

Most login issues are handled here.

Kids can email me too!

Help Desk doesn’t handle logins. They handle devices.

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| **What Liz Can Do**Power School/ Unified Classroom* Check on login issues for staff and students
* Charlie Doud also a contact for this
* Export data if needed

STAR/AR:* Settle staff password issues
* Help find information in reports or student login info (You can do this yourself!)

Office 365:* Assist with navigation
* Implementation ideas
* Training on how to use features
* Troubleshoot adding students and sharing

Teacher webpages:* Create/rename/move sections
* Training on how to use features

Learning Class Pages* Check your classes for issues or errors
* Helping copy or manipulate classes
* Helping getting started and adding content

Class Link* Troubleshoot login errors
* Troubleshoot textbook associations
* Manage and control Classlink

General:* Finding resources
* troubleshooting web tools
* Designing Learning Activities
* Assist in using interactive projector or flat panel TVs
 | **What the Help Desk Can Do**Office 365:Establish and reset passwords for the computer and Office 365.Give you student login information for the computer or Office 365.Troubleshoot why Office 365 or One Drive is not working. Does not include sharing issues.Hardware:* Provide you with cords for computer, projector, document camera, or monitors. Assist with troubleshooting of hookup of these items.
* Deal with broken computers and monitors.
* Deal with sound and video issues.
* Troubleshoot inoperable projectors or Interactive TVs.
* Troubleshoot VoiceMail or Phone issues

Help with Windows/Office activation, problems with running of software:* Downloading of drivers, updates, software downloads or installs (including adding printer drivers)

 Printers:* Deal with Follow Me Printing Issues
* Driver Installation
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