LHRIC Help Desk Video

BLIND BROOK - RYE UFSD
TECHNOLOGY HELP REQUEST CHART

All requests will be acknowledged within 12 - 48 hrs depending on the request type.
Resolution times may vary between 12 and 120 hrs depending on complexity and availability.

✉ **contact us**

LHRIC HELP DESK	• Computer Login • Email Account • Email Groups	• Computer and/or equipment not working • Request equipment for presentations	Printers/Copy Machines Supply Replacement (i.e., ink), Can't Print, Jamming/Physical Issue	• Request Internet Filtering Blocking and Unblocking Websites • Request Software	LHRIC Help Desk P: 914-922-3002
CHARLES VON HOLLEN	• Request Phone Changes • Extensions • Voicemail	Purchasing technology equipment			Email cvonhollen@blindbrook.org Call at x1005
ERIN CARBONE	• ID badges for staff and students • Lunch cards for students	Updating email/phone information for snow delays			Email ecarbone@blindbrook.org Call at X1006
JEN VAZQUEZ KATIE GAMBINO	Other online programs (ex. STAR, Achieve3000, Classkick, Castle Learning)	How to Access and Use Software			jvazquez@blindbrook.org Call Jen at X4304 kgambino@blindbrook.org Call Katie at X2215
ZACHARY DORE	Getting Something Recorded	AV Equipment			Email zdore@blindbrook.org Call at X4701
DEIRDRE SMITHIES	eSchoolData				Email dsmithies@blindbrook.org Call at X1011

Student Device Issues
Students bring device to staff:
• **MSHS**: Library
• **RSS**: Library
Students will be provided a loaner during repairs