

Technology & Login Support for Families

Needham Public Schools offers, on a limited basis, remote technical and login support to families. If you or your child is having difficulty accessing learning resources, experiencing issues with school-owned hardware, or grappling with technical issues that are preventing them from participating in digital learning, we may be able to help.

During the school year, if your question concerns logging in, an assignment, classroom resource, or instructional app, please contact the teacher first. If the teacher can't help, they will refer you to the building technology specialist. If they need to escalate the issue, you will be asked to submit a technology support ticket.

Technology Support Ticket

To access remote **technical support** for your school-issued device, please send an email to techhelp@needham.k12.ma.us, after you have contacted the classroom teacher.

A member of our support team will contact you via email to arrange a time to troubleshoot the technical matter with you. The team is available 9:00 AM-4:00 PM on Monday through Friday. We will do our best to provide a response within 24-48 hours.

Login Information

To **retrieve lost QR codes or Google login information**, first ask your student's teacher.

If they are unable to help, please send an email to loginhelp@needham.k12.ma.us.

A member of our support team will contact you via email to either provide you with your login information.

When emailing for assistance, please include the following information in the body of the email:

- Your Name
- Student's Name
- Grade
- School
- Type of Device (e.g. Chromebook, iPad, Laptop)
- Brief description of the Problem

Our goal is to ensure that your technology is up and running and your child is able to resume participating in digital learning as quickly as possible.