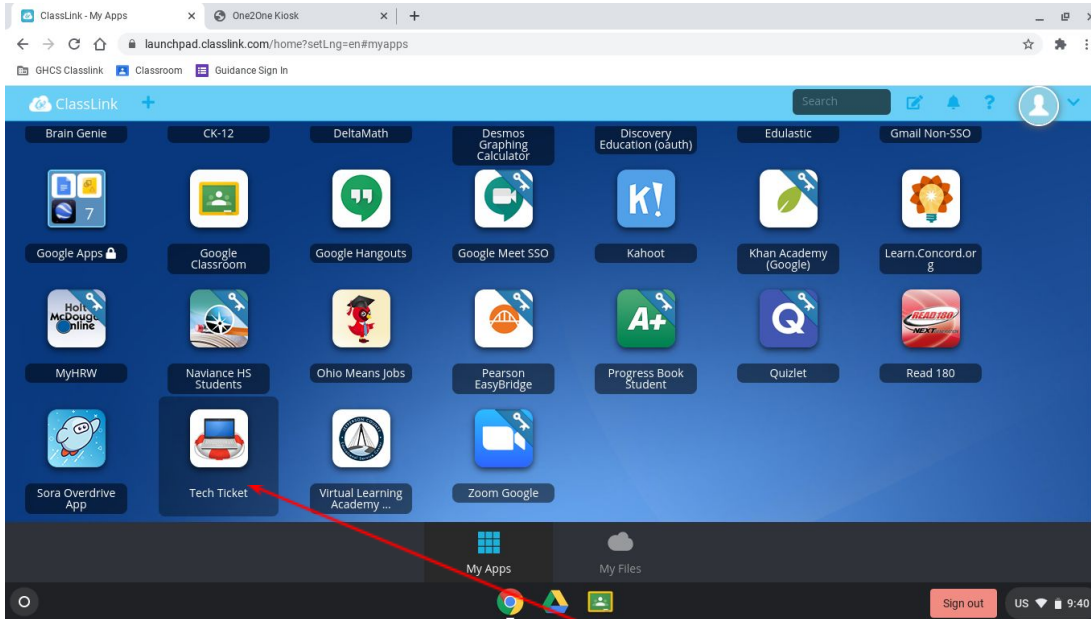


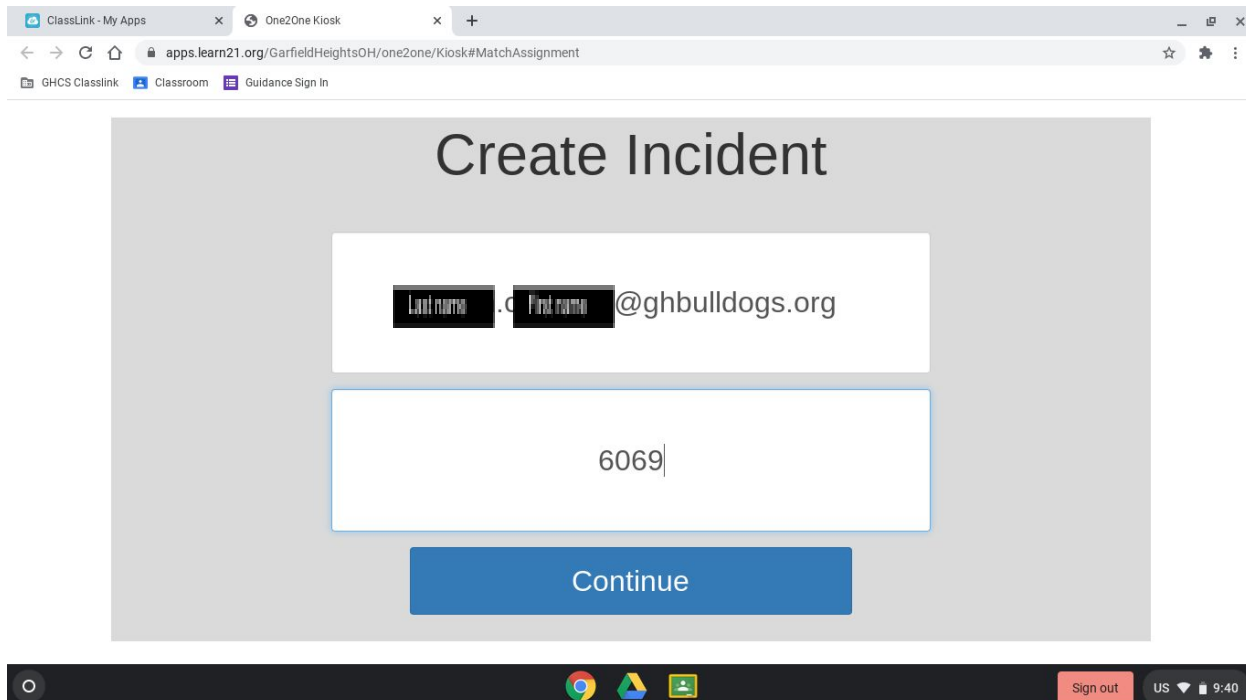
Need Help with your device???

