



# South Burlington School District

We inspire all learners to make a difference in the world.

500 Dorset Street, South Burlington, VT 05403 Phone: (802) 652-7250

## Family Technology Support

*Procedure for helping students & families during the period of school closure*

### **You can request technology support from our Help Desk:**

- by phone, Monday thru Friday 8:00 am - 4:00 pm (802) 652-7050
- Information Technology (IT) Service Request:  
<https://helpdesk.sbschools.net>  
Please note a login using a South Burlington School District (SBSD) network account required for this option.

### **There are many self-help options for our users:**

- Restarting your computer is always a good first step.
- For the SB School network password changes go to <https://passwordreset.sbschools.net/passwordreset>  
Your password will automatically change for your Google & Chromebook login, PowerSchool, NEO, E-Mail and other accounts used by the school. However, the password change will not update your login for a Windows Laptop. You will still need to use the old password to log in until you come back to school. The password change will take up to 30 minutes to sync with e-mail.
- SBSD IT Systems Support [How-To's](#)
- SBSD IT Educational [How-To's](#)
- Use the built-in "Help" options in the software you are using.
- Use this non-South Burlington School District tool to see if the website you are using is experiencing issues: <https://www.isitdownrightnow.com/>
- Do a quick Google search to troubleshoot the issue you are having.

### **IT Support staff will use the TeamViewer application to remotely diagnose and help you troubleshoot issues.**

- IT Staff may recommend a remedy to an issue (e.g., plug-in headphones or external speakers if the device speakers are not working).
- IT Staff will do our best to help resolve home printing issues when possible.

**When a device is damaged or IT Support staff need physical access to the device:**  
(e.g., LCD Screen, camera, power supply, keyboard, etc.)

- Help Desk Staff will enter an electronic KACE Ticket and order the necessary replacement parts.
- An appointment will be made with the user within two business days from the date of reporting the issue for the device to be picked up by the SBSB Transportation Department for repair.
- Help Desk Staff will track the parts with our computer vendors, and update the user via the KACE ticket on the repair timeline.
- Once repairs are complete, the device will be returned to the student by the SBSB Transportation Department.

**Technology Device Transportation Team Pick-up and Return Process**

The South Burlington School District Transportation Department will pick up malfunctioning or damaged devices from student homes and bring them to the SBSB IT Help Desk for repair. Device pick-up will occur between 9:30 am and 11:30 am Monday thru Friday. When repairs are completed the device will be returned to the student home between 2:30 pm and 4:30 pm Monday thru Friday.

***Please note: Due to current demand, we will not be able to provide a loaner device during the repair period.***