## FROM THE EXECUTIVE DIRECTOR

As we bid farewell to winter and welcome the early signs of spring in Ohio, this March edition of our newsletter will bring you the latest updates, helpful tips, and contact information to keep you informed.

NEOTech 2025 is just around the corner, and we can't wait to see you on March 18, 2025, at Kent State University Student Center for this free, one-day conference. Through engaging sessions, discover the latest trends in educational technology, connect with peers, and gain valuable tools on topics such as student engagement, AI, STEM, and more. Be sure to register now at neotechconference.org!

It's an exciting time at the Northeast Ohio Network for Educational Technology (NEOnet). We've grown to 115 employees, with 125 on the horizon! Please join us in welcoming ten new staff members to the NEOnet team.

Madison Cox joins the five other Infinite Campus Software Support liaisons in providing valuable support for student and EMIS software within the Infinite Campus Software Suite. We're excited to have her on the team.

As the demand for seamless software integrations increases, we're thrilled to welcome Jerry McMillen to our database administrators (DBAs) team. Jerry will play a pivotal role in assisting our members with custom reports and data integration, ensuring that software applications work together efficiently.

With more school districts in Northeast Ohio turning to NEOnet for services like cabling, network infrastructure upgrades, and wireless improvements, we're expanding our Managed Services team. Join us in welcoming Andrew Doedyns and Randall Winkhart, both University of Akron graduates, who will help meet this growing demand.

We are pleased to announce that Diane Leicy, the Heartland receptionist, is retiring. Meagan Pfahler will step into this role and continue to provide excellent service in her place.

NEOnet supports over 100 school districts with fiscal software. We're excited to announce that Britney McClain will lead the Fiscal State Software support team of five dedicated staff members.

At NEOnet, we're committed to supporting our owners by providing payroll and accounts receivable personnel to assist school districts when their staff is on leave or when additional staff augmentation or mentorship is required. We're pleased to welcome Melanie Woodward to our central office team to ensure we continue offering that support to our districts.

As our organization continues to evolve and the demand for our website grows, we are excited to welcome Michael Weitzenhoffer to our team. He will join our three other software developers and focus on updating and enhancing our website.

With the District Technology Service expanding to over twenty school districts and new districts joining every year, we're excited to announce that Anthony Priola and Mathew Reller will join our team of Desktop Support staff.

The next two pages of the newsletter contain more information about our ten new employees, and the last page contains all the contact information for the NEOnet staff.

Maintaining open communication with our owners is crucial. As you read through the information in this newsletter, please don't hesitate to contact me if you have any questions, ideas, or district needs to share. You can contact me at 330-926-3902 or **gdovin@neonet.org**.

Remember that without you, there would be no NEOnet!   Matthew Gdovin, Executive Director

# New Employees

## ANTHONY PRIOLA, DESKTOP SUPPORT SPECIALIST

Anthony Priola is a desktop support specialist for NEOnet. Prior to working for NEOnet, Anthony studied computer information systems at Kent State University, where he played for the Kent State Rugby Football Club for five seasons. When Anthony is not at work, you can find him enjoying his hobbies, including hiking, video games, and writing.

## JERRY MCMILLEN, STUDENT DATABASE AND APPLICATIONS SPECIALIST

Jerry McMillen is a Student Database and Application Specialist at NEOnet. Jerry has worked for over 15 years in higher education in various departments such as Business Intelligence, Application Development, and Data Analytics and Reporting prior to joining NEOnet. Jerry enjoys learning new technologies and spending time with his family of six. Jerry also enjoys baking and watching horror films.

## ANDREW DOEDYNS, DELIVERY ENGINEER

Andrew Doedyns grew up in Beaver, PA, where he was first introduced to networking technology through his High School technical program, which taught him the basics of Cisco networking and gave him his first IT job over the summer. Andrew then went to the University of Akron, earning his bachelor's in Computer Information Systems (Networking) and a minor in Cyber Security. He worked at the university computer center while attending classes. In his free time, Andrew enjoys playing bass in his band, playing games, and hanging out with his family and cats.

## RANDALL WINKHART, DELIVERY ENGINEER

Randall Winkhart graduated from The University of Akron in 2024 with a bachelor's degree in Computer Information Systems (networking). In addition to networking, he enjoys programming, playing with retro computers, gaming, and doing spicy food challenges.

## MELANIE WOODWARD, FISCAL SERVICES PAYROLL LIAISON

Melanie earned her MBA from the University of Phoenix. Her undergraduate studies at the University of Akron included Human Resource Administration and Social Services Technology. Prior to NEOnet, Melanie was employed by a manufacturing/retail company and brings over 15 years of payroll experience from both the public and private industries. Melanie has two adult children, five grandchildren, a dog, and a cat. In her spare time, she enjoys spending time with friends and family, taking cruises with her mother, outdoor recreation, attending live music events, and watching her grandson play in the high school band.

