

CoViD-19 STUDENT Chromebook Remote Support Procedures

Parents/students will use the following procedures to receive technical support during the remote learning time period.

Students and parents will submit work orders for technology issues via email:
Helpdesk@jarrellisd.org

Work orders can be submitted via email to helpdesk@jarrellisd.org
Please Include the following information in your email:

- Student Name
- Student ID
- Campus
- Grade

Technicians will coordinate remote support through the following portals:

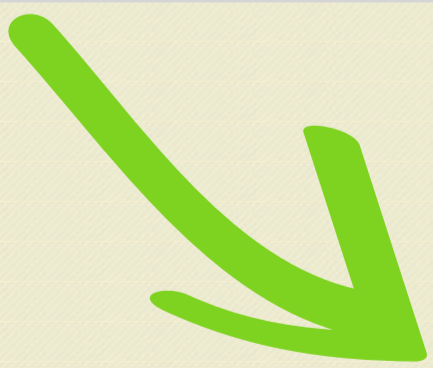
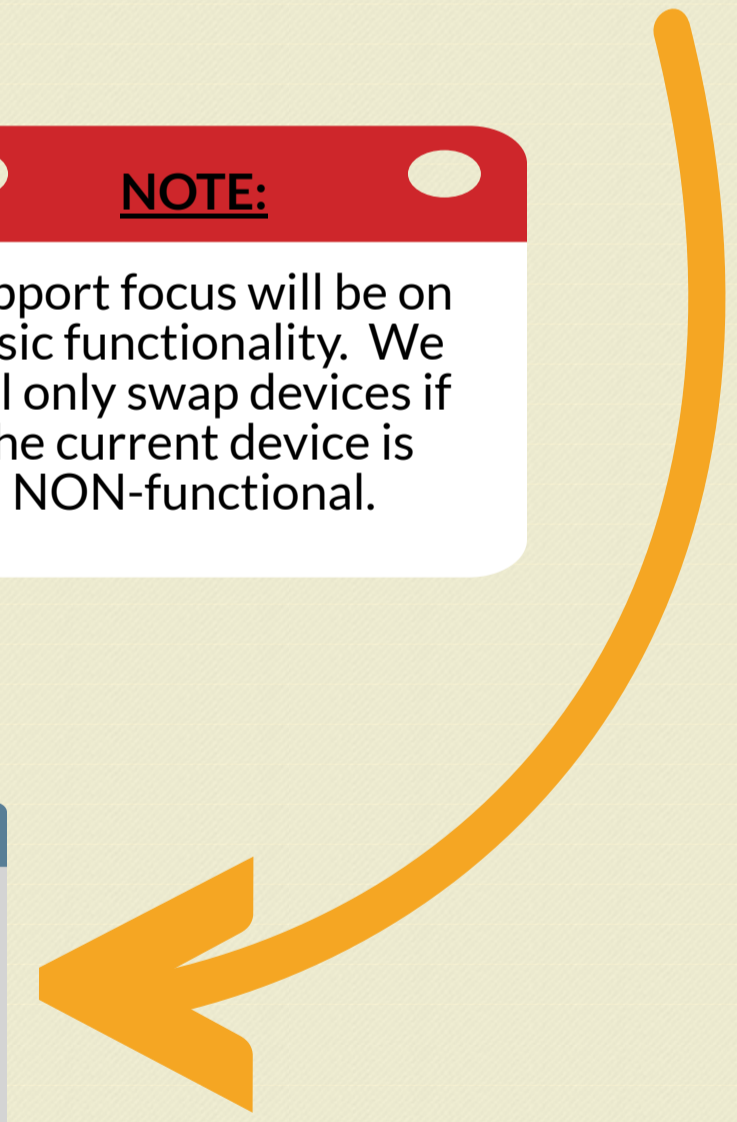
1. Hangouts
2. Gmail
3. Google Meet



Campus Technicians will remotely troubleshoot issues.

NOTE:
Support focus will be on basic functionality. We will only swap devices if the current device is NON-functional.

If a solution cannot be obtained remotely, the technician will send a Google Form to schedule a time to meet in person.



Meetings will be held in the Jarrell Annex Library **ONLY** by appointment.

On-Site Support hours:
Thursday - Friday
8:00am - 12:00pm

Upon completion, the work order will be updated and closed with notes on resolution.