

Enterprise ERP (Munis) Support Contacts

Munis Online Support Portal

The preferred method to request support is to enter cases using the Munis Enterprise ERP Support online portal (<https://www.tylertech.com/client-support/enterprise-erp-support>). Once requests are entered, a case number is assigned and can be tracked as the issue moves through the support process. A user account is required and can be obtained by registering for access. Additional information on client support and contact information (Munis Technical Support Overview document) is available once signed into support via the online portal page.

Using the online portal ensures that your request is attached to the correct customer as well as having correct contact information. Many times, voice mail messages either aren't clear or don't contain all needed information which could result in a delayed response from Munis Support.

Supported Function	Who to Contact	Contact Info (During Business Hours)
Munis Financials	Munis Help Desk	800.772.2260, #3, #1
Munis Payroll, Human Resources & State Reporting	Munis Help Desk	800.772.2260, #3, #2
Tyler Reporting Services	Munis Help Desk	800.772.2260, #3, #7
Tyler Content Manager	Munis Help Desk	800.772.2260, #3, #7
Munis Tyler Forms	Munis Help Desk	800.772.2260, #3, #7

Supported Function	Who to Contact	Contact Info (During Business Hours)
<p>Munis Cloud (SaaS)/System Functionality</p> <ul style="list-style-type: none"> -Munis Outage -Printing -Training/Test Database Refresh* -Backups and Restorations -Assistance with Tyler Deploy Updates -Remote Access Support <p><i>*These processes can be performed by district personnel using Cloud Admin. Refer to the document, <u>Cloud Admin</u>, found in the <u>System and Administration</u> section of the KDE Munis Support & Guides webpage for instructions on how to access and use Cloud Admin.</i></p>	<p>Munis Help Desk</p>	<p>800.772.2260, #3, #9</p>
<p>Munis business assistance for:</p> <ul style="list-style-type: none"> - policies - procedures - codes - reporting - data collection - audits - web form submissions - KY-specific Financial, HR Payroll application usage 	<p>Munis Help Desk</p> <p>KY Specific Reporting Questions: munis@education.ky.gov</p>	<p>Refer to the respective Financials, Payroll, Reporting Services or TylerForms contact information above.</p>

Supported Function	Who to Contact	Contact Info (During Business Hours)
Network or workstation support (Examples: Unable to reach the Munis login page, cannot access external websites, cannot configure browsers, or install required workstation software updates)	KETS Service Desk	866.538.7435/502.564-2002 or ketshelp@education.ky.gov

REPORTING AN EMERGENCY ISSUE OUTSIDE OF NORMAL BUSINESS HOURS

In the event of a critical Cloud (SaaS) issue outside of normal business hours (weekdays from 8:00 AM-8:00 PM EST), please call 800.772.2260 ext. 4801 to reach Munis SaaS after-hours support.

When calling, please be prepared to provide the following information:

- Your name
- Contact information
- Site that you are calling from
- Brief description of the issue