

Prospect Families,

Welcome to the 2020-2021 school year! Regardless of how the year is beginning the technology department is excited to be back and providing support to the Prospect Community. Even though learning will be remote, we are striving to bring the students easy and accessible support each day. Before reading the plan for technology support please take a minute and work through a few tips that will help make your first day back a bit less stressful.

1. Ensure your iPad is fully up to date. [Instructions on how to check for updates can be found here.](#)
2. Make sure all of your most important apps such as Schoology, Notability, Zoom, Infinite Campus are up to date. [Instructions for updating apps can be found here.](#)
3. All students should work through [this check list](#). If you are not a Freshman but have forgotten your password instructions for resetting your password are [here](#).
4. **Make sure you are signed into Zoom before Monday! You must be signed in with a district account to access your classes. Follow these instructions for signing into Zoom.**

[Technology Support](#)

Hours: 7:00 - 4:00 Monday through Friday

Email: pshelpdesk@d214.org

Phone Number: 847-718-5266

Voicemails from this number are routed to the email listed above. We have 2-3 team members checking and responding throughout the day.

[Remote Learning Support Website](#)

Mobile Neighborhood Support: See Below

Student iPad Repair

Students will be able to drop their iPad off or receive replacement accessories by visiting the mobile help desk or by scheduling an appointment. To begin the year students will meet a member of the help desk at Door 6 for their appointment time, however we are working to provide a contactless swap utilizing lockers in the near future.

When scheduling an appointment students must fill out this form first, then schedule the appointment [here](#). Please indicate your name in the subject field when booking an appointment!

[Mobile Neighborhood Support:](#)

We are excited to be able to offer in person, mobile support to our community this year. In order to help our students stay connected and receive the support they need we will be mobilizing our help desk twice a week to the surrounding neighborhoods. The mobile help desk will be able to provide complete support from app questions all the way to iPad replacement. The mobile help desk is simply a second or third option for those who cannot easily get to school. The school will still be available every day by appointment for anyone. Please see below for the locations and times you will be able to find a Prospect Van or Bus for support. **No appointment required!**

Tuesday

8:00 am - 10:00 am - Klehm Park

10:00 am - 12:00 pm - Lincoln Middle School Parking Lot

1:00 pm - 3:00 pm - Busse Park

Thursday

8:00 am - 10:00 am - Dryden Elementary School Parking Lot

10:00 am - 12:00 pm - Frost Elementary Parking Lot

1:00 pm - 3:00 pm - Lions Park Elementary School Parking Lot

We look forward to helping our students have the best remote experience possible! Please do not hesitate to contact me with any questions.

Kevin Kolcz
Technology Supervisor