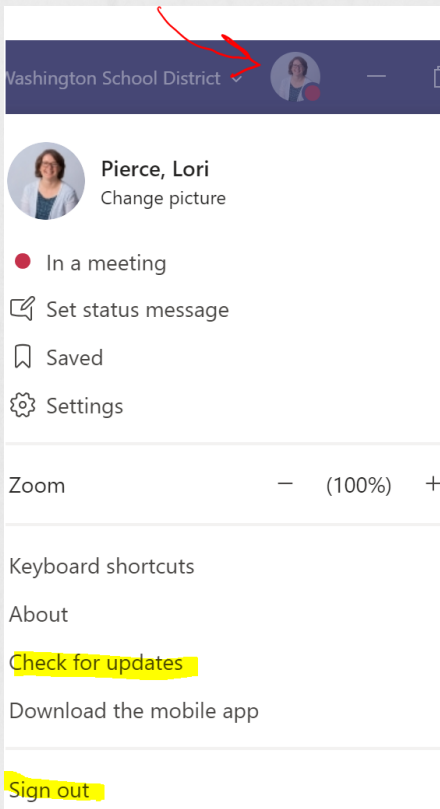


# TECH SUPPORT AT KELLER

How to get the support you need:

## 1 TROUBLESHOOTING



A: If the issue is with **Teams**: Check for Updates, Sign out of Teams, Restart the computer, and then Sign back into Teams. See if this reset helps.

B:: **Restart your computer**, sometimes more than once. It's best practice to restart daily!

C: Check that your student's computer is connecting to **Elementary DirectAccess**.

D: If with a program, **try a different browser**.

E: If the issue is an **incorrect or forgotten password**, email your child's teacher for tool passwords and email KellerTechHelp@lwsd.org for computer passwords.

**If these don't help, go to step 2:**

## 2 CALL FAMILY ACCESS HELP DESK



**Call 425-936-1322.** If no one answers immediately, please don't hang up as that's by design. Wait online for the next available help or if prompted, leave a message for a return call. You can also email **ftaccess@lwsd.org**. Many problems can be solved over the phone or by e-mail. You can expect to receive a response within 2 business days.

**If you still need more help, go to step 3:**

## 3 REACH OUT TO KELLER FOR SUPPORT



A, **E-mail KellerTechHelp@lwsd.org** with what you are experiencing. A member of the Keller staff team will respond to you!

B. If you can include the **Tech Ticket #** you got in Step 2, that will help us help you better!

**If you still need more help, we will:**

## 4 ESCALATE SUPPORT/ SWAP DEVICE



A: If we are not able to get the device working, we will try swapping it out at Keller for a **different device**.

B. If problems persist or we are unable to support you at Keller, we will help **reconnect you to the Family Tech Access Help Desk**.