

FPHS Technology Support Protocols

If students or teachers are having issues with technology, please follow the instructions provided.



01

The first attempt should always be to shutdown and restart the computer or program before seeking assistance. This alleviates many issues.



02

If restarting won't work: Determine who the point of contact is so that we can streamline the process of getting everyone up and running.

What technical problem are you having?

I'm having computer issues!

I am having log-in or software issues

Sample Problems TSSPEC

My computer is broken:

- Missing keys
- Won't stay turned on
- Won't connect to the internet
- Broken screen
- Has no sound

KEEP YOUR LAPTOP HEALTHY

ALLOW AMPLE TIME FOR UPDATES

- Before leaving your home, make sure the laptop is fully powered.
- Turn on device 20 minutes prior to first-period to allow the computer to run updates.
- While updating, do not shut the lid or power off the laptop.
- Do not power-down or interrupt while the device is updating.

RESTART & SHUT DOWN LAPTOP

- Periodically restart the PWCS laptops.
- Properly SHUT DOWN your laptop daily
 - Save work
 - Close all programs
 - Shut Down

SAFETY:

- Make sure the laptop is not near food, water, liquid, etc.
- Use a laptop bag/sleeve to carry the device.
- Never pick a laptop up by the screen

Sample problems ITC

Login or Software issues:

- I am locked out of my computer
- My Canvas courses are missing or I can't get into them
- Clever isn't working
- My Office 365 is not working



03

Follow the instructions below for accessing support based on your needs.

TSSPEC-MR. HUSSAIN

ITC-MS. ANDREWS

Staff: Put in a help desk request using ZenDesk

Staff: Book online

STUDENTS:
Fill out a student help request using the Form found in the tech support section of Bruins Commons and in the Tech Support section of our website.

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Wait for an email response with instructions about how to proceed.

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If a student has a broken laptop:

1. Fill out a student help request in Bruins Commons (see above)
2. If there was an incident that caused the laptop to break and it involves another student, they must first go to security to give a statement.
3. Take their device to 1181 to be assessed and swapped out for a different laptop.