# New Employees

## MICHAEL WEITZENHOFFER, FULL STACK WORDPRESS DEVELOPER

Michael Weitzenhoffer is a full-stack web developer passionate about crafting simple yet powerful user experiences. He brings a blend of technical expertise and creative vision to every project. A Northeast Ohio native and a Stow-Munroe Falls High School/Kent State University graduate, Michael enjoys contributing to the community where he grew up. Outside of developing web experiences, he enjoys playing piano and guitar, and can often be found online playing chess.

## MEAGAN PFAHLER, NEONET HEARTLAND RECEPTIONIST

Meagan Pfahler is a Receptionist at NEOnet and has a background as an Executive Assistant. She lives in Shelby, where she cares for her family and dog. In her free time, she enjoys reading, gardening, and spending time with her friends and family.

## MADISON COX, STUDENT SERVICES SUPPORT SPECIALIST

Madison Cox received her master's in public administration from the University of Nevada, Las Vegas, in 2015. After getting her master's, she held positions in collegiate athletics, health care, and, most recently, operations. Prior to coming to NEOnet, she supported a local community district in implementing Infinite Campus. She has a passion for problem-solving and creating training materials.

Maddie has lived in seven different states, and in her spare time, she enjoys exploring new areas, mountain biking, reading, swimming, making baked goodies for her husband's position group, and cheering on whatever football team he currently coaches.

## MATHEW RELLER, DESKTOP SUPPORT SPECIALIST

Mathew Reller is a USAF Veteran with over twenty years of experience in developing and training applications and information systems in the medical field, public and private education, government security agencies such as FBI and DHS, and military spec ops. With a strong attention to detail, a passion for professional development, and a commitment to delivering excellent customer service, he leverages his passion for all things Training and Public Relations with his IT skills and experience to support his clients.

## BRITNEY MCCLAIN, FISCAL SERVICES SUPPORT COORDINATOR

Britney McClain began at NEOnet in 2025 as the Fiscal Services Support Coordinator. She has several years of experience in Payroll, Accounting, Training, and Software Implementation. Prior to joining NEOnet, she was a Fiscal Support Liaison at SWOCA, ITC followed by the Payroll Manager at Tipp City Schools. In her free time, she enjoys spending time with her family, collecting antiques, playing card games, and propagating plants.

# How DDoS Attacks Disrupt Education: The Impact on K-12 Schools

**CHRIS ZOLLA**

Distributed Denial-of-Service (DDoS) attacks are a growing concern for K-12 schools, as cybercriminals, and even our own students, target educational institutions to disrupt learning, compromise security, and cause widespread outages. These attacks flood a network with excessive traffic or exploit system weaknesses to exhaust firewall resources, leading to connectivity issues, slow performance, or even complete shutdowns.

There are two primary types of DDoS attacks that can severely impact a firewall. Volumetric attacks overwhelm a school's internet bandwidth by generating massive amounts of traffic from multiple sources. This can prevent students and staff from accessing critical online resources such as learning management systems, video conferencing, and digital curriculum. Firewalls and network infrastructure struggle to process the influx, leading to network degradation or outages.

Another type, session-exhaustion attacks, specifically target firewalls by opening an excessive number of connections, depleting the firewall's session table. Firewalls have a limited capacity to track active connections, and once these resources are exhausted, legitimate traffic may be blocked or dropped. This can prevent access to cloud-based educational applications, email, and internal resources, significantly impacting teaching and administrative operations.

At NEOnet, we have taken proactive steps to mitigate the impact of DDoS attacks on our consortium. We have oversubscribed on bandwidth to ensure there is enough headroom to absorb attacks without immediately affecting network performance. Additionally, we maintain multiple internet service providers to provide redundancy and resilience. To further protect our network, we have deployed DDoS mitigation appliances designed to stop both volumetric and session-exhaustion attacks. These appliances primarily shield our firewalls from exhaustion, allowing them to continue operating efficiently during an attack. In recent months, we have dedicated significant time to fine-tuning these appliances, strengthening our defenses against the increasing frequency and sophistication of DDoS threats. Ensuring reliable internet service for our members is our number one priority, and we remain committed to maintaining a secure and stable network for the schools we serve.

Please feel free to reach out via email at **zolla@neonet.org** if you have any questions or need additional information.

# Photonics & Artificial General Intelligence (AGI): Pioneering the Future of Technology

ANDY MELICK

In the rapidly evolving landscape of technology, two groundbreaking fields, Photonics and Artificial General Intelligence (AGI), are emerging as key drivers of future advancements. Understanding these technologies is essential for educators aiming to prepare students for the challenges and opportunities of tomorrow.

