

## Level 1: Contact the Tyler Nebraska Support Desk



**Online Support Portal**

[nebraska.gov/apps-support-portal](https://nebraska.gov/apps-support-portal)



**Phone Support**

(402) 471-7810



**Email Support**

[ne-support@tylertech.com](mailto:ne-support@tylertech.com)

Please call for urgent issues or escalations

## Level 2: Contact your Account Manager

**Natalie Erb**

[natalie.erb@tylertech.com](mailto:natalie.erb@tylertech.com)

(402) 471-7823

**Benny Ng**

[benny.ng@tylertech.com](mailto:benny.ng@tylertech.com)

(402) 471-7870

**Abigail Packett**

[abigail.packett@tylertech.com](mailto:abigail.packett@tylertech.com)

(402) 817-0718

**Freddy Pika**

[freddy.pika@tylertech.com](mailto:freddy.pika@tylertech.com)

(402) 471-7891

## Level 3: Contact our Directors

**Technical Inquiries**

Jason O'Flaherty

[jason.o'flaherty@tylertech.com](mailto:jason.o'flaherty@tylertech.com)

(402) 500-6255

**Project Inquiries**

Natalie Erb

[natalie.erb@tylertech.com](mailto:natalie.erb@tylertech.com)

(402) 471-7823

## Level 4: Director of Operations

**Jay Sloan**

[jay.sloan@tylertech.com](mailto:jay.sloan@tylertech.com)

(308) 293-0508

## Level 5: General Manager

**Tanner Hughes**

[tanner.hughes@tylertech.com](mailto:tanner.hughes@tylertech.com)

(405) 416-3033