

## **Distance Learning Technology Support Plan**

### **Student Tech Support**

Student tech support can be reached by emailing [techhelp@icdurham.org](mailto:techhelp@icdurham.org)

- This ticket system will be checked between 9 a.m. - 3 p.m. during school days. An email response will be sent within 24 hours.
- Enter a title in the subject field. For example: Can't see assignments on PlusPortals.

### **Remote Tech Support via MS Teams**

- Daily remote tech support is available from 10 a.m. - 12 p.m. by appointment only.
- You will need to place a ticket by emailing [techhelp@icdurham.org](mailto:techhelp@icdurham.org) to determine if scheduling an appointment is appropriate for the issue.

### **Chromebook Hardware Failures** (Middle School)

- All ICS Middle School online activities and assignments can be accessed on *any device that has internet access*.
- If a Chromebook stops working and the household does not have access to another device, please place email [techhelp@icdurham.org](mailto:techhelp@icdurham.org)
- If it is determined that the Chromebook can't be fixed remotely, we will arrange a time to meet at the school to replace it with a working Chromebook.