to 72 hours.

If you experience a significant delay in response, or your issue is not resolved when contacting GOLD, contact the Nebraska Department of Education (NDE):

- tsgold@nebraskacloud.org
- When contacting the NDE, **please have your ticket number available**; this allows the NDE to escalate the case directly to the GOLD liaison.

For questions about the GOLD Inter-rater Reliability (IRR) Certification contact:

- tsgold@nebraskacloud.org

For district to district transfers contact:

- Becky Zessin: becky.zessin@unmc.edu; direct transfers

For data verification and district reports contact:

- Kerry Miller: kerry.miller@unmc.edu

For GOLD technical support, sales, and license renewals:

- Call 1-866-736-5913
- Visit the GOLD help link; located in the upper right corner of the MyTeachingStrategies website at <https://my.teachingstrategies.com/>

For questions about GOLD training contact:

- tsgold@nebraskacloud.org

