

## **IMESD Helpdesk Support for Families and Students**

### **Call for technology support 1-888-223-9593**

InterMountain Technology is providing easy contact for Helpdesk support to families and students while schools are closed for online school work by calling 888-223-9593. The IT staff member answering the phone will create a Helpdesk ticket for the caller so that the district's technician(s) can follow up to provide assistance. Technicians will do their best to support the caller remotely to assist the student with issues relating to classwork. Technicians will not be visiting people's homes and may recommend contact with the family's Internet provider for additional support if it's determined that the issue is not related to district services or equipment.

The phone line will be answered during normal business hours, if the line is busy, unanswered or after hours (or during the weekend) the caller is encouraged to leave a voicemail with the following information:

**Student's name(s)**

**School district and attending school and grade level**

**General description of the issue**

**Call back phone number**

**Email address for contact**

Student and parent email addresses are not in the Helpdesk system but, if an email address is provided, it can be entered in the ticket so updates can be received by the caller. If an email address is not provided they will receive a return phone call.

District personnel can continue to email the Helpdesk for remote support related to school business to this address: [helpdesk.it@imesd.k12.or.us](mailto:helpdesk.it@imesd.k12.or.us); the topic needs to be entered in the subject line with details in the body **along with a phone number where they can be reached**.

PS – Condensed version for families to copy/paste into any documents going home on next page