

PrimerEdge Customer Support Guide

The table below defines which questions to direct to PrimeroEdge and those to direct to the Indiana Department of Education (IDOE). PrimeroEdge Customer Care is the main contact for customer support. PrimeroEdge Data Management handles certain import features.

PrimerEdge	
PrimerEdge Customer Care	PrimerEdge Data Management
Email: CustomerCare@PrimerEdge.com Phone: 866-442-6030	Contact: Donnalyn C. Bornheimer Email: CustomerData@PrimerEdge.com Phone: 281-453-8595
Items include:	Items include:
<ul style="list-style-type: none"> Error messages Unexpected behavior Inaccessibility Usage questions User accounts- creation and password resets 	<ul style="list-style-type: none"> Ingredients and recipes to be imported in the Indiana Shared Database Question or updates regarding contents of the Indiana Shared Database
Indiana Department of Education (IDOE)	
Contact: Allie Caito-Sipe Email: acaito@doe.in.gov Phone: 317-232-0849	
Items include:	
<ul style="list-style-type: none"> Menu compliance USDA guidelines & best practices Issues with reaching PrimeroEdge 	
School's Technology Specialist	
<ul style="list-style-type: none"> All non-PrimeroEdge software issues (example: logging into Windows) Hardware issues Internet connectivity issues 	