

# LJISD TECHNOLOGY CALL CENTER



**Technology Dept. Call Center Location:** Staff Development

**Phone Number:** 956-323-2519

**Time:** 8:00 am - 12:00 pm and 1:00 pm - 5:00 pm (Monday thru Friday)

**Staff:** 4 Network Technicians - will be available every day to answer calls for tech support from teachers and parents.

## Tech Support:

- Support for district issued devices
  - If devices need to be brought in to be serviced, teacher will enter a work order and leave a call back number on work order so technician can reach out to set up a time for teacher/student to bring in device to home campus.
  - Technician will address device concern and communicate with teacher if additional time and/or parts will be needed to complete service on device.
  - Technical Support Website: <https://it-helpdesk.lajoyaisd.net/helpdesk/WebObjects/Helpdesk.woa>

- Hardware issues/concerns
- Connectivity
- Hot spots
- Installation of apps or Chrome extensions
- Operating system issues on district devices
- Installation of peripherals including software (document cameras, calculators, printers via USB, webcams, scanners, etc.)
- Reset of Google Passwords for Students
  - Teachers must be the ones to request a password change for any student in writing for documentation purposes
  - Teacher will forward an email request to the technician answering call (technician will provide email address)
  - Teacher will include the student's full name, ID number, and date of birth for documentation purposes
  - Technician will reset the student's password and confirm with the teacher by responding to email
- Google Classroom, Google Meet, or Google Instructional Questions:
  - If technicians are unable to answer questions on above Google topics, technician will refer teacher to appropriate dept. staff