## PHOTONICS: THE SCIENCE OF LIGHT

Photonics is the branch of technology that deals with the generation, manipulation, and detection of light (photons). Unlike traditional electronics, which rely on electrons to transmit and process information, photonics harnesses the unique properties of light to achieve faster and more efficient data transmission. This field encompasses a wide range of applications, including fiber optic communications, laser manufacturing, medical imaging, and quantum computing.

At its core, photonics enables the development of devices that can handle vast amounts of data at unprecedented speeds while consuming less energy. For instance, fiber optic cables, which use light to transmit data over long distances, are the backbone of the global internet, providing the high-speed connectivity that modern society depends on. Additionally, advancements in photonic integrated circuits are paving the way for smaller, more powerful computing devices, essential for the next generation of technology.

## ARTIFICIAL GENERAL INTELLIGENCE (AGI): BEYOND SPECIALIZED AI

While current artificial intelligence (AI) systems excel at specific tasks, such as language translation, image recognition, or playing chess, AGI represents a more advanced form of intelligence. AGI refers to machines that possess the ability to understand, learn, and apply knowledge across a wide range of tasks, much like the human brain. Unlike narrow AI, which operates within predefined parameters, AGI can generalize from its experiences, adapt to new situations, and exhibit creativity and reasoning.

For educators, the advent of AGI holds transformative potential for personalized learning. Intelligent tutoring systems powered by AGI could tailor educational content to each student's unique learning style, pace, and interests, providing customized support that enhances learning outcomes. Furthermore, AGI can assist in

curriculum development by analyzing educational trends and predicting future skills requirements, ensuring that teaching methods remain relevant and effective in a changing job market.

## THE SYNERGY BETWEEN PHOTONICS AND AGI

The intersection of photonics and AGI promises to accelerate technological progress in ways previously unimaginable. Photonic technologies can significantly enhance the computational capabilities required for AGI by providing high-speed data processing and efficient energy usage. For example, photonic processors can handle the vast amounts of data needed to train AGI systems more quickly and with greater energy efficiency than traditional electronic processors.

This synergy enables the creation of more powerful and responsive intelligent systems capable of tackling complex problems in real time. In healthcare, for instance, AGI-driven diagnostics supported by photonic computing could lead to earlier disease detection and more personalized treatment plans. In environmental science, these technologies could model climate change scenarios with unprecedented accuracy, informing better policy decisions and conservation efforts.

## IMPLICATIONS FOR K-12 LEARNING

Integrating photonics and AGI into K-12 education can revolutionize the learning experience, making it more interactive, personalized, and effective. Here's how these technologies could be utilized in the classroom:

1. **Personalized Learning Paths**: AGI-powered systems can assess each student's strengths, weaknesses, and learning preferences in real time. By analyzing this data, the system can create customized learning plans that adapt to the individual needs of each student, ensuring that every learner progresses at their own optimal pace.

2. **Intelligent Tutoring Systems**: AGI can provide instant feedback and assistance to students, acting as a personal tutor available around the clock. These systems can help clarify difficult concepts, provide additional practice problems, and track progress, ensuring that students receive the support they need when they need it.

3. **Data-Driven Insights for Educators**: AGI can analyze vast amounts of educational data to provide teachers with insights into student performance, classroom dynamics, and the effectiveness of teaching strategies. This information can help educators make informed decisions to improve instructional methods and address any learning gaps promptly.

# Quality Text for Black History Month: eBook Collections from INFOhio

**TAMRA DUGAN**

## BOOKFLIX—GRADES PREK-3

BookFlix offers unlimited use of fiction and nonfiction paired titles. Popular fiction picture books are presented as Weston Woods films with the text on the screen. Nonfiction titles appear as traditional eBooks, but both give readers the option to turn the read-aloud function on or off. Many titles are also available in Spanish. Educators can use the Resources and Tools feature to search for quality text for their students.

