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KyELT™

Product Support Contacts Training Information

Ongoing Support



Ongoing Product Training

Tuesdays via Teams (Weekly)

2:00 PM EST / 1:00 PM CST

Open Lab to ask questions and receive support

Microsoft Teams Meeting ID: 283 425 974 451

Passcode: yMETFm



Ongoing Customer Support

CONTACT: support@kentucky.gov

CC: carlos.luna@tylertech.com

CC: john.russ@tylertech.com

- Billing questions
- System access
- Everyday support issues

Product Training Plan



Training Dates & Times

1

Session 1

Date: August 6th

Time: 2p EST / 1p CST

Plan for a 60-90 min training

Teams Meeting ID: 277 238 780 971
Passcode: XcYNse

2

Session 2

Date: August 7th

Time: 2p EST / 1p CST

Plan for a 60-90 min training

Teams Meeting ID: 277 238 780 971
Passcode: XcYNse

3

Session 3

Date: August 8th

Time: 2p EST / 1p CST

Plan for a 60-90 min training

Teams Meeting ID: 277 238 780 971
Passcode: XcYNse

CHRIS

Additional Training Support Materials



Where do I access KYELT training materials?

<https://transportation.ky.gov/motor-vehicle-licensing/Pages/%21KYELT-Support.aspx>

Additional Training Support



If your county requires additional training virtually or in-person please contact Carlos Luna to schedule at carlos.luna@tylertech.com