### Resource | Key Information
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DLM Technology Specifications Manual | Most up-to-date version is available at [https://dynamiclearningmaps.org/newyork](https://dynamiclearningmaps.org/newyork)
DLM Service Desk | **1-855-277-9751**  
[DLMSupport@ku.edu](mailto:DLMSupport@ku.edu)
Email [cbtsupport@nysed.gov](mailto:cbtsupport@nysed.gov) and/or [EMSCASSESSINFO@nysed.gov](mailto:EMSCASSESSINFO@nysed.gov)
Data Management and Technology Specifications Trainings | Visit [https://dynamiclearningmaps.org/newyork](https://dynamiclearningmaps.org/newyork)
Kite Status and Available Student Portal Updates | Visit [https://dynamiclearningmaps.org/kite](https://dynamiclearningmaps.org/kite)

**Important Note:**
When providing information to the DLM Service Desk, [DLM-Support@ku.edu](mailto:DLM-Support@ku.edu), or to CBT Support, [CBTSupport@nysed.gov](mailto:CBTSupport@nysed.gov), do **NOT** send any Personally Identifiable Information (PII) via email. This is a violation of the federal Family Education Rights and Privacy Act (FERPA). PII includes information such as a student’s name or date of birth.

It is acceptable to send:
- your contact information (email address and name)
- your school and/or district
- error messages, including the testlet number, if applicable to the problem
- student state identification numbers (NYSSIS ID Numbers)