# APPENDIX B6 – STUDENT SUPPORT (BYOD)

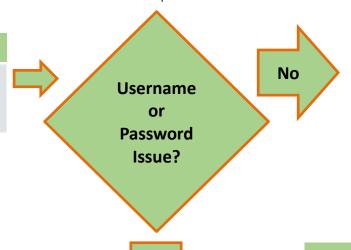
September 4, 2020



When a student at home or school cannot connect to the internet or is having trouble logging in or installing a program with their personal device, here is how assistance should be provided:

#### **Student IT Problems**

Students should always first try and resolve the problem themselves.



### Ask a peer

Fellow students are a tremendous help in resolving issues for other students. If there is a peer available, this should be the first person a student turns to for help.

## **Assistive Technology**

The Neil Squire Society will be providing support for those students using assistive technology.

Contact number is:

1-855-450-3287

# Username/Password Problem?

Yes

If a student has forgotten their password or cannot log on with their credentials, they should contact the school. School administration and their class teachers have the ability to retrieve student passwords.

#### **Contact Call Center**

There is a toll free number available for students to get help with the following:

- School Wi-fi networks
- Basic Home Wi-Fi troubleshooting
- Login and home install of
  - Office 365 Pro Plus
  - Teams Desktop
  - OneDrive
- Login to PowerSchool
- Desire 2 Learn (D2L)

Contact number for Bell Center: 1-833-453-1140