

Technology Support Quick Guide

This guide answers common questions to help students navigate Flexible Instructional Days.

FAQ

Question: How does my child log in for Flexible Instructional Days?

Answer: Students log in using their school email address and password. Please be mindful that all students have an {firstname}.{lastname}@student.ecspgh.org domain. Check in with your homebase/crew teacher if you have any issues.

Question: Can my child use their own personal device at home?

Answer: Yes, students are welcome to use personal devices for the flexible instruction day. If you have a school issued device we encourage you to use it. Please be mindful that students will need to have access to their school google account.

Question: What if I am having Internet or device issues at home?

Answer: Please contact technical support (tickets@ecspgh.incidentiq.com) as well as your teacher or building administrator. Students will not be penalized when technology issues are communicated.

Question: Will school internet filters still apply at home?

Answer: Yes, our student devices maintain internet safety filters even when used off-campus. For those using personal devices, a modified filtering filter is also in place while logged in with their school account operating in the google chrome browser.

Question: Why can't my child access certain websites at home?

Answer: Student devices and student chrome browsing both are tied to the school filtering system. Please reach out to the teacher if a site that is required to be accessible is blocked.

Question: What should we do if technology problems prevent participation?

Answer: Notify the school or teacher as soon as possible so the issue can be documented and support can be provided to help provide students with an alternative solution to fulfill attendance requirements.

Question: How do I reach out for technical support?

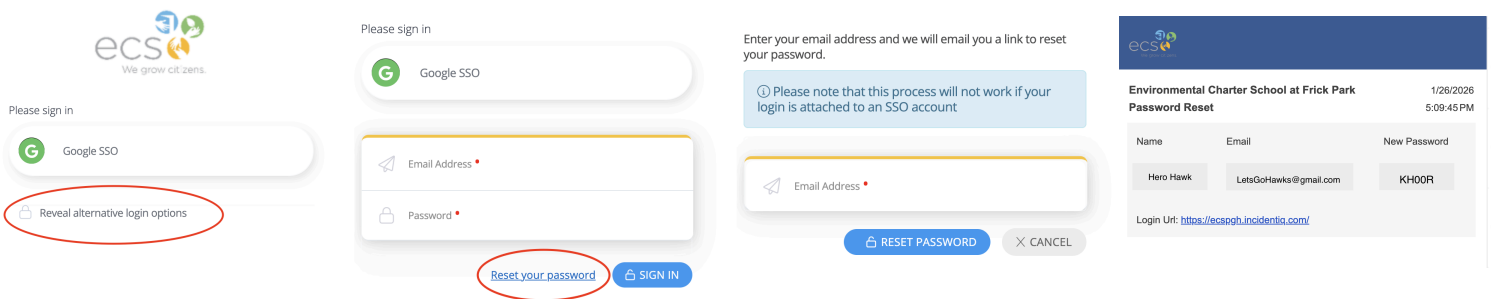
Answer: Families can submit tickets by emailing tickets@ecspgh.incidentiq.com We have transitioned to a new helpdesk portal and the former helpdesk email no longer is serviceable.

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Checking Ticket Status

When submitting a ticket via email, you will obtain basic information in your email thread regarding the ticket. To access further information or details, you must click "view details".

You will then be prompted to the login screen, shown below, but you must click the "reveal alternative sign in options" button, reset my password, and then enter an email address. You will be emailed a temporary password.



Guest Portal Access

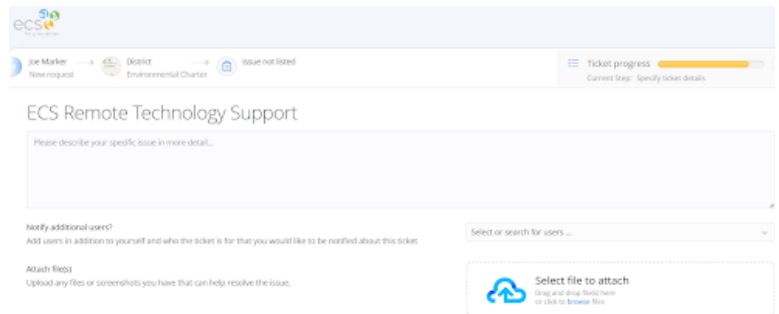
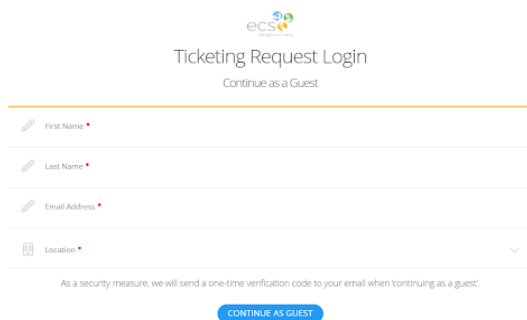
Guests can now directly access our Helpdesk Portal to submit and check on tickets.

Guest Portal URL

<https://ecspgh.incidentiq.com/guest/8GRP8RRA/ecs-remote-technology-support>

Getting Started

When users go to enter a ticket for the first time they will be asked to register their email and will be sent a verification code to that email. Once verified they will be directed to the ticket form



Once you're verified, you can continue to add tickets under the same same guest account