How to Contact the NFHS Network

Technical or Broadcast Issues

For technical issues with Pixellots or problems with a broadcast, contact the **NFHS Network Operations Team**.

1. Go to [help.nfhsnetwork.com](http://help.nfhsnetwork.com) (Console Mobile)
2. Log in with your Console credentials and click the **GET HELP** button
3. If unsure of login info, click “Forgot Password” and enter your work email

**Using the GET HELP button in Console Mobile = faster support than sending an email or text message.**

Why? Requests sent with the “GET HELP” button are automatically routed to the correct support group and can be processed much faster by our agents.

Non-Technical Issues

For non-technical questions, Schools should contact their **Account Manager** (AM) via their assigned Color Team email address or text.

**Don’t know your AM’s color team?**
Email accounts@nfhsnetwork.com for help.

Contact your AM for questions about:

- **Console** (“back-end system”)
- **Scheduling** games/practices
- **Accessing game film** after events/practices
- Tutorials and **support articles**
- Training new users (**Webinars**) 
- Editing your **NFHS Network school page**

Subscriber Issues

**NFHS Network subscribers (viewers)** who are having trouble watching a broadcast or need assistance with their accounts should contact **Subscriber Customer Service**.

customerservice@nfhsnetwork.com