

Parent/Guardian Technical Assistance Helpdesk Line:

Available to Parents and Guardians for technical assistance on all school-issued devices.

The helpdesk will be active Monday through Friday 7:30am – 4:30pm with voicemail availability during busy times and off hours.

734-994-8857

The Washtenaw Intermediate School District Technology Team, in cooperation with your student's school, has established a Parent/Guardian Technical assistance helpdesk number to assist with any technical issues that may occur with a student device that has been issued by the school.

The Parent Technical assistance helpdesk number will be active Monday through Friday during the hours of 7:30am to 4:30pm. In the event all technicians are busy, or if you have a technical problem outside of these hours, a voicemail option will be available. All technicians are immediately alerted electronically when there is a voice mail. When leaving a voicemail, we would ask that you provide the following information:

- 1) Your name.
- 2) The student's name.
- 3) WISD Asset Tag Number - typically located on the bottom of your student's device, see example:



- 4) A phone number and a time that you can be reached.

You should only call this number for technical problems with a school issued device. Please note:

- 1) The parent or guardian of the student must initiate and remain on the phone call. Students can assist parents or guardians on the call, but students must not call the helpdesk on their own.
- 2) This line is to be used only for technology related issues for student devices provided by the school. We cannot offer assistance for any personal devices.
- 3) This helpdesk line will be available as long as the Stay Safe/ Stay Home order is in place and while the School Closure is in effect. Once the order is lifted, this line will be discontinued and students will report any technical issues to their teacher as they have in the past.