

First 5 Fresno County Persimmony Support

Contact Information

Both First 5 Fresno County staff and representatives at Persimmony International can provide Persimmony assistance F5FC funded partners. The document below details the appropriate person to reach out to given an array of issues:



Persimmony International

- Log-in credentials
 - User name information
 - Resetting passwords
- Database errors or other technical issues
 - Software issues (i.e. slow database)
- Error messages



First 5 Fresno County

- Reporting requirements
 - Programmatic or fiscal data entry
 - Submitting data at the end of the quarter
- Scope of Work details
 - Updates or questions
 - Staffing changes
- Invoicing and reimbursement

To contact Persimmony International, use the support@persimmony.com email account. You should receive an email receipt confirming your issue's ticket number and receive a reply from Persimmony Support shortly afterwards.

To contract First 5 Fresno, please reach out to your contact's specific Project Manager.