

IMPORTANT CLARIFICATION ON TECH SUPPORT!



Our Tech Support Depot Centers are receiving an influx of calls from students looking for assistance on various software issues including Zoom and Google Classroom. The Depot Help Center is in place for hardware needs - computer swap, reimaging, charging issues, etc. It is **NOT** a call center for software needs.

If a student needs assistance with any software:

1. They should first reach out to their teacher for help. Teachers can refer to the Virtual Google Classrooms, the EdTech Facebook Page, or the eLearning page on the district website for help.
2. If the teacher is unsure how to help resolve the issue, the teacher should reach out to a member of the EdTech Team by email or by submitting a ticket for the student via the Web Help Desk. Please be sure to include the student's name and a contact number as this will help expedite troubleshooting.

Click [here](#) for a quick guide on where to go for support during our eLearning Days!

Shared with us by:

Christine Robinson, Director of Educational Technology
2900 Mink Point Blvd, Beaufort, SC 29910