Technology Assistance During Remote Learning

During remote learning, there may be a need for device and other technology assistance. We will be setting up hours twice per week to allow for device drop-off and pickup. The technology department will make every effort to provide a temporary device while repairs take place, based on availability. It is essential that proper care and handling is being practiced by students to minimize the need for unnecessary repairs. There are several steps that you can take that may help resolve your issue. Dropoff/Pickup times will be posted on the school website.

1. Ensure that the device is charged, or plugged in.
2. If you are experiencing an issue, be sure to restart your device. Many times, this resolves the issue. It is good practice to restart your computer at the end of each school day.
3. Make sure you are connected to a reliable internet connection.

There are some technical limitations of school-issued devices. For example, volume levels may not be sufficiently loud. In this instance, it is recommended that you attempt to use headphones if possible.

When using a Chromebook, there may be occasional glitches with audio/video skipping. This could be in part due to hardware limitations of the devices or connectivity issues.

There are occasionally issues that occur that are not related to the device or connection. Services such as Zoom, Google Meet, Classroom, etc. can periodically experiences system-wide service issues.

If you have read through the above suggestions and still feel that there is an issue with your student's device, please fill out the following form. We will be establishing pickup/dropoff times where devices in need of repair can be brought to the main office. Every effort will be made to have the device available for pickup within 2 business days. A loaner device may be provided pending availability, but cannot be guaranteed.

Technology Assistance Form