

DISTANCE DEVICE SUPPORT M-F (8AM-4PM)

Technology Services is committed to maintaining a learning environment using the tools we have to support students and staff during a prolonged closure.

Technology Support Request

- Students and staff can request support by visiting the support site
<<https://sites.google.com/joplinschools.org/remotetech/home> >
- This site will only be accessible with a joplinschools.org email address
- Techs will enter an FMX ticket on behalf of the user and document steps.

- Students and Staff can initiate a chat session with a Technology Specialist during business hours.
- Chats will be hosted by tawk.to through the support page.
- All chats will be archived.

- A remote session through remotedesktop.google.com can also be requested and initiated by the end user by going through the support page
- Techs will not activate webcams or participate in live video chat with students.
- The tawk.to session will be the preferred contact method of contact while a remote session is initiated.
- Any other contact method during a remote session must be documented in the FMX ticket.

- If a remote session or chat is not sufficient to resolve the issue, an onsite appointment can be scheduled through the support page by filling out the information on the attached google form.
- A tech will contact the user at the phone number given in the google form to schedule a time inside business hours and a location on district property.

- On site appointments should be no more than 15 minutes.
- Users should have extremely limited access to buildings during appointment.
- On site appointments should be only one student per location at a time.

- If a user does not have access to an internet connection to schedule support, the user should contact one of the following numbers:
 - District Tech Support: (417) 625-5200 Ext. 2010
 - JHS Technology Support: (417) 625-5230 Ext. 3016

- All appointments and remote availability subject to change.