

CSD Community Technology Support Desk Information and Overview

If you are having any technical issues with your device, or if you need to report a lost, stolen or damaged device, please see the information below for the options for contacting our Support Desk. After consultation, either via phone or email with your building's Educational Technology staff member, any one or more of the following may occur:

- The Educational Technology staff member may ask to remote into your device to troubleshoot and repair;
- The Educational Technology staff member may ask you to schedule an appointment and bring the device to the school for repair;
- If a timely repair is not possible, the Educational Technology staff member may issue you a loaner device until the repair is complete;
- If the damage was a result of vandalism, please complete the help desk protocols listed below and contact your building administration. The district will work with you to assess damage, responsibility and potential fees.

CSD Community Technology Support Desk Hours

- Elementary School Hours - 8:30am-3:30pm
- Middle School Hours - 7:30am-4:00pm
- High School Hours - 7:00am-3:30pm

CSD Community Technology Support Desk Options for Support

Submit a Repair Ticket Online Through the CSD Community Technology Help Desk Portal

- CSD Community Technology Help Desk: <http://helpdesk.centennialsd.org/support/login> (this option allows you to create an account, create and submit new tickets, view the status of your ticket and leave comments on the ticket).
- CSD New Ticket Link: helpdesk.centennialsd.org/support/tickets/new (this option allows you to create and submit a new ticket, however you will not be able to track the status of your ticket and leave comments on the ticket).

Call the CSD Community Technology Building Support Desk

Please call - (215) 441-6000 and enter the extensions by your building listed below:

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| • Davis ES Help Desk: ext 15020 | McDonald ES Help Desk: ext 16020 |
| • Willow Dale ES Help Desk: ext 17020 | Klinger MS Help Desk: ext 13020 |
| • Log College MS Help Desk: ext 14020 | William Tennent HS Help Desk: ext 12022 |