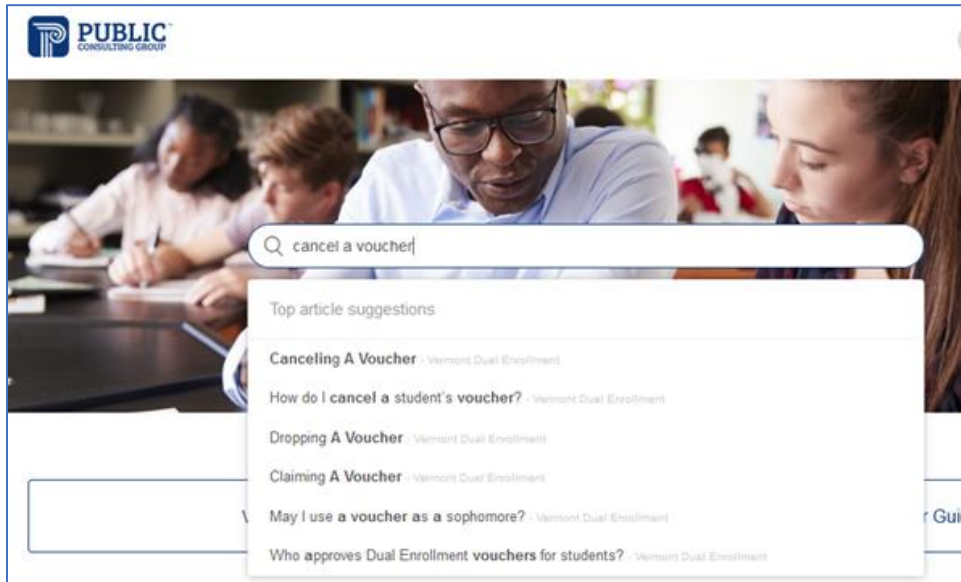


## DUAL ENROLLMENT ZENDESK GUIDE

Vermont AOE and PCG are proud to announce that VT Dual Enrollment Zendesk Guide is now available for you to use!

### WHAT IS ZENDESK GUIDE?

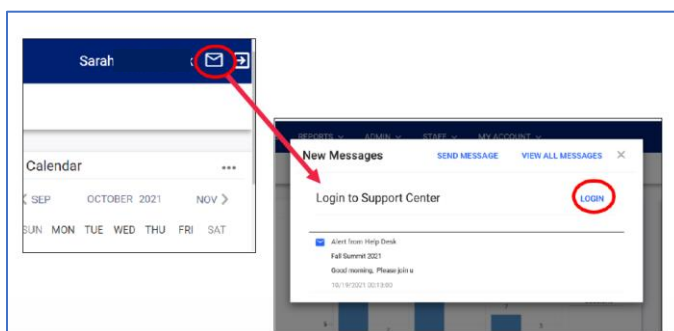
Zendesk Guide is a Help Center that empowers you as Dual Enrollment users to find the answers to your questions with a quick key word search! Guide works like a search engine, allowing you to type in your questions to bring you to the article you need to find your answer.



Zendesk Guide allows you to view step by step directions with screenshots on a specific topic and suggests articles on related topics for additional support.

### HOW TO USE ZENDESK GUIDE

To access Zendesk Guide, go to your message center, like you would to submit a support ticket. Then, select Login. You'll be directed to a new page to login to your Zendesk account.



If you have questions about Zendesk Guide, please connect with us by submitting an in-system message or emailing us at [vtdualenroll@pcgus.com](mailto:vtdualenroll@pcgus.com).