

TECHNOLOGY HELPFUL NUGGETS



Staff Devices

- Staff Devices: All returning staff should currently have their assigned laptops. Any new staff members who were unable to attend the New Hire Device Deployment should contact their building technician to receive their device.
- Peripherals: If you require additional cables or dongles for your laptop or Smartboard, please submit a request through the Help Desk.

Password Resets

- Need a password reset? Please call the Help Desk directly (number below). With high ticket volumes during the first few weeks of school, calling is the fastest way to get your password resolved so you can access your accounts without delay!

Account Access

- If you have trouble accessing any of your accounts or applications, please submit a Help Desk ticket.
- EdAccess accounts are now vital to all instructional staff members. If you do not have one with Colonial, please submit a ticket to obtain one.

Help Desk Tickets

- Need tech support? Please use our Incident IQ portal (link below) to submit your request! This helps us keep track of your issue, prioritize it correctly, and resolve it as efficiently as possible.
- Friendly Reminder: If you need to submit a tech ticket on behalf of a student, please log it through Incident IQ. The Student Help Desk is dedicated to direct submissions from students and parents.



Helpful Information

- ID.Delaware.Gov:
 - Access your district email and Outlook applications
- My.Delaware.Gov (866-751-7833):
 - Access your benefit information, pay check information/W2, and Open Enrollment
- DSC Contact Info:
 - 302-504-7200
 - www.dataservice.org
 - *username is FirstName.LastName
 - *password is the same password you use for email

