

# I NEED TECHNOLOGY SUPPORT!

We are happy to help!

Help us help you by using the proper avenues of achieving support.

## ServiceNow/Technician

- I cannot login to my desktop/laptop/Google account.
- My device will not connect to the network.
- My device, or its components (monitor,mice,keyboard, etc.) are damaged/broken.

Call: (914) 922-3002 or submit a ticket at:

For Families:

<https://lhric.service-now.com/student>

For Staff:

<https://lhric.service-now.com/ess/>

## Data Processing

- I cannot access eSchools
- My competencies for report cards are not showing
- I cannot see a student/class in STAR

Submit a ticket at:

<https://lhric.service-now.com/ess/>

You may also contact your ITF for support or to follow-up.

## Instructional Technology Facilitator (ITF)

- I want to learn more about an application/software
- I would like support working with my students and their devices/software
- A student/I cannot access a certain software

Email your ITF so they can set-up a time to work with you and/or your class.