

## ONLINE SUPPORTS

**SD36**   [www.surreyschools.ca/CSL](http://www.surreyschools.ca/CSL)   [www.sd36csl.com](http://www.sd36csl.com)   [www.facebook.com/sd36csl](http://www.facebook.com/sd36csl)

**FRESHGRADE**   <https://care.freshgrade.com>

<b>IMS Contact Information</b> <a href="https://servicedesk.surreyschools.ca">https://servicedesk.surreyschools.ca</a> <b>Call: 604-595-6000</b>	<b>CSL Team Contact Information</b> <b>Antonio Vendramin:</b> vendramin_a@surreyschools.ca <b>Karen Fadum:</b> fadum_karen@surreyschools.ca <b>Angela Kailley:</b> kailley_a@surreyschools.ca	<b>FreshGrade Contact Information</b> <b>Email Customer Care:</b> care@freshgrade.com
<b>Contact IMS if you have...</b>	<b>Contact CSL Team if you have...</b>	<b>Contact FreshGrade if you have...</b>
<p>Problems with class lists such as:</p> <ul style="list-style-type: none"> <li>• New students not in class</li> <li>• Student has left a class but are still on list the class list</li> <li>• Students showing up in incorrect grade</li> <li>• A student name is misspelled</li> <li>• Information is correct in MyEdBC but not in FreshGrade</li> </ul>	<p>FreshGrade questions related to:</p> <ul style="list-style-type: none"> <li>• How to login</li> <li>• How students login</li> <li>• Portfolio set-up &amp; organization</li> <li>• Assessment tools</li> <li>• Portfolio history</li> </ul>	<p>Technical questions about the FreshGrade platform such as:</p> <ul style="list-style-type: none"> <li>• Inability to view portfolio history</li> <li>• Uploading issues. Have the following information ready: <ul style="list-style-type: none"> <li>○ Your name, Your school and class, the the post that has an uploading issue</li> <li>○ Device and version of operating system</li> <li>○ Version of FreshGrade app</li> </ul> </li> <li>• The web and mobile app</li> </ul>
<p>Sharing of accounts including:</p> <ul style="list-style-type: none"> <li>• Job-shares</li> <li>• Name changes</li> <li>• Unexpected staff changes</li> </ul>	<p>Professional learning for you and your colleagues</p>	<p>Parents who:</p> <ul style="list-style-type: none"> <li>• Cannot login (Try this first: <a href="https://parent.freshgrade.com/#forgot">https://parent.freshgrade.com/#forgot</a>)</li> <li>• Are not receiving email/notifications</li> </ul>
<p>Problems logging in to Freshgrade:</p> <ul style="list-style-type: none"> <li>• Students</li> <li>• Teachers</li> </ul>	<p>FreshGrade and the Google Translate feature</p>	
<p>Resetting student password(s)</p>	<p>Questions about FreshGrade consent and privacy</p>	
<p>Network/connectivity issues:</p> <ul style="list-style-type: none"> <li>• Slow artifact uploads</li> <li>• Inability to upload artifacts</li> </ul>		

Parent cannot see all children's  
portfolios