Dear Schenectady Families,

The Schenectady City School District has partnered with Custom Computer Specialists to bring The Distance Learning Help Desk to our school district. The Distance Learning Help Desk is designed to support our students with their district technology needs. This service will go live on Monday, November 16, 2020.

Parents and guardians will also be able to access this service on behalf of their students. To use The Distance Learning Help Desk, they will need their child's Student ID/Lunch number. The DL Help Desk will not be able to access student information, or provide support, without this number!

Contact the DL Student Help Desk for:	Contact the SCSD IT Service Desk for:
● Student issues ● Student Google G-suite usage issues (including Classroom) ● Student Seesaw usage issues ● Passwords resets for student Seesaw and Google accounts ● Student tablet and Chromebook issues ● Best effort support on family-owned devices	● Staff/Teacher issues ● Swaps for defective student Chromebooks or tablets* ● Student Google account creation* ● Student Google account renames *Only after initial troubleshooting is performed by the Student Help Desk

All student information will be kept confidential in compliance with NYS Education Law and our Parents' Bill of Rights for Data Privacy and Security.

The Distance Learning Help Desk will be available Monday through Friday from 7am to 8pm. You can call, e-mail, or visit their website for support:

Phone	(833) 752-0734
E-mail	DLhelp@customms.com
Website	https://support.customms.com