Enterprise ERP (Munis) Support Contacts

Enterprise ERP Online Support Portal

The preferred method to request support is to enter cases using the 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 (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 the needed information which could result in a delayed response from Enterprise ERP Support.

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

Supported Function	Who to Contact	Contact Info (During Business Hours)
Enterprise ERP Cloud (SaaS)/System Functionality -Enterprise ERP Outage -Printing -Training/Test Database Refresh* -Backups and Restorations -Assistance with Tyler Deploy Updates -Remote Access Support *These processes can be performed by district personnel using Cloud Admin. Refer to the document, Cloud Admin, found in the System and Administration section of the KDE Enterprise ERP Support & Guides webpage for instructions on how to access and use Cloud Admin.	Enterprise ERP Help Desk	800.772.2260, #3, #9
Enterprise ERP business assistance for: - policies - procedures - codes - reporting - data collection - audits - web form submissions - KY-specific Financial, HR Payroll application usage	Enterprise ERP Help Desk KY Specific Reporting Questions: EERP@education.ky.gov	Refer to the respective Financials, Payroll, Reporting Services or Tyler Forms contact information above.

Supported Function	Who to Contact	Contact Info (During Business Hours)
Network or workstation support (Examples: Unable to reach the Enterprise ERP 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 Enterprise ERP 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