## **How to Contact the NFHS Network**

## **Technical or Broadcast Issues**

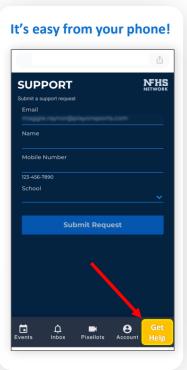
For technical issues with Pixellots or problems with a broadcast, contact the **NFHS Network Operations Team**.

- 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

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Using the GET HELP button in Console Mobile = <u>faster support than</u> <u>sending an email or text message.</u>

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.



## **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

