

Prospect Families,

I hope this email finds you all healthy and safe during this unique time. I want to take a minute and provide you important information regarding student tech support. As we look to begin remote instruction next week, we also want to ensure students still have access to our help desk staff both virtually and in person. Beginning on **Monday, March 30th** our help desk will be re-opening on a limited basis to provide support for students. Please read below for details:

- Help desk staff will be available for remote assistance **Monday thru Friday, 7:00-3:30.**
 - Email: pshelpdesk@d214.org
 - Voicemail: 847-718-5266
- Students who have a broken iPad that requires physical attention can schedule an appointment. Help desk staff will be in the building and available **by appointment only Tuesday & Thursday from 7:30 - 3:00.** Students will drop off their iPad at the main entrance, door 6.
 - [Please schedule an appointment here.](#) Make sure to include your name and ID number when scheduling.
 - [Please also fill out this repair form prior to coming in.](#) Students must be logged in with their district email in order to fill this form out.

We will do our best to answer all phone calls and emails quickly to ensure students can participate in remote learning. We look forward to connecting and being able to support the students again!