
From: Connect
Sent: Tuesday, January 05, 2016 5:20 PM
To: Connect
Cc: Melinda Jensen; Lee Robinson
Subject: Concierge Support Service for Active Judges



Hello Active Judges,

To provide you with specific, direct support, the CONNECT Team is pleased to inform you about the CONNECT Support Concierge service for Active Judges. Teneshia Murrell is a specialist in CONNECT who is thoroughly knowledgeable in the CONNECT processes for Judges.

If at any time during the month of January you have a question about CONNECT, simply call the JIS Help Desk number (410-260-1114), select the CONNECT support option, then select Option 3 for Active Judges. This will direct you straight to Teneshia's desk. You may also reach Teneshia via email at Teneshia.murrell@mdcourts.gov. We welcome the Administrative Assistants who are calling on behalf of a Judge to use this dedicated support resource as well.

CONNECT Support will be available 7:30AM – 6:00PM, Monday – Friday. If for some reason your need is more urgent than Teneshia's availability, the resources at the CONNECT Support Hotline (Option 4) are also available to support you.

Please also feel free to contact us at connect@mdcourts.gov with any questions.

Sincerely,
The CONNECT Team