

# TECH HOTLINE

## What is the Tech Hotline?

The Tech Hotline is a phone-in service that has been set up to help address technical issues that students may have with their school-issued devices. It will enable students to communicate directly with site technical staff to trouble-shoot and, whenever possible, solve problems remotely which means we can help maintain social distancing during the Covid-19 crisis.

## How do I access the Tech Hotline?

Each school site will have a dedicated phone line that is serviced by two site technicians. Simply call the number associated with your school site. When prompted, dial extension 6411 to reach the Tech Hotline. These numbers will be posted on both the district and school site webpages and sent out via phone message as well.

DHS: 805-937-6356 x 6411

ERHS: 805-937-2051 x 6411

PVHS: 805-922-1305 x 6411

SMHS: 805-925-2567 x 6411

## When can I call the Tech Hotline?

You may call the Tech Hotline 24/7 and leave a message and your message will be addressed in the order it was placed. Tech Staff will be directly responding to calls and messages between the hours of 10:00 am-12:00 noon and 1:00 pm-3:00 pm, Monday-Friday.

## What types of problems can the Tech Hotline help me solve?

Here are a few of the most common:

- Help with setting up a new device
- You have no home Wi-Fi
- Software or apps not working properly
- Uploading or Downloading apps
- Password or log-in problems
- Re-setting the device to original settings
- Email problems
- Office 365

## Should I call the Hotline if I have a cracked screen or broken keyboard?

Yes. The Hotline Technician will determine if your device is broken beyond their ability to fix and communicate with your school site administration on getting you a loaner device.