

# DISTANCE LEARNING HELP DESK

Providing students and parents with a simple resource to resolve technical issues.



**Custom Computer Specialists**  
Right People. Right Results.®



# Why Custom?

We have a long history of providing technical services and support to the K12 community

We are the leading provider of Managed IT Services including IT Helpdesk and remotely managed infrastructures to our region's most respected organizations including Northwell Health, St. John's University, Fordham University, New York City DOE and others.

We have helped many districts accelerate their push into Distance Learning due to Covid-19. We have helped these districts provide support models to assist Students, Parents, Educators and Administrators, as they adapt and stay productive in this new paradigm.

Our technicians are trained on the latest systems and are able to handle a wide array of issues to get you back up and running.



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# Common issues we resolve

- Google Classroom and Gsuite usage, navigation and access issues
- Password resets
- Issues with access to network resources
- General account maintenance, moves, adds, and changes
- Assistance with Microsoft Office and other common applications that are native to the environment



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# General Scope

We can provide end-user support for iPad, Chromebook, and OS X and Windows based computer hardware.

Local support would be tapped for any district-specific learning environments, or issues with setting up curriculum in any online environments.

8am through 8pm, Monday through Friday.



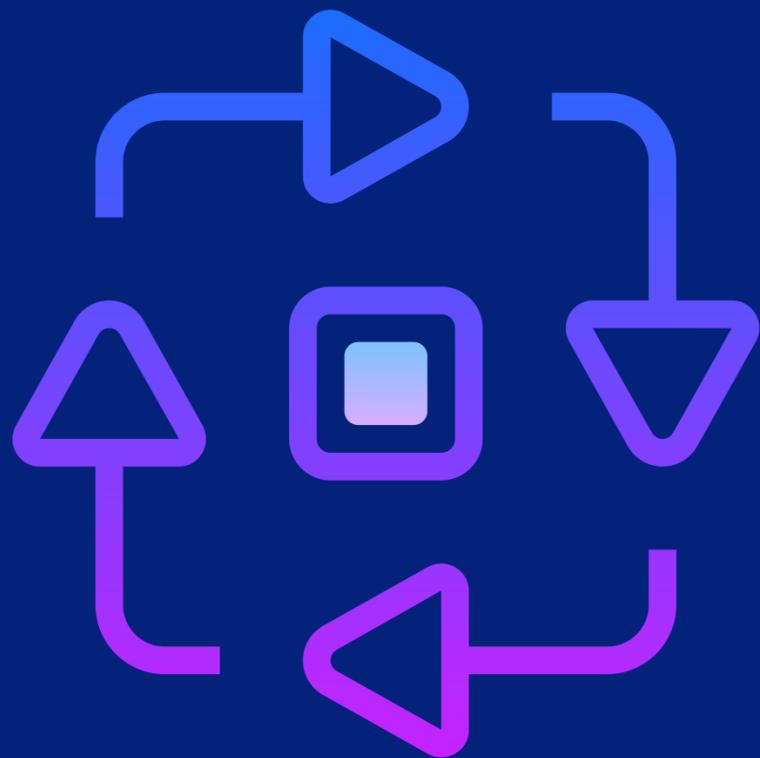
Opening a  
service  
request is  
easy!



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- Distance Learning Help Desk is staffed by service desk professionals, 8am - 8pm, Monday - Friday
- Simply call, email or open a chat with a description of the issue
- Attachments, such as screen shots or files can be imported directly into the request

# How Does It Work?



- After a ticket is opened, it will be assigned to a technician to troubleshoot and resolve the issue.
- If the technician is unable to resolve the issue quickly, they will escalate it to a level 2 support technician.
- The level 2 technician will dive deeper into the problem and may coordinate with internal IT support to get the issue resolved.
- If they are unable to resolve the issue, they will escalate it to a level 3 engineer for final resolution.
- When the issue is resolved, we will send an email notification with specific details of the solution.





# Handing off to onsite staff.

The Distance Learning Help Desk will be the primary provider of level 1 support, however there may be instances that need to be handed off to the district's onsite staff

If it's determined that the case requires onsite staff assistance, we will assign the service ticket to your onsite team.

The district's onsite team will now own the ticket and be responsible for its resolution and communication with the end user.

As a rule, more advanced requests within the learning environment, specific teaching applications, mobile device management, content filtering and physical hardware issues would be assigned to onsite staff.



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# Exclusions

- Internet connection failures/issue that are related to the ISP
- ISP performance issues (slowness, disconnections, etc.)
- Instructional Application support (for example, "how do I create a poll in Socrative?")
- Hardware repair
- Software installations of school software and applications.
- Creation of curriculum and content.
- Troubleshooting or repair of any personally owned computer hardware.
- Implementation or support of Mobile Device Management, inventory control software, etc.



# BENEFITS



- Our technicians are certified on the latest technologies, including Google Suite
- We understand the challenges of distance learning
- We can help students with technical assistance
- We are ready to help
- Assistance with a live person is only a moment away



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