Use the filters to find titles to help students in grades PreK-3 learn more about African Americans in the history of our country. You can also narrow results to Lexile or grade level to find quality text for classroom instruction.
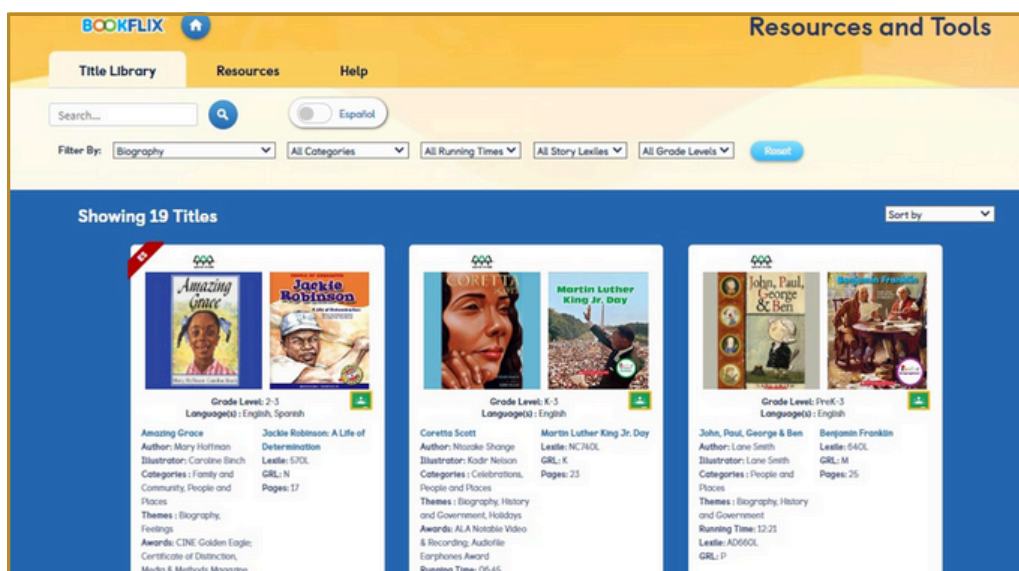


Popular titles in BookFlix include:
- **Martin's Big Words**, 410L
- **Ruby Bridges**, NC680L
- **Rosa**, 570L
- **Show Way**, AD720L
- **Harriet Tubman**, 360L

## CAPSTONE INTERACTIVE EBOOKS—GRADES 3-5

The eBooks from Capstone Interactive are standards-aligned and support science and social studies. More than 1500 unlimited-use titles offer quality text to support student comprehension.

Educators can search by topic or use filters to find the right text for students. **Capstone Search by Standards** makes it easy to search by standard to find eBooks that give students in grades 3-5 access to primary documents, biographies, and fictional retellings of African Americans, the Civil Rights Movement, or the Underground Railroad.

Titles to consider using as quality text in the classroom include:
- **John Lewis**, 820L
- **Face of Freedom**, 1040L
- **Birmingham 1963**, 980L
- **Wilma Rudolph**, GN560L
- **Martin Luther King Wore Roller Skates**, 660L
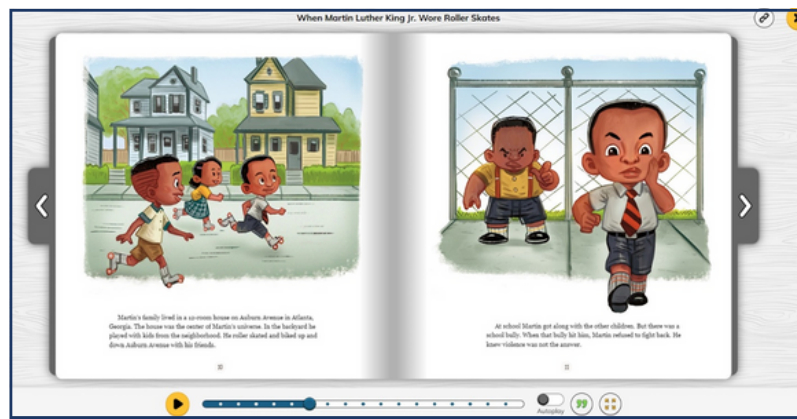


## WORLD BOOK EBOOKS—GRADES 6-8

For middle-grade students, the **eBooks in the World Book collection** gives readers information about how African Americans made history and changed the world. The collection's unlimited use and quality text provide opportunities for readers to develop background knowledge on a topic and improve comprehension.

This collection can easily be browsed using the horizontal topics menu above the eBooks. Choose titles from Biographies, History, and Sports and Recreation that provide information on important historical figures and events from America's history.
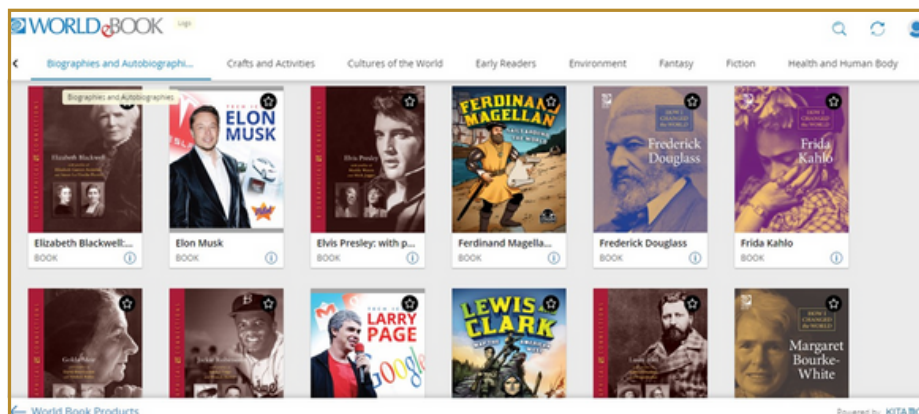
You can also search for these titles in the eBook collection
- **Jackie Robinson: with Profiles of Satchel Paige and Branch Rickey**, 1140L
- **African American Civil Rights Movement**, 1270L
- **LeBron James**, 960L
- **Amar'e Stoudemire**, 980L

