

June 27, 2025

Board of Directors  
Ministry Leaders  
Volunteers

Subject: Tech Support Protocol

In order to be available and serve the needs of our leadership and ministry teams with technical support, a protocol has been developed to have an organized response to assist you.

Tech Support Requests:

Email (Includes Creating and Maintaining Distribution Groups  
Website  
Access to Certain Software Apps  
Text Messaging  
Service Slides and Ads  
Emergency Communications  
Constant Contact – Mobilizer  
Social Media Announcements

If you have a request that is not an emergency (requires 24 hours or less response), email [TechSupport@ResurrectionMCC.org](mailto:TechSupport@ResurrectionMCC.org)

The following individuals will receive your email:

Suzette Cotto (281) 794-4872 cell  
Taylor Cotto (346) 323-1855 cell  
Terry Zenn (As a backup as needed) (281) 254-8002 cell  
Ken Thompson (Sunday Service Requests if Taylor is not available) (713) 398-5780 cell

If you need same day assistance, please TEXT your request and send an email with TECH SUPPORT in the subject line.

If you need immediate assistance, TEXT Suzette or Taylor  
If you don't get an immediate response to your text, CALL Suzette or Taylor

Mobilizer deadline for submission of information is the FRIDAY before the mobilizer is prepared and sent on Wednesday.

Please do not put tech support requests in an email string – be sure it is a stand alone email with TECH SUPPORT in the subject line.

New email address requests and termination of emails requires an EMAIL REQUEST FORM be completed which can be obtained from [TechSupport@ResurrectionMCC.org](mailto:TechSupport@ResurrectionMCC.org) or on our Intranet page on the website.