who you gonna call

TECH SUPPORT?

when you need

Josh Kiest (1033)
- Microsoft 365
- Online resources (Clever, Destiny, etc.)
- Go Guardian
- Content Keeper (unblock sites)
- Testing
- Troubleshooting

Carrie Neese (1022)
- Skyward GURU!
- Thrillshare/Apptegy
- Keycards
- SIS (state reporting)

Nicole Beals (1034)
- Basic troubleshooting and E-learning helpline (ext. 1035)
- Unlock accounts/Reset passwords (Empower, Skyward)
- Empower
- Skyward
- Microsoft 365
- Thrillshare/Apptegy

Kyle Perry (1023)
- Device/hardware distribution
- Content Keeper (unblock sites)
- Internet connection
- Phones
- Keycards

Brian Doty (1026)
- New user accounts (computer login, email, wifi) and devices
- Hardware (device, SmartBoard, projector, printer, document camera, monitor)
- Microsoft 365
- Access to network drives
- Internet connection

Holly Williams (5070)
- Supports teachers with learning and use of district online resources and instructional technology practices
- Facilitating Professional Development events
- Provides staff support via planning, modeling, co-teaching, and data analysis

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Skyward Q

Alyssa Matar (1018) payroll

GCN Training
Frontline (wellness, subs)

Gail Mason (1017) HR

Incident IQ
https://charlestoncusd1.incidentiq.com

Tech Ticket