

SUPPORT IS ESSENTIAL TO OUR SUCCESS.

By providing consistent school level support and routing only necessary issues to the call center, we can cut down on wait times and get students back to learning quickly.

Here are some tips for helping with common issues.



Student class schedule or meeting invites not showing or showing incorrectly in Teams: Teachers can confirm if a student is in the class in the manage Team settings. Teachers can verify their meeting invites by clicking the calendar icon on the far left rail.

Accessing or logging into classes in Teams: The parent can view the student's daily schedule on the left of the screen under assignments.

Unable to find Teams on the device: Students can go to office.com and log in with their credentials (username is PSID@student.scsk12.org and password is the DOB listed MMDDYYYY) to download the Teams app.

How to find the Student ID: View multiple ways to find the ID [here](#).

Parent reports that the Teams password is incorrect: If a student can log into their device, their login credentials are correct (username is PSID@student.scsk12.org and password is the DOB listed MMDDYYYY).

General Teams, device and hotspot questions: Please refer to the [Teams User Guide](#). The "Check for Updates" link in the personal Teams account settings (upper right) addresses many common fixes too, like raise hands, gallery view, etc. Find more support resources for devices and hotspots, including FAQs and step sheets, at scsk12.org/accessforall.

Device password reset: All student password reset questions must be directed to the IT Service Desk, 416-5300 or ITServices@scsk12.org.

Device repairs and missing/non-functioning accessories: All device hardware issues should be directed to the IT Service Desk, 416-5300 or ITServices@scsk12.org. After receiving a ticket from IT, the parent may take their device to the Technology Repair & Assistance Center (T.R.A.C.) at 3237 Knight Rd. or 3030 Jackson Ave. Parents may go to the T.R.A.C. locations for missing accessories (cords, etc) or non-functioning items.

Hotspot connectivity issues: For hotspot connectivity issues that cannot be resolved by referring to the step sheets on [this page](#), parents should be directed to our IT Service Desk, 416-5300 or ITServices@scsk12.org.

Hotspot requests: A limited number of District-provided Internet hotspot devices are available for families without home Internet access based on the specific eligibility criteria (student qualifies as Direct Certified / Economically Disadvantaged, student is in grades 1-12 and student has not already accessed SCS online resources). All eligible families who submitted a request before school started on August 31 received communication about picking up their hotspot. If a parent has not submitted a request, they can do so here: [English](#) | [Spanish](#).

Enrollment questions: Schools can support most enrollment-related questions, including new student registration, transfers, proof of residence and shared residence, PowerSchool access, daily attendance, etc. For more complex situations, such as conflicting school enrollment, displaced/homelessness and custody approval, parents may contact the S.E.E.D. team at 416-6007 or studentservices@scsk12.org.

Attendance questions: Parents should email the teacher and school secretary with a reason for absences or to report if an incorrect absence.

Frequent Topics



Device & Hotspot Issues



Student Password Issues



Microsoft Teams Issues



Student Enrollment Issues

Who supports?



Schools

*Student Schedule Issues
Classroom Teams Access
General Teams Issues
Attendance & Academics
PowerSchool & Enrollment
Shared Residence*



Call Center 416-5300

*Device Repairs
Hotspot Connectivity
Student Password Reset
Teams App Malfunctions*



S.E.E.D. 416-6007

*Conflicting Enrollment
Homelessness
Custody Approval*



Academics 416-5672

Issues with Teams, Clever & Academic Content that cannot be Supported at School