





**Remote Learning Troubleshooting**

Parent/Family Concerns
<p><b><i>Student needs a device</i></b></p> <ul style="list-style-type: none"> <li>Families can fill out a Request Form <a href="#">HERE</a></li> </ul>
<p><b><i>Students in Temporary Housing Internet Access</i></b></p> <ul style="list-style-type: none"> <li>Parent Coordinators/School Staff can reach out to <a href="mailto:remotelearning@schools.nyc.gov">remotelearning@schools.nyc.gov</a></li> </ul>
<p><b><i>Student concerns regarding technical difficulties NYCDOE devices</i></b></p> <ul style="list-style-type: none"> <li>Students/families can call the NYC DOE Help desk @ 718-935-5100</li> <li>Families may contact the school's Parent Coordinator or the identified parent concern's contact</li> </ul>
<p><b><i>Parent/Family Escalations</i></b></p> <ul style="list-style-type: none"> <li>Parents/Families should first contact the school's Parent Coordinator, or the identified parent concern's contact.</li> </ul> <p style="text-align: center;"></p> <ul style="list-style-type: none"> <li>Parent/Family concerns should then be escalated to school administration, Assistant Principals and then Principals.</li> </ul> <p style="text-align: center;"></p> <ul style="list-style-type: none"> <li>If parent/family concerns still remain, please escalate to Teresa Cantante, Family Support Coordinator, at <a href="mailto:tcantante@schools.nyc.gov">tcantante@schools.nyc.gov</a></li> </ul>

Teacher/Staff
<p><b><i>Teachers need support troubleshooting Google Classroom</i></b></p> <ul style="list-style-type: none"> <li>Teachers should first visit the Google Troubleshooting page <a href="#">HERE</a></li> </ul>
<p><b><i>Getting Started with Remote Learning</i></b></p> <ul style="list-style-type: none"> <li>Teachers and staff should visit the InfoHub <a href="#">HERE</a> with all pertinent information for Remote learning.</li> </ul>
<p><b><i>Concerns regarding technology and devices</i></b></p> <ul style="list-style-type: none"> <li>Teachers can contact the NYC DOE Help desk @ 718-935-5100</li> </ul>
<p><b><i>Remote Learning Escalations</i></b></p> <ul style="list-style-type: none"> <li>For all staff escalations regarding remote learning, staff should first check in with the remote learning lead that has been identified for their school.</li> </ul> <p style="text-align: center;"></p> <ul style="list-style-type: none"> <li>Remote learning inquiries may also be escalated to Borough Citywide Office (BCO) Staff (See Directory <a href="#">HERE</a>) and <a href="mailto:Remotelearning@schools.nyc.gov">Remotelearning@schools.nyc.gov</a></li> </ul> <p style="text-align: center;"></p> <ul style="list-style-type: none"> <li>If concerns still remain, please escalate to the District Team Member that has been identified as your school's Virtual Direct School Support (See Organization Chart <a href="#">HERE</a>)</li> </ul>