

Welcome to the ACCES-VR Help Center

Contact us

Email address

Subject (optional)

How can we help you?

Attachments

Add up to 5 files

Send

zendesk

ACCES VR

Acces-VR Support

Search

Welcome to the ACCES-VR Help Center

- Organizational Change Management and Announcements !!!
- AWARE Case Management System
- VR Policy
- Independent Living
- Business Relations

Support is just a click away!

 **Support**

SUPPORT AVAILABLE

• HOW TO ARTICLES

On the VR SUPPORT website <https://vrsupport.nysed.gov> you will find articles on how to use AWARE, policy guidance, announcements, training opportunities, issues reporting and more.

• HELP DESK SUPPORT

Submit a help desk ticket using the support form button on the VR SUPPORT website or email: vrsupport@nysed.gov to submit a help request, report an issue or general information requests.

PROGRAM SUPPORT FOR CASE MANAGEMENT (AWARE) and ACCES-VR IS AVAILABLE THROUGH THE HELP CENTER

Please take a moment to view our FAQs and collection of support articles located on the Help Desk website at: <https://vrsupport.nysed.gov>

It will be through this portal that you can submit new help requests related to errors or bugs that you are experiencing by using our web widget form – click the **SUPPORT** button.

Once an issue is submitted you will be notified via email with updates and changes to your ticket. You can even create a user account within the Help Desk system to track any issues you have submitted in the past.

VRSUPPORT@NYSED.GOV