

How to Contact the NFHS Network

Technical or Broadcast Issues

For technical issues with Pixellots or problems with a broadcast, contact the **NFHS Network Operations Team**.

1. Go to help.nfhsnetwork.com (Console Mobile)
2. Log in with your Console credentials and click the **GET HELP** button
3. If unsure of login info, click “Forgot Password” and enter your work email

Using the **GET HELP** button in Console Mobile = faster support than sending an email or text message.

Why? Requests sent with the “GET HELP” button are automatically routed to the correct support group and can be processed much faster by our agents.

It's easy from your phone!

The screenshot shows the 'SUPPORT' screen in the NFHS Network mobile app. The screen is dark blue with white text. At the top, it says 'SUPPORT' and 'NFHS NETWORK'. Below that, it says 'Submit a support request'. There are input fields for 'Email', 'Name', 'Mobile Number', and 'School'. A 'Submit Request' button is at the bottom. A red arrow points to the 'Get Help' button in the bottom navigation bar.

Non-Technical Issues

For non-technical questions, Schools should contact their **Account Manager** (AM) via their assigned Color Team email address or text.

Don't know your AM's color team?

Email accounts@nfhsnetwork.com for help.

Contact your AM for questions about:

- **Console** (“back-end system”)
 - **Scheduling** games/practices
 - **Accessing game film** after events/practices
- Tutorials and **support articles**
- Training new users (**Webinars**)
- Editing your **NFHS Network school page**

Subscriber Issues

NFHS Network subscribers (viewers) who are having trouble watching a broadcast or need assistance with their accounts should contact **Subscriber Customer Service**.

customerservice@nfhsnetwork.com

