

DISTANCE LEARNING IT HELP DESK



Why Custom?

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

We have helped many New England districts accelerate their push into Distance Learning due to Covid-19.

We have helped these districts provide support models to assist teachers, students and parents 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.





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



Custom Computer Specialists
Right People. Right Results.®

General Scope

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

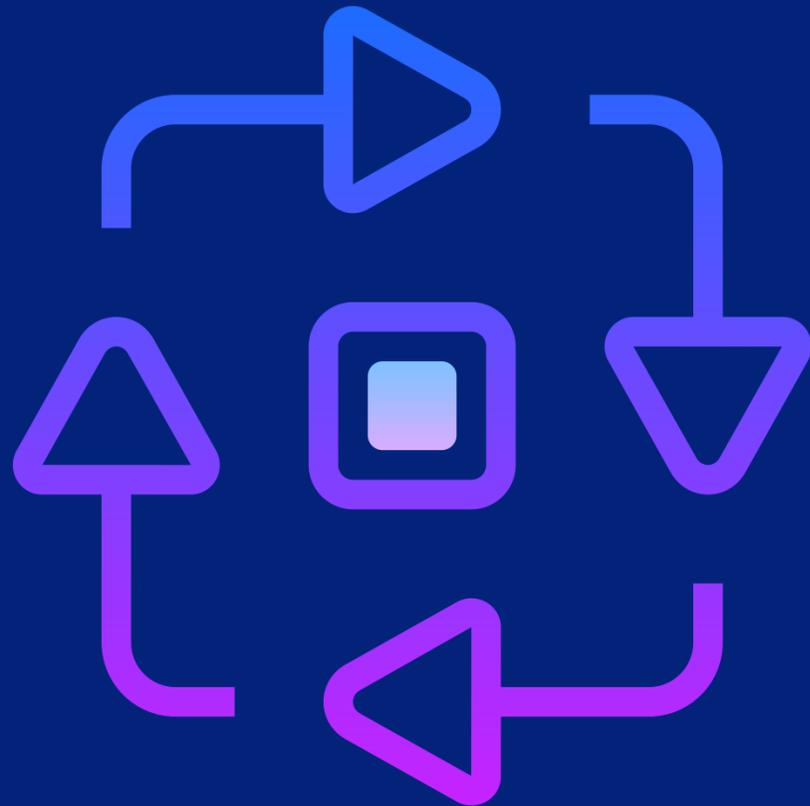
Local support would be tapped for any district-specific learning environments, or issues with setting up curriculum in any online environments.

7am through 10pm, Monday through Friday.



- ✓ Distance Learning IT Help Desk is staffed by technical service desk professionals
- ✓ 7am - 10pm, 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.



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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