## EBSCO HIGH SCHOOL EBOOK COLLECTION—GRADES 9-12

More than 12,000 titles, including classic literary works, important historical documents, and general reference materials, can provide high school students with a variety of supplemental texts to support reading to prep for college and career readiness. Extend high school students with complex text about topics essential for understanding the history of African Americans in the United States. The **EBSCO High School eBook Collection** titles are unlimited use, perfect to implement for whole group reading.

It is easy to search by topic or title in the EBSCO interface. Authentic texts in a variety of genres will engage and empower teens. Unlike the other eBook collections featured, not all the texts have a Lexile level. However, educators can find the **quantitative level** to ensure the text is grade-level or higher for whole-class instruction.



Consider using these texts from the collection if they meet your readers and their needs:
- **Riot** by Walter Dean Myers
- **W.E.B. Dubois: A Life in American History** by Charisse Burden-Stelly and Gerard Home
- **Greatness in the Shadows: Larry Doby and the Integration of the America League** by Douglas M. Branson
- **The African American Experience** by Sandy Donovan

Explore eBook collections from INFOhio to find titles to support readers this  and all year long. With thousands of eBooks to choose from, quality text for language comprehension development is just a few clicks away!

# Student Services & EMIS Services

New Reports in the Student Applications and EMIS areas that might be worthwhile for you to check out!

ODEW is releasing a new **Data Comparison Report** soon! The report will be a Level 2 report in TRAD and SOES Student Collection. The initial Data Comparison Report will be FTE based and include two comparisons.

The first comparison will be comparing districts' FTE at the end of FY24 and their FTE at the end of the FY25 Initial Student collection. The report will include various FTEs (overall FTE, Students with Disabilities FTE, Career Tech FTE, etc.), each with its own row. Each FTE measure will also show a percent change (+ / -) for the district. Severity codes will be included in this report and are based on the amount of change an entity has compared to similar types of entities. For example, Traditional districts will be compared to other Traditional districts. ESCs will be compared to other ESCs, Community schools will be compared to other Community schools, etc. Districts with the greatest outliers (+/-) will show as critical, the next group will be a warning, and the vast majority of districts will be informational. This will give districts an idea of where they fall in comparison to others of the same type. Since this comparison is done on closed collections, it will not change.

The second comparison will be AODE (SOES Beginning of Year) to BODE (SOES End of Year) for Community Schools and 1TRD (Beginning of Year) to 2TRD (Midyear) for Traditional districts, ESCs, and JVSDs. For this measure, ODEW sees a lot less change between the first window and the second window than they do between school years, so the thresholds will be smaller than in the first release. ODEW will be comparing how districts' 2TRD data is doing compared to their 1TRD data and if your district is growing or shrinking as the school year goes on, and indicating a percent change. Knowing the positive or negative growth allows a district to be aware of and/or plan for growing or shrinking funding payments. It will also help to highlight possible issues – for example, data that was not collected during 1TRD but is collected during 2TRD and is now causing students to fatal; the percentage change in FTE between the 2 windows could generate an error and indicate a data issue that needs attention.

ODEW also plans to compare Traditional districts, ESCs, and JVSDs from 2TRD to 3TRD (End of Year). Lastly, they have other comparisons planned for the future that will be added to the Data Comparison Report and will continue to update districts via OAEP conferences, and EMIS ITC call minutes.

**Chronic Absenteeism by Marking Period by Grade Level-NEOnet**. This report is available in summary and detail format. Both reports will list the total number of students for each grade level and marking period along with the percent of students chronically absent. Additionally the detail format will give you the option to expand the grade level to view each student with the total absences. Furthermore the report also delivers totals including medical absences and totals not including medical absences. Contact NEOnet today at StudentHelp@NEOnet.org to have this report available for your district.



