

CTEIS ASSISTANCE



PTD Technology provides technical support to districts operating Career and Technical Education (CTE) programs. The PTD Help Desk is staffed by experienced PTD training specialists, consultants, and dedicated support staff. Various resources are available to assist with the completion of each seasonal report.

CTEIS HELP DESK provides technical support and may answer any questions related to the CTEIS application. When using this service, please be sure to provide your contact information including your name, school district, phone number, and/or email address. For CTEIS reporting, please also provide the name of the report you are preparing. cteis.help@PTDtechnology.com or call toll free: (800) 203-0614 or by calling: (517) 333-9363 ext. 128.

Questions of a technical nature may include:

"How do I navigate www.cteis.com?"

"How do I import student records?"

"How do I send a completed reports to the Office of Career and Technical Education (OCTE)?"

REPORTING POLICY HELP Please contact OCTE for Policy related inquires. OCTE Representative: Joan Church. Email: ChurchJ@michigan.gov or by calling: (517) 335-0360. Additional information can be found on the OCTE website: www.michigan.gov/octe

Questions related to standard policy such as:

"How should I set up my classes for reporting purposes?"

"Am I allowed to begin my Follow-Up surveys early?"

EXPENDITURE AND ENROLLMENT REPORT ASSISTANCE Technical Help cteis.help@PTDtechnology.com (517) 333-9363, ext. 128 (800) 203-0614, ext. 128 Policy Help: Joan Church. ChurchJ@michigan.gov (517) 335-0360

FOLLOW-UP REPORT ASSISTANCE Survey Help cteis.help@PTDtechnology.com (517) 333-9363, ext. 128 (800) 203-0614, ext. 128 Policy Help Yincheng Ye YeYeY@michigan.gov (517) 241-7652

CTEIS SUPPORT/KNOWLEDGEBASE WEBSITE

Updates, newsletters, due dates, and links to important documentation can be found online. You may view these items any time on the CTEIS homepage or within the CTEIS Knowledge Base at: support.cteis.com

CTEIS YOUTUBE CHANNEL hosts dozens of helpful tutorial videos for district reporters. To access these, visit www.youtube.com and enter "CTEIS" into the search field at the top of the screen.

CTEIS LISTSERV INCLUSION AND REMOVAL REQUESTS The CTEIS listserv is an automated email service that provides news and other relevant information. If you would like to receive electronic updates via the CTEIS listserv or remove yourself from the mailing list, please email a request to:
MartinezJ9@michigan.gov