



Technology Help Desk

PARENT/STUDENT SUPPORT



Do you need help with your Chromebook? The technology staff is here to support you during Remote Learning. During our time Remote Learning we will open up the Technology Help Desk for Parents/Students to submit help requests.

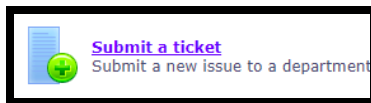
What can the tech staff help with?

Please fill out the [Tech Help Desk Form](#) (Directions below) for the following issues:

- **Chromebook Repair**
- **Chromebook Troubleshooting**
- **If a Student needs to request a Chromebook, because they do not have one for remote learning.**
- If you have issues with Skylert Messages or Skyward please contact Brett Moore at bmoore@bcsd5.org

Please note all help desk responses will come from helpdesk@bcsd5.org and may go to your spam folder as it is an automated email.

Tech Help Desk Form Directions for Chromebook Issues



- Select Chromebook
- Complete the information

Use this form to submit a support request. *Required fields are indicated by an asterisk.*

Name: * Student Full Name

Email: * Student Full Email

Room Number: * Room Number = Home

Building: * GHS Select Correct Building for your Child

Hostname:

Subject: * Subject = Chromebook

Message: *

In the message please include a detailed explanation of the problem. Please also list your name, email and phone number.

Time Available: Anytime

Issues that the BCSD5 Technology Staff cannot help with:

- Personal devices
- Home wifi issues
- If you have student account questions (username or passwords) you will need to contact your students teacher.