Chronic Absenteeism by Reporting Term table

## INFINITE CAMPUS

**Admin Mailgun Message Log**

This report includes all messages sent by the district via the Mailgun API, such as password reset emails, username reminders, and account security confirmations. It details the event status, recipient, email subject, and any errors encountered. The Admin Mailgun Message Log, located in the Communications module, provides the same information as the Sent Message Log, but only displays messages sent by the user accessing the tool. Users can generate a .CSV report using the option available at the bottom of the tool.

# How to Unlock/Lock Users in ESS

**JESSICA ROSS**

If you have a user who can't log in to ESS, check to see if they are locked out. Go to the User Grid (under Users>Users menu) and add the Locked column to the Grid from the More list ▤.
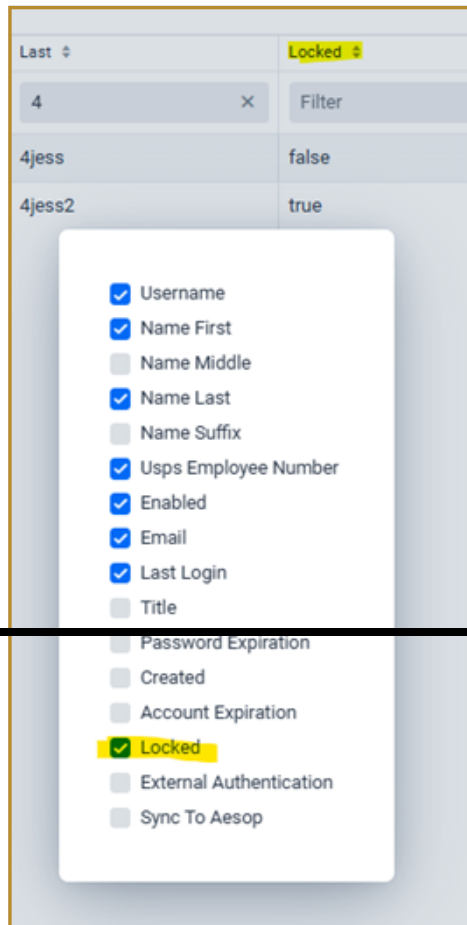


In the Locked column, you will see if the user is True (meaning it's locked) or False (meaning it's unlocked). If you need to unlock the user, check the box next to the user you want to unlock and then click the Unlock Users button at the top of the grid.
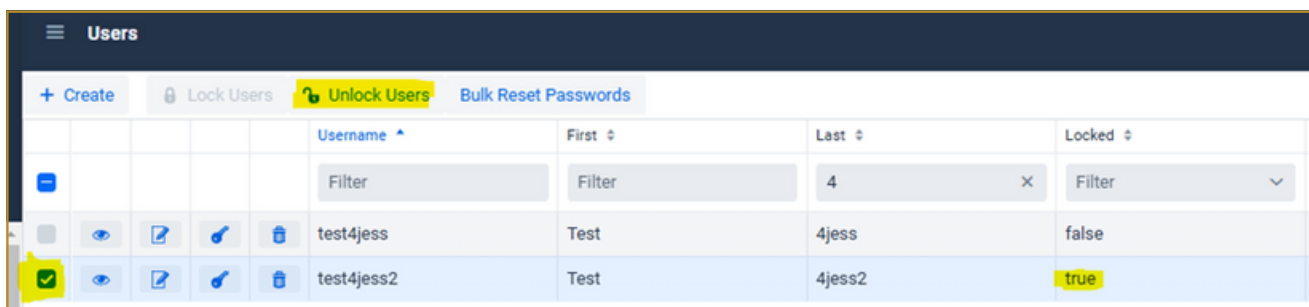
The same steps apply if you'd like to lock a User. You'd check the box next to the user you'd like to lock and click the Lock User box at the top of the grid.
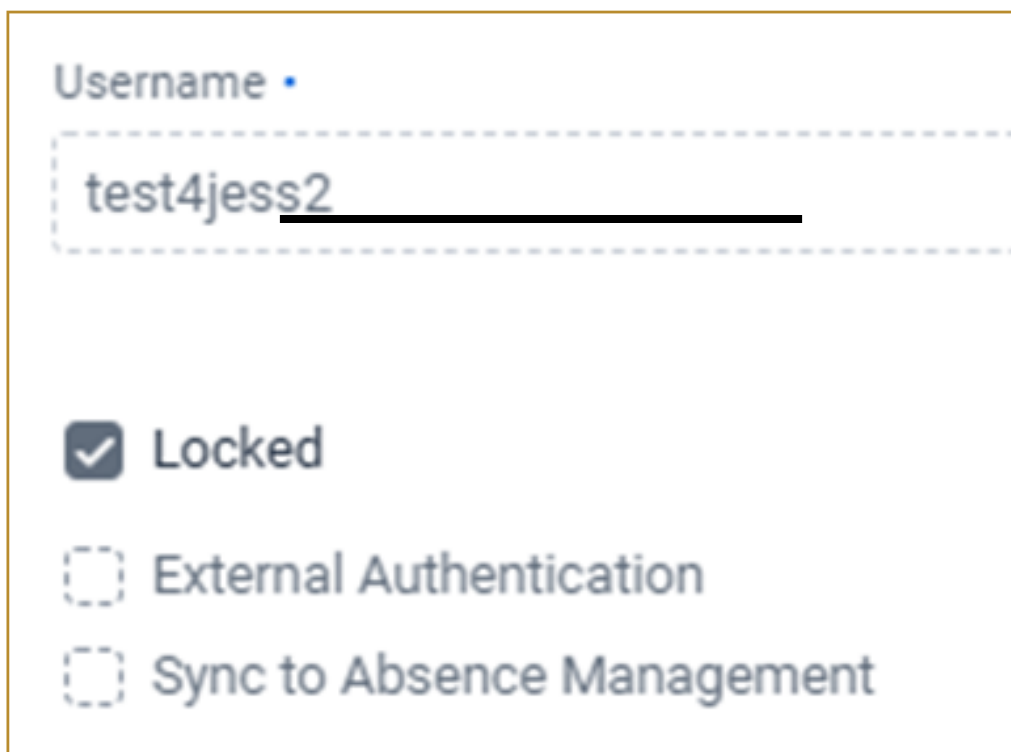


