

**Technology Troubleshooting Guide**

Please use this document as a guide to know how to get your technological challenges solved efficiently. We have a “Technology Team” with each person having a special expertise.

The following issues should be directed Barbi Smith and she will send them to our IT support team (which will be addressed as quickly as possible, but may take up to 24 hours):

* General hardware problems- chromebooks, laptops, CPU, resetting
* Internet issues- connectivity

The following issues should be directed to Barbi Smith at [BSmith@villamontessori.com](mailto:BSmith@villamontessori.com) :

* Password issues- unknown, reset
* New student- new account
* Minor trouble shooting with logging in
* Chromebook loaners

The following issues should be directed to Clare Broyles at [CBroyles@villamontessori.com](mailto:CBroyles@villamontessori.com) :

* Teacher issues with Google Classroom, Readworks, IXL, Prodigy
* Child or family needs to “Walked through” use of Google classroom or another linked program or video conferencing

The following issues should be directed to Beto Bravo at [BBravo@villamontessori.com](mailto:BBravo@villamontessori.com) :

* Renaissance issues (STAR and AR)- password, locked out, add student
* Help chat issues (David McThrall will also monitor these)

The following issues can be directed to Christy Cantu at [CCantu@villamontessori.com](mailto:CCantu@villamontessori.com) I will assign a temporary or consistent support person like Beto or Alexis (depending on need):

* A child or family is struggling with assignments, daily planning, time management, understanding the curriculum