NFCS Technical Support Guidelines for Digital Learning

Dear NFCS Community,

As we are moving to doing digital learning for the next few weeks, it is important to understand that your IT Team is still available to help you with whatever you need.

Point of Contacts

<table>
<thead>
<tr>
<th>Point of Contact</th>
<th>Time available</th>
<th>Point of Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff</td>
<td>7:30-3:30</td>
<td>Email <a href="mailto:Support@nfcs.k12.pa.us">Support@nfcs.k12.pa.us</a></td>
</tr>
<tr>
<td>Parents/Students</td>
<td>7:30-3:30</td>
<td>K8 Parents email <a href="mailto:Jthomas@nfcs.k12.pa.us">Jthomas@nfcs.k12.pa.us</a> and HS parents email <a href="mailto:bpersons@Nfcs.k12.pa.us">bpersons@Nfcs.k12.pa.us</a>. Requests requiring additional expertise will be forwarded to IT</td>
</tr>
</tbody>
</table>

Below our some guidelines about how to reach us and the type of support you can expect,

Contacting IT:
As always the first line of defense is through email. You can reach out to us at support@nfcs.k12.pa.us and we will reply as quickly as possible. Voice communications are possible, but will be established as necessary, after email contact has been made. Contact will be through online conferencing features. In such cases, we will send out instructions on a case by case basis. We also have the ability, (with a little help from you), to remote into your computer and observe/control what is happening on your screen.

Parent and Student Support
For run of the mill Google Classroom and Canvas Issues, Parents and Students should contact Jessica Thomas (jthomas@nfcs.k12.pa.us) in the K8 and Bryan Persons (bpersons@nfcs.k12.pa.us) in the High School first to see if they are able to resolve. Bryan and Jessica will forward to us anything that requires more extensive technical expertise.

Expected Support Times
We will be available during our usual school hours 7:30am-3:30pm to provide support. Please try to contact us within those times if you require immediate support.

Limitations of support
Support should primarily regard your NFCS issued devices and software. If you are using personal devices or software to accomplish NFCS related tasks, we will evaluate the support request on an individual basis.

Let us know if you have any questions.

Sincerely,

Justin Huang & Jesse Thomas Opie
New Foundations Charter School Technical Support