

Request Technical Support

Last updated August 9, 2021

For both staff and students, MCS Technology cannot diagnose or correct issues with home internet access. For issues related to school technology/devices follow the process below:

Grades K-5

Families at home in grades **K-5** should visit the Virtual Support site first: www.ncmcs.org/virtualsupport. If you need further assistance, please contact your child's teacher via the classroom Learning Management System (Google Classroom, Seesaw, Dojo, etc.) or email. If the teacher is unable to assist the student, the parent/guardian may complete an [IT Support form](#) for your child's school.

An IT Support technician will make contact within 48 hours to assist with troubleshooting and next steps for support.

Grades 6-12

Students in grades **6-12** should call their school to speak with their Tech Assistant or complete an [IT SUPPORT FORM](#). If the school staff is unable to address the problem they will enter a ticket to be routed to the proper technician or Digital Integration Facilitator (DIF). Device issues will be handled via device swap at the school Media Center.