

IT Support Procedures during Distance Learning

Staff Support

- The IT Call Center is still available to all Madera Unified employees for staff support.
 - Phone Number: (559) 664-0101
 - IT Call Center Hours: 8am-12pm | Tues - Thurs
 - Site: Raincreek | 2401 West Almond Ave. Madera, CA 93637
 - E-Mail: [Your School]-Repairs@Maderausd.org
 - Helpdesk Website: <https://support.maderausd.org/support/home>
 - *Sign in with your google credentials*
- If you need to schedule an appointment with a tech in person please contact us either by phone, e-mail, or submit a ticket via our Helpdesk Website.

Student Support

- An IT Tech will be available from Tues-Thurs at MLK, Desmond, and Jefferson for student technology issues. Appointment only.
 - Parents/Students are required to wear face coverings during interaction with IT staff.
 - MLK - 8am - 12pm - Media Center/Library
 - Desmond - 8am - 12pm - Front Office
 - Jefferson - 10am - 2pm - Media Center/Library
- Teachers should be the first point of contact for student tech issues. Teachers can create a helpdesk ticket as they normally would. IT will create tickets for requests that go directly to the district call center if parents do not have a method for contacting the teacher.
 - Hardware issues - Please include parent contact info in the ticket so IT can schedule an appointment with the parent.
 - Digital Curriculum issues - Teacher will be the primary contact and IT will work through the teacher to fix the issue.
 - Software/Application issues - Teacher will be the first point of contact and IT will assess if working through the teacher or directly contacting the parent is the optimal choice for resolution.
- Students who weren't able to pick up Chromebooks during the Chromebook distribution can pick up a Chromebook at one of the designated sites, provided that they have set up an appointment to do so.
- District Call Center will be provided access to the appointment calendars to facilitate scheduling appointments in addition to IT.