

The 911 & 411 for 2013-2014

TECH SUPPORT HELP CENTER

FALL RIVER PUBLIC SCHOOLS

911 TECH SUPPORT HELP

All tech support issues for staff members requires a tech ticket be **called in** to the **TSHC (508)675-8402** or created using **Report a Problem** (from your Aspen account) by the staff member in need. *Many issues may be solved over the phone or through our growing library of online help in Moodle. Others will be solved by assigning the ticket to appropriate tech support team member. Staff are instructed to work off of tickets so we can treat all issues fairly with limited s*

- ▶ User account, password and access issues
- ▶ X2 Aspen
- ▶ How To Help
- ▶ Software Updates
- ▶ Computer and Tech Equipment fix it issues
- ▶ Request for training
- ▶ Help with data
- ▶ I need (projector bulb, mice, keyboards or other replacement items)
- ▶ How to setup and use your tech equipment

411 TECH INTEGRATION HELP

Need assistance integrating technology into your classroom or other technology best practices, then please contact the district technology integration specialist for your school to schedule a session or contact Frank Farias. Additional support is also posted in Moodle.

ELEMENTARY Christine Connell crconnell@fallriverschools.org

MIDDLE/RPS Nicole Medeiros nmedeiros@fallriverschools.org

DURFEE HS Brad Silva dsilva@fallriverschools.org

Each project they complete with teachers will be added to our newly created teaching with technology blog teachingwithtech.com so other teachers can access and use these resources if they wish

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Staff at Durfee can also visit the TSHC in room 264

