

Tech Support for Student Devices During COVID-19 Emergency

Parents and Caregivers,

If your student needs technical support for their school-issued iPad, Chromebook, or other device, please follow the instructions below to request support.

The same team of Region 9 Techs that for several years have provided on-campus support for your School District will now be providing remote support for the remainder of the 2019 school year.

Every member of the Region 9 Technology Team has undergone background investigations, and have all been cleared to safely work each day alongside your students and their teachers. However, they may need to contact someone to complete a remote support request for your student's device. In order to ensure that everything remains absolutely appropriate for your student, we ask that all support requests for devices be submitted by a parent or caregiver. If a tech needs to call someone to complete the remote support request, they will need the parent or caregiver on the call with the student.

If your student's device requires support that cannot be completed remotely, you will be asked to drop off your student's device at their school for repair or exchange.

Support Hours: 8:00 a.m. to 4:00 p.m., Monday through Friday.

What Will Be Supported

We will provide support for school issued devices only. We cannot work on personal devices for liability reasons. For home Internet issues, please contact your Internet Service Provider.

How to Request Tech Support

Here's a quick tutorial on how to submit a Tech Support Request:

1. Go to the Region 9 Tech Support Ticket System: <https://ticket.r9support.org/>
2. Click on the "**Submit a Ticket**" link.
3. Complete the ticket form:
 - For **Category**, choose your student's campus.
 - Be sure to also enter a **phone number** in case we need to contact you.

- In the **Message** area, please enter as much detail as possible regarding the issue.
 - **Be sure to also include your student's name in the message area.**
 - Answer "Yes" in the spam prevention field.
4. Next, click the yellow "**Submit Ticket**" button.
 5. You will then see "**Success: Ticket Submitted**" and your ticket number.
 6. You will also receive an email from **Help Desk** which contains your ticket number and a direct link to your ticket.
 7. **Please check your email frequently while you wait for your support ticket to be completed.** Whenever a tech responds to your ticket with an update or question, you will receive another email from "Help Desk".
 8. **Please respond as soon as possible to any Help Desk email questions regarding your ticket so that we may resolve it as soon as possible.**

Thanks to everyone in advance for your patience as we all push forward in these unprecedented times. We will do everything that we can to support your student to the best of our abilities.

Helpful Information

Internet Safety Information

FBI: Safe Surfing Online

<https://sos.fbi.gov/en/>

Crucial: A Parent's Guide to Kids Safety on the Web

<http://www.crucial.com.au/a-parents-guide-to-kids-safety-on-the-web/>

Tips & Tricks for Student Devices

Apple iPads

How to clean an ipad

1. To clean iPad, unplug all cables and turn off iPad (press and hold the Sleep/Wake button, and then slide the onscreen slider).
2. Use a soft, slightly damp, lint-free cloth.
3. Avoid getting moisture in openings. Don't use window cleaners, household cleaners, compressed air, aerosol sprays, solvents, ammonia, abrasives, or cleaners containing hydrogen peroxide to clean iPad. iPad has an oleophobic coating on the screen; simply wipe iPad's screen with a soft, lint-free cloth to remove oil left by your hands. The ability of this coating to repel oil will diminish over time with normal usage, and rubbing the screen with an abrasive material will further diminish its effect and might scratch your screen.

How to potentially fix an iPad App that is running slow or having problems

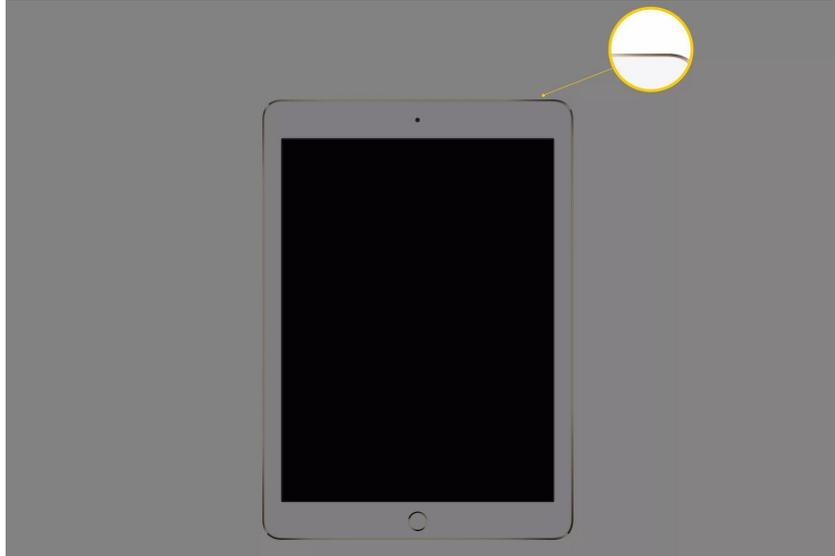
The iPad keeps apps open even if you aren't using them. So if you're noticing some sluggishness, closing resource-hogging programs might solve the issue.

