

EDUCATIONAL SUPPORT PERSONNEL COMMUNICATION PROTOCOL

The Staff Portal is a valuable tool. Go to <https://staffportal.geneseoschools.org/>

The **Educational Support Personnel Handbook** is located in the Staff Information section. The handbook contains useful information, and should be reviewed regularly. Please consult the Educational Support Personnel Handbook first before contacting your supervisor or persons listed below.

I HAVE A QUESTION/CONCERN ABOUT ...	I SHOULD FIRST CONSULT ...	WHO MAY THEN CONSULT WITH ...
<ul style="list-style-type: none"> A District-wide Issue (School Calendar, Board Policy, etc.) The Educational Support Personnel Handbook 	My Supervisor	Chief School Business Official at District Office
I don't have a personal computer to access district e-mail or Skyward Employee Access (ERMA)	My Supervisor, building library, Geneseo Public Library	
How do I access my school e-mail account	Log in to www.gmail.com from any computer using any browser	
How do I print off a copy of my pay stub	Log in to ERMA>Employee Information>Check History>Show Check>Print	Payroll Coordinator akinney@geneseoschools.org
What does my work calendar look like	Log in to ERMA>Employee Information>Calendar>Calendar Options>Choose correct school year	Human Resources tcolter@geneseoschools.org
Anything payroll related <ul style="list-style-type: none"> Direct Deposit Tax Changes 	Payroll Coordinator at District Office akinney@geneseoschools.org	Human Resources tcolter@geneseoschools.org
Anything time-off related <ul style="list-style-type: none"> How do I enter requests for time off into ERMA How to fill out my timesheet 	Colleagues/Building Secretaries	Human Resources tcolter@geneseoschools.org
Anything human resources related <ul style="list-style-type: none"> I don't know my Skyward Employee Access (ERMA) username/password How to update my personal information (address change, phone number change, marital status change, etc.) Insurance Changes Parenting Leave Retirement 	Human Resources at District Office tcolter@geneseoschools.org	Payroll Coordinator akinney@geneseoschools.org
Health Insurance	Claim inquiries: BCBS 800-458-6024 or https://www.bcbsil.com	Human Resources tcolter@geneseoschools.org
Skyward, other software, printer issues, etc. for technology troubleshooting	Email Tech Support at: techsupport@geneseoschools.org	Building Principal
A non-academic concern for a student (social issues, bullying, bus riding, etc.)	Building Principal	Nurse, Social Worker, Counselor, School Psychologist, Case Manager, or other person deemed appropriate by Building Principal for involvement