



Family Technology Support (Family Requests)



Tech Support for Families

Three ways to communicate a technology issue during distance learning:

1.

1. **Teacher-** Contact your child's teacher- PREFERRED Method
2. **Librarian** Call or email your school librarian
3. **Tech Department** Email tech@nsd.us or leave a message with Tech Help Desk (619-336-7783 or ext. 7783)



2.

IF		THEN
IF the problem can be addressed over the phone or through email,	➔	THEN the School Librarian or member of the Tech Team will contact you directly.
IF the problem requires the device to be physically repaired,	➔	THEN the School Librarian will call you to schedule a time to drop off the device at your child's school.
IF you drop off the device for repair,	➔	THEN you will be given another device for your child to use during distance learning.

3.

Contact your school office to find out the days/times families can be scheduled to come in for a swap.