1. Open the App Switcher by pressing the Home button twice or using a multitasking gesture by drawing four or five fingers together on the screen.
2. Close apps by dragging their windows toward the top of the screen.

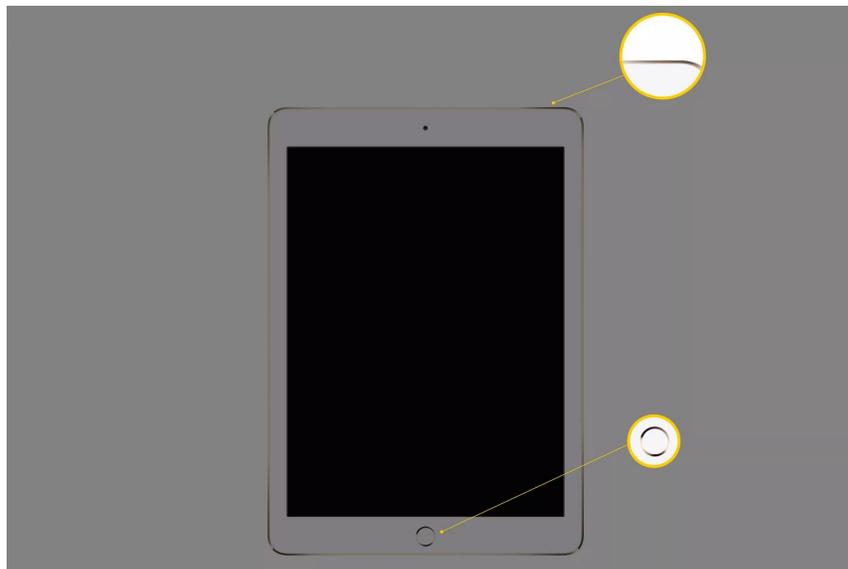
How to Fix an iPad That Won't Turn On

This problem can affect all models of iPads, and the solutions you should try are the same for any iPad model you're using.

1. Try to power the iPad on. Press and hold the Sleep/Wake button at the top of the iPad. If the iPad is just powered off, you should see the Apple logo appear after a couple of seconds, which means that the tablet is functioning normally.



2. Perform a force restart. Press both the Home and Sleep/Wake buttons at the top of the screen for at least 10 seconds until you see the Apple logo.



3. Charge the battery. If the iPad doesn't boot up after a few seconds, the battery is probably drained. In this case, connect the iPad to a wall outlet using the cable and charger that came with it. Wait an hour while the battery charges, then try to turn the iPad back on. Even if the iPad turns on, it may still be low on power, so leave it charging for as long as possible or until the battery is fully charged.

Chromebooks

Google Chromebook Help

<https://support.google.com/chromebook/#topic=3399709>

General Chromebook Care

1. Use both hands or the handle when carrying your Chromebook.
2. Do not lift the Chromebook by its screen. Close it before moving or carrying.
3. Do not put excessive weight on top of your Chromebook.
4. Do not eat or drink near your Chromebook.
5. Only clean the screen with a soft dry anti-static cloth or microfiber cloth.
6. Do not put excessive pressure on the screen.
7. Do not leave the Chromebook in extreme hot or cold temperatures.
8. Do not put stickers on the Chromebook.
9. Do not tamper with, alter or remove the identification labels currently on the Chromebook.
10. Remember you are responsible for any damage or breakage and will have to pay to repair it.

Chromebook Quick Fixes

<https://www.sjsd.k12.mo.us/Page/23731>

Chromebook won't charge:

1. Unplug your charger from the wall and your Chromebook.
2. Plug your charger back in to your Chromebook, then the wall.
3. Charge the device for at least 30 minutes.

Chromebook running slow or has glitches? It might need an update. Here's how to check for updates yourself:

1. Turn on your Chromebook.
2. Connect your Chromebook to Wi-Fi.
3. At the bottom right, select the time.
4. Select Settings .
5. At the bottom of the left panel, select About Chrome OS.
6. Under "Google Chrome OS," you'll find which version of the Chrome operating system your Chromebook uses.
7. Select Check for updates.
8. If your Chromebook finds a software update, it will start to download automatically.

Chromebook Screen Blank but side light indicates that the chromebook is powered on:

1. Try to power cycle the chromebook by holding down the power button until the chromebook fully powers down. Once the chromebook is powered down turn the chromebook back on by pressing the power button and watch for the power light on the side of the chromebook.
2. If the screen still remains blank press and hold the  key and the power button until chromebook powers off.
3. Power the chromebook back on to see if the force reset of the chromebook helped with the display issue.