



Dear Staff and Secondary Students:

During the next two weeks, all buildings will be closed to minimize social interactions. Therefore, it will be challenging to fix laptop issues for items like broken screens, missing keys, etc. Our staff will be **offering virtual support during the closure** so that we can assist remotely if possible. The best way to receive help is by placing a [Web Help Desk Ticket](#).

We know that some staff and students currently have broken laptops requiring a technician. To assist with this, The Technology and Innovation Department is offering a Drive-Thru Tech Support Station tomorrow, March 16<sup>th</sup> at the Educational Service Center(ESC). The ESC is located at 16 Welden Drive, Doylestown, PA 18901.

This support is limited to only staff and secondary students(grades 7-11) who have an issue with their district-provided device.

**In order to participate, please complete the following two links:**

1. Place a [Web Help Desk Ticket](#) so we can prepare for your drop-off.
2. Select a drop-off time via [Sign-up Genius](#).

**Procedures:**

1. You will drive to the ESC at your scheduled time.
2. A technician will greet you at your car for check-in procedures.
3. You will park your car while we work on your device and wait until we are completed.

We thank you for your flexibility as we attempt to meet your technology needs while maintaining social distancing.

Sincerely,

**Jason Jaffe**

*Director of Technology and Innovation*