

Technology Help Q & A

Lucas Middle School

Q-How do I get a chromebook for a new student?

A-Email Mrs. Dunevant with the students name and Powerschool number. She will put in a request. nicole_dunevant@dpsnc.net

Q-I have a student who has a chromebook issue or has lost their chromebook. What should I do?

A- Complete the form on this link: <http://bit.ly/lucas-it-ticket> You DO NOT need to complete a helpdesk ticket.

Q-What should I do if a student does not remember their password or is having password issues?

A-

1. Reference the student password list
link: https://docs.google.com/spreadsheets/d/1NMrdidhaVUeqvldAoE93LjfL548_dZbN/edit?usp=sharing&oid=104226864419382029253&rtpof=true&sd=true
2. If the password on this link does not work, then reference the link for passwords that have been changed:
<https://docs.google.com/spreadsheets/d/1rOanj5EdRiS--4bBVkIMJFIV7ywtvxeVjSYZrk5L4A/edit?usp=sharing>
3. If the password still does not work and you are SURE it is being entered correctly, fill out this form: <http://bit.ly/lucas-it-ticket>

Q-What do I do if a student reports they lost their charger?

A-Contact the parent and let them know it is a \$38 charge. Provide them the following link: <https://itsupport.dpsnc.net/support/catalog/items/87> or let them know the link is on the Lucas Middle School website under News or Parents tab. Once payment is received, a replacement charger will be sent to school for that student.

Q-What if a student has a charger but it is not working?

A-Email Mrs. Dunevant with the student's name nicole_dunevant@dpsnc.net

Q-What if I lost my teacher charger?

A-You will need to access the following link and pay \$38. Then a new charger will be sent to you. <https://itsupport.dpsnc.net/support/catalog/items/88>

Q-If I am having issues with my teacher laptop or classroom technology, what should I do?

A- Submit an IT ticket one of the following ways:

1. Enter a self-service web ticket at the following
<http://helpdesk.dpsnc.net/support/home>
2. Email: help.desk@dpsnc.net
3. Call the IT Helpdesk directly at [\(919\) 560-3837](tel:9195603837)

Q-I have a student who has gone two weeks without having a chromebook, who should I contact?

A-Email Mrs. Dunevant nicole_dunevant@dpsnc.net or Andre andre_gavin@dpsnc.net and we can follow up for you

Q-I need power strips, extension cords, Brightlink remotes and supplies or HDMI cables, what should I do?

A-Contact Mrs. Dunevant nicole_dunevant@dpsnc.net or ext. 43109

 DPS Chromebook Governance