You can also check under the eyeball 👁 on the User Grid to see if the user is locked (box is checked) or unlocked (box is unchecked). If the user is locked and you need to unlock the user, you'll need to go back to the User Grid and follow the above steps to unlock that user.



If you have any questions about how to unlock/lock users, please don't hesitate to contact us at **FiscalHelp@neonet.org**.

# Ohio's 529 College Advantage Plan - What Employers Need to Know

**RACHEL CAUDILL**

The 529 College Advantage Plan has been around for quite some time. However, 2024 brought about changes that make this much more appealing. Much like Ohio Deferred Compensation, the 529 Plan is a government-run program through the Ohio Tuition Trust Authority. The most significant change is that unused funds can now be rolled over into a tax-free Roth IRA. Employers can offer this to employees as a payroll direct deposit deduction. More information pertaining to implementing this in your workplace can be found at **https://www.collegeadvantage.com/employers.**

## UPCOMING FISCAL TRAININGS

- 2/26/2025 - TREASURER'S OPERATING COMMITTEE
- 2/28/2025 - COFFEE COLLAB HRM - TOUR OF THE MCOECN WIKI
- 3/5/2025 - STATE SOFTWARE TIPS AND TRICKS
- 3/6/2025 - STATE SOFTWARE FALLS OPEN LAB
- 3/11/2025 - USPS QUARTER BALANCE TRAINING
- 3/12/2025 - STATE SOFTWARE HEARTLAND OPEN LAB
- 3/13/2025 - EFP – OPEN LAB
- 3/14/2025 - EFP COFFEE COLLAB FAM
- 3/19/2025 - STATE SOFTWARE TIPS AND TRICKS
- 3/20/2025 - EFINANCEPLUS PAYROLL QUARTERLY BALANCING WORKSHOP
- 3/20/2025 - STATE SOFTWARE CONCORD OPEN LAB
- 3/25/2025 - BUDGETING AND PERIODIC REPORTS
- 3/28/2025 - COFFEE COLLAB HRM
- 4/3/2025 - STATE SOFTWARE FALLS OPEN LAB
- 4/11/2025 - EFP COFFEE COLLAB – FAM
- 4/17/2025 - EFINANCEPLUS – NEW CONTRACT TRAINING
- 4/17/2025 - STATE SOFTWARE HEARTLAND OPEN LAB
- 4/17/2025 - STATE SOFTWARE CONCORD OPEN LAB
- 4/17/2025 - EFINANCE PLUS – OPEN LAB
- 4/23/2025 - STATE SOFTWARE TIPS & TRICKS

# How Do I Modify My PO?

**MICHELLE INGERSOL**

Have you ever wondered what option to choose when making modifications to your purchase orders? Well, wonder no more! Let's take a look at your options.

**☑ Edit**

- Used for new purchase orders.
- This option will allow the user to make any changes to the purchase order as long as the posting period it was dated is open.
- Once activity is presented against the PO, edit will no longer be an option.

**🔧 Amend**

- Used when the purchase order has already been sent to the vendor.
- The user will not be able to use this option to modify the Vendor, PO date, existing transactions, or the issued date on an existing item.
- The user will be able to update all highlighted fields, including the line items.
- Items Section:
    - Allows for new line items to be added with issue date.
    - Allows user to copy an existing line item to make changes.
    - Allows the user to cancel an existing line item on a specific date.

