

Milton-Union Student Technology Support



Common Links: [Milton-Union School Website](#) [Student/Parent Powerschool](#) [Clever \(Software Links\)](#)

Steps for contacting Technology Support

1. (Students) Microsoft Teams Chat: Mr. Blackburn (**BlackburnJ**)



Contact Mr. Blackburn or Mr. Nealeigh on Microsoft Teams to have an online conversation. (Technology Support staff members are usually available between 7:00am and 5:00pm. However, staff members always try to respond within 24 hours.) If immediate help is available, Teams Chat communication gives capabilities of messaging, verbal, live camera, and screen sharing to help provide much better support.

2. If Teams is not available, Email: TechHelp@muschools.com



When contacting Support through email, please have the following information ready.

1. Student First & Last Name
2. Grade Level
3. Detailed Description of Issues
4. Describe troubleshooting you have done

Support will troubleshoot and assist you remotely if possible. If remote support is not possible, support staff will plan a time to work on or replace a device. If students are not in the building (summer, shutdown, etc.), all exchanges will take place at the Milton-Union Schools Library (Lowry Learning Center). A Technology Department employee will meet you at the doors near the flag pole at the designated day and time.

Quick Troubleshooting before contacting Tech Support

1. Quit the app or program and restart it.
2. Log out and log back in.
3. Reload the website.
4. Turn off the device and restart.
5. Check Wi-Fi connection.  (Try to remove the home Wi-Fi and re-add.)
6. Computer frozen? Hold down power button on device for 30 seconds and restart.
7. No Sound? Try another pair of headphones and make sure the Volume icon  is turned up in lower right.
8. Ask an adult or contact Mr. Blackburn or Mr. Nealeigh on Teams Chat.

