

If you need any technical help or support about your child's laptop/iPad, please see below. The DOE has set up a family help page to get help. I hope you find this helpful....Ms. Ponella

Launch of Remote Learning Technical Support Ticket System for Families

The DOE is launching a family-facing Remote Learning Technical Support ticket system. Families (or someone on their behalf) can submit requests for technical support for a broad range of issues, including application support, lost, stolen, or broken devices, and delivery status, through the [Technical Support for Families page](#). Note that when families select a topic and issue in the ticket submission form, the form will automatically list common resolutions to technical support problems; if the suggested resolutions do not resolve the family's issue, they can continue to submit a tech support ticket by completing the form.

This family-facing system, and the [DOE staff remote learning support ticket system](#), is intended to replace emails to the SchoolDevices@schools.nyc.gov inbox. Schools should share this new resource with families.

You can respond to this user directly from this email
Students and Parents can [click here](#) to view on pupilpath.com
Teachers can [click here](#) to view on skedula.com