

How to Get Help with Virtual Learning

Many elements of virtual learning are new to students, and families, and even some staff. We have put together this tool to help you navigate any problems efficiently. The technology phone helpline doesn't take messages, so create a tech ticket if no one answers.



FIRST STEPS WHEN SOMETHING ISN'T WORKING:

- Close any extra open browser tabs or apps.
- Restart your device.
- Is your device fully charged?
- Re-watch the onboarding videos.

LOGIN HELP:

Student Email Format:

firstname.lastname@dexterschools.org
(Be sure to use your "official" first name.)

Student Password:

Your PowerSchool Student ID number



HARDWARE PROBLEM:

Device won't turn on, buttons not working, etc.

CONTACT TECHNOLOGY

Mon-Fri 9am-3pm 734-424-4202
or complete a **tech ticket** (link is on website, too)



SOFTWARE OR APPLICATION

PROBLEM: connecting to wifi, applications won't load or need updating, filter or firewall issues.

CONTACT TECHNOLOGY

M-F 9am-3pm 734-424-4202
or complete a **tech ticket** (link is on website, too)



LMS PROBLEM (SeeSaw, Canvas, Zoom, Google Classroom):

Content won't load, difficulty uploading assignments, etc.

EMAIL YOUR CLASS TEACHER FIRST.

Your teacher will refer you to technology or elsewhere if needed.

