



Meet Albert.

You are probably sitting here wondering, *what the heck is Albert?* Albert is the next generation of technology management for K-12 schools. It bundles every aspect of a school's IT infrastructure, connectivity, and maintenance into one efficient package. School leaders can worry less about technology hang-ups and spend more time focusing on education.

Here's a quick snapshot:

- With Albert, staff members have access to an IT support team of highly skilled professionals that can be reached via phone, chat, and web ticket. This team strives to answer support calls in 30 seconds or less (Yes, really!) and often fulfill requests and solve issues during your first interaction.
- If needed, our Albert Technicians can remote into any supported district computer or device by requesting and being granted access by the end user to resolve issues.
- The Albert Dashboard empowers staff members to manage their own technology. Staff can add printers, create share folders, and set students permissions without contacting the technology department.
- Albert helps to protect students daily, whether they are at home or on school grounds, by providing customized web-filtering and firewall security on district-owned devices.
- Email and classroom instructional tools are integrated into Albert to allow easy access and support for students and staff. The most popular integration options are Google Suite and Microsoft Office 365.
- The K12itc customer service team provides training on all of the benefits of Albert, including how to use available tools and guidance on how to reach out to support for all technology needs.
- Please watch this brief video for more information on what Albert can help you achieve!
<https://youtu.be/HlcvjbR9CFE>