

# TECHNICAL SUPPORT SERVICES FOR VIRTUAL LEARNING NEWPORT CITY SCHOOL SYSTEM

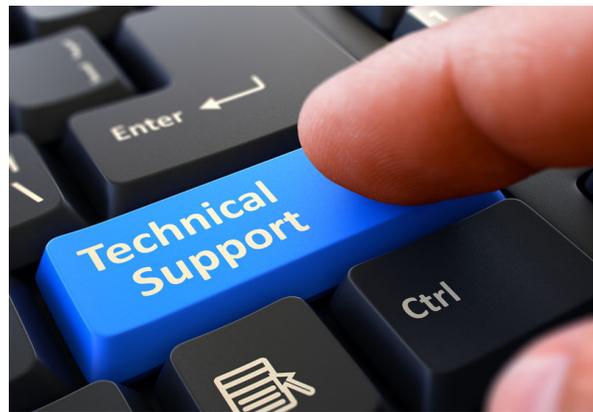


## TELEPHONE SUPPORT

If you are having difficulties accessing your student learning tools, our tech support team is here to help. A quick call to our school will connect you to one of our enrichment teachers who can help troubleshoot your issue or route you to the next level of support.

Technical support services include the following:

- Password recovery
- Login credentials
- Hardware maintenance and repair
- User account support
- Application information
- Coordination of warranty repairs
- Re-imaging hard drives
- Distribution of loaners
- Laptop battery issues
- Operating systems
- Software maintenance
- Software configuration support



## HELP DESK INFORMATION

Help Desk Hours: 8:00AM to 3:30PM, Mon thru Fri (when school is in session)  
Phone #: 423-623-3811

For updates and changes please visit [www.newportgrammar.org/virtual](http://www.newportgrammar.org/virtual)  
For device insurance information please visit [www.schooldevicecoverage.com](http://www.schooldevicecoverage.com)