

## Neshoba County Technology Maintenance Procedures

If you are experiencing trouble with technology in your classroom including connectivity to the internet or computer, or software problems, please complete the following steps:

\_\_\_\_\_ Check all connections running to your computer to ensure that each cord or cable is securely connected. If the problem is a power issue, try a different electrical socket. If you are using a surge protector, try a new surge protector or a different socket on the current surge protector. If problem involves an USB connected device, try a different USB port on your computer.

\_\_\_\_\_ Restart your computer to see if this fixes the issue.

\_\_\_\_\_ If the above steps do not work, send a work order by email to [helpdesk@neshobacentral.com](mailto:helpdesk@neshobacentral.com). Please include the following information with your request:

- Location name include which school and your room number.
- Fixed Asset number, if available.
- Device Type (Chromebook, MAC, desktop, laptop, Active Panel, wireless access point, or phone.)
- Add a brief description of the problem.

- Keep in mind that if a technician removes a device from your room that you make sure that you AND the technician BOTH sign the inventory check out sheet.

### **IMPORTANT NOTES:**

- Please do NOT stop the district technicians in the hall nor call the technician to ask them to fix something. You must submit a work order to have a device repaired. Email: [helpdesk@neshobacentral.com](mailto:helpdesk@neshobacentral.com) to submit your work order.

### **PREVENTIVE MAINTENANCE:**

- Please keep all liquids away from your technology devices.
- Please ask students to make sure that objects such as pencils or USB storage devices are NOT on the keyboard before closing their Chromebooks.
- If you have a projector in your classroom please make sure that you are cleaning the dust filter at least once a month.
- During the summer months, the technician will perform preventive maintenance on workstation in your classroom.