

March 18, 2020

Dear Sixth–12th Grade Students and Their Parents:

During this challenging time, Lexington District One wants to make sure that you and your students know how to access technical support for problems you may experience with access, software, or hardware.

### **Access**

*You forgot your password. You can't log in. Etc.*

Please call the telephone number that your principal shared with you for assistance in your building.

### **Software Help**

*You need a specific app on your device to complete your e-Learning assignments, etc.*

1. Our technical staff can offer some remote support that does not require the student to bring his/her device into the building. Please go to ClassLink and submit a BOSSDesk ticket using the “Enter a Student Help Ticket.”
2. Once you submit the ticket, a technology staff member will get in touch with you via email or telephone to assist.

### **Hardware Help**

Your device is physically broken (cracked screen, for instance) or will not turn on, etc.

1. If the device still operates:
  - Please go to ClassLink and submit a BOSSDesk ticket using the “Enter a Student Help Ticket.”
  - Once you submit the ticket, a technology staff member will get in touch with you via email or telephone to schedule a time for you to bring the device to school.
2. If the device is entirely non-functional:
  - Please call the telephone number that your principal shared with you for assistance in your building.
  - A school technology staff person will be in touch via telephone to schedule a time for you to bring the device to school.

Please note that it is critically important that you make an appointment when you need technical assistance. Our buildings are closed to the public due to the COVID-19 coronavirus.

Thank you for your patience,

The Information Technology Team  
Lexington County School District One