

The IT Service Desk is available to assist with your device, email and ClassLink password reset.  
Ext. 92500

# IT Service Request



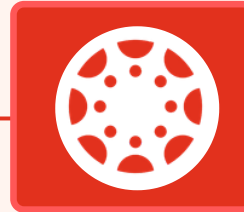
## COMPUTER SERVICES

- All Computer, iPad, Chromebook Problems (broken, not charging, etc.)
- Set up of technology (docking station, doc camera, etc.)
- Student devices need support or apps loaded.



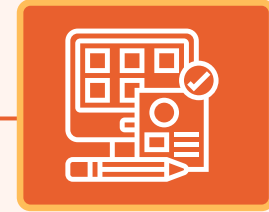
## ACCOUNT ISSUES

- ClassLink
- Aeries
- All District Supported Apps
- Blocked Websites



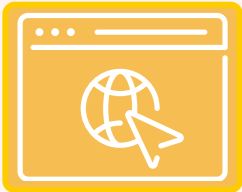
## CANVAS SUPPORT

- Courses not populating
- GradeSync (Canvas to Aeries Gradebook)
- Assignments
- Studio
  - Canvas has a 24/7 chat feature, this is the first step with needing specific support



## DIGITAL CURRICULUM

- All adopted curriculum
- **Elementary:** Benchmark, Eureka (Great Minds tile), Phd Science (Great Minds tile) and TCi
- **Secondary:** TCi, Amplify ELA (6-8), Amplify Science (6-8), Discovery - Social Studies / History (6-8), Nat Geo - ELD



## WEBMASTER SUPPORT: FINALSITE

- Finalsite help for site webmasters
- Support or training needs
- New webmasters - must be submitted by an administrator



## ONLINE ASSESSMENT: AMIRA, MAPS, IREADY, & CAPTI

- Account Support - not login, access through single-sign on in ClassLink
- Administration Support
- Student Assessment Support

## DISTRICT PURCHASED/SUPPORTED PROGRAMS



## SITE PURCHASED/SUPPORTED PROGRAMS



Please contact your administrator or office manager for support with these