**✐ Repair**

- This option allows the user to change the Vendor, PO Date, and Account codes as long as no disbursements have been posted against it.
- The posting period of the PO Date will need to be open.
- Repair will also update all invoice and payable items with the new information.

**❏ Clone**

- Clone allows the user to recreate the current PO with a new PO number.
- All information can be updated prior to saving the new PO.

All four options can be found by clicking 👁 next to the desired PO on the PO grid.

# Mastering Periodic Processing: Effective Date Changes in eFP

SUSANNE SEARL

Keeping employee records up to date is crucial for accurate payroll and compliance. One of the most powerful tools in **eFinancePlus** is the **Periodic Processing – Effective Date Changes** menu, allowing districts to manage updates to employee records efficiently.

## Why Use Effective Date Changes?

This feature lets you schedule updates for **Benefits, Status, Beneficiaries, Demographics, Deductions, Dependents, and Tax Information** — ensuring changes take effect on the right payroll period without manual adjustments.

## BEST PRACTICES FOR SUCCESS

- **Plan Ahead for Payroll Updates**
  - Any **deduction changes** should align with payroll schedules.
  - Schedule updates well in advance to prevent last-minute adjustments.

- **Review Before You Commit**
  - Run a **Pre-Process** Report to verify all pending changes.
  - Confirm deduction updates to prevent incorrect withholdings.

- **Watch Out for Common Mistakes**
  - Incorrect Effective Dates: Make sure changes align with the payroll cycle.
  - Duplicate Records: Avoid submitting the same change multiple times.
  - Missing Approvals: Confirm that all required approvals are in place before processing.

## HOW TO PROCESS CHANGES LIKE A PRO

1. Navigate to **Human Resources > Periodic Processing > Effective Date Changes**
2. Enter Changes:
   a. Select the employee and the category you need to update (Benefits, Deductions, etc.).
   b. Input the new values and set the effective date for when the change should take place.
3. Run a Pre-Process Report:
   a. Before processing, generate a Pre-Process Report to check for errors or missing data.
4. Process Changes:
   a. Once verified, process the updates to apply them to employee records.
5. Verify Updates:
   a. Review Employee Records & Payroll to ensure changes were applied correctly.

## PRO TIPS:

- Always **double-check effective dates** to align with payroll schedules.
- Avoid duplicate entries by **reviewing pending changes** before processing.
- For deductions and benefits, confirm **correct calculation methods** are applied.

### Need Help?

If you have questions about setting up, validating, or troubleshooting effective date changes, reach out to us at **fiscalhelp@neonet.org** or 330-926-3900. We're here to help keep your payroll accurate and compliant!

# CONTACT US: 330-926-3900 *Press 0 for the HelpDesk

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Hunter Harbison
Ext. 601173
Mike Hoffman
Ext. 601108
Jerry McMillen
Ext. 601196
Nicholas Tysh
Ext. 601183
Michael Weitzenhoffer
Ext. 601198
Joshua Zolla
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Spencer Zolla
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Michelle Ingersol
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Larry Lifer
Ext. 602330
Britney McClain
Ext. 602320
Lisa Nash
Ext. 601121
Jessica Ross
Ext.602340
Susanne Searl
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Jennifer Cottrill
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Madison Cox
Ext. 601194
Janet Hayes
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Elizabeth Karako
Ext. 601202
Bethany Ladich
Ext. 601138
Denise Marrali
Ext. 601101
Rita Miklacic
Ext. 601206
Alicia Paulsey
Ext. 601210
Jacqueline Tupps
Ext. 602630
Sue Vinborg
Ext. 601208
Leslie Wiseman
Ext. 602620

## Technical Services - Ext. 601150
Mark Banks
Ext. 602720
Mark Baughman
Ext. 602740
Devon Bennett
Ext. 601124
Ben Claussen
Ext. 601125
Nate Coffey
Ext. 602750
Tony Dipane
Ext. 601191
Andrew Doedyns
Ext. 601186
John Gill
Ext. 601162
Cyrus Elder
Ext. 601116
Justice Jones
Ext. 601151
Andrew Klich
Ext. 601146
Matthew Klich
Ext. 601188
Cody Lyons
Ext. 601119
Brian Mangan
Ext. 601204
Jay Milliron
Ext. 601147
Jacob Pettay
Ext. 601185
Aly Powell
Ext. 601145
Joe Prekop
Ext. 601134
Brian Ruffner
Ext. 601207
Tristan Smith
Ext. 601149
Eric Spencer
Ext. 601144
James Swartwood
Ext. 601179
Tim Tracy
Ext. 601109
Randall Winkhart
Ext. 601154