



Virtual Help Desk Procedures

For the safety of our staff and your family, Talbot County Public Schools is adhering to all state protocols promoting virtual work environments and person to person proximity. TCPS is offering online helpdesk services with limited physical access to staff.

Please follow these procedures:

1. All assistance will start with an email to helpdesk@talbotschools.org regarding any failure of a portable device issued by TCPS. A student should include their:
 - a. name
 - b. grade
 - c. school
 - d. home phone number
 - e. Description of the problem

2. Helpdesk requests will be assigned to a technician. The technician will follow-up with further questions, instructions via an Email or a phone-call as to the service required.

3. Services may include (Services a, b, and c below are available Monday-Friday)
 - a. Instructions via Email or a phone call
 - b. An update sent from our device management server to the device
 - c. Remotely accessing the device (laptop only) with approval of the user
 - d. Scheduling an appointment to bring the device to one of the school helpdesks (Easton High School or St Michaels Elementary) on Tuesdays from 9 a.m. to noon or Fridays from noon to 3:00 p.m. **Closed Friday, April 10, 2020**
 - e. If an appointment is required, backup your work to your Frog drive or removable drive.

4. When arriving to the school for an appointment, kindly
 - a. Use the circular driveway and follow the directions of the staff member directing traffic.
 - b. Wait in your car until a runner comes to collect your device in a plastic bag
 - c. Give the runner a description of the problem
 - d. All devices will be disinfected with Clorox wipes or alcohol before and after being serviced.
 - e. Remain with your vehicle until the device is returned or loaner is issued
 - f. If a loaner device is issued, you will be notified when the repair is complete. The loaner must be exchanged for the student's issued device when the repair is complete because there are a limited number of loaner devices.