If there is a problem with your device and you need technology support please follow the simple directions! (First, make sure your device is charged!)

Go into Classlink and select the Tech Ticket icon.



You will be asked for your email address and your device number. Please use your @ghbulldogs.org email address and locate your device # on the back of your chromebook.



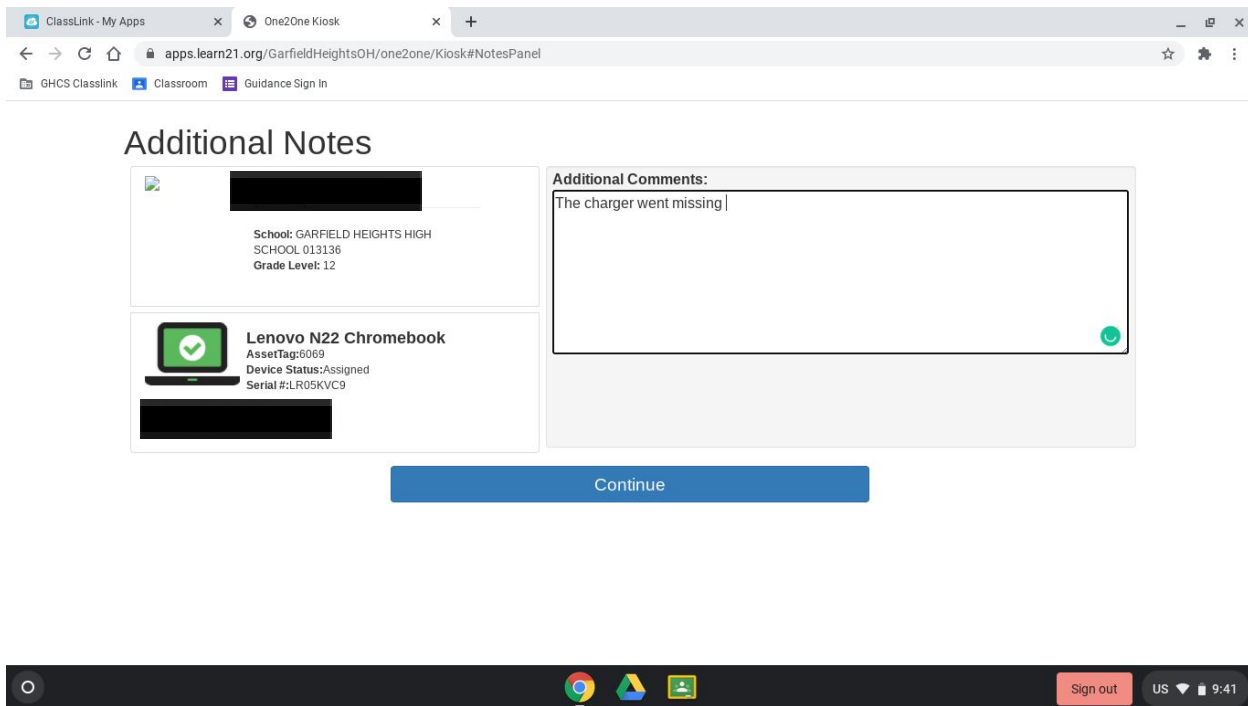
Select the issue closest to your device problem.

The screenshot shows a web browser window with two tabs: 'ClassLink - My Apps' and 'One2One Kiosk'. The address bar shows 'apps.learn21.org/GarfieldHeightsOH/one2one/Kiosk#IssuesPanel'. Below the browser, the 'Add Issues' page is displayed. On the left, there is a form with a redacted name, school information (GARFIELD HEIGHTS HIGH, SCHOOL 013136, Grade Level: 12), and device information (Lenovo N22 Chromebook, AssetTag:6069, Device Status:Assigned, Serial #:LR05KVC9). On the right, there is a grid of issue selection buttons: Black Screen, Broken Case, Broken Keyboard, Broken Screen, Broken TrackPad, Liquid Damage, Missing Charger, Power, Software, and Wifi. The 'Continue' button is highlighted in blue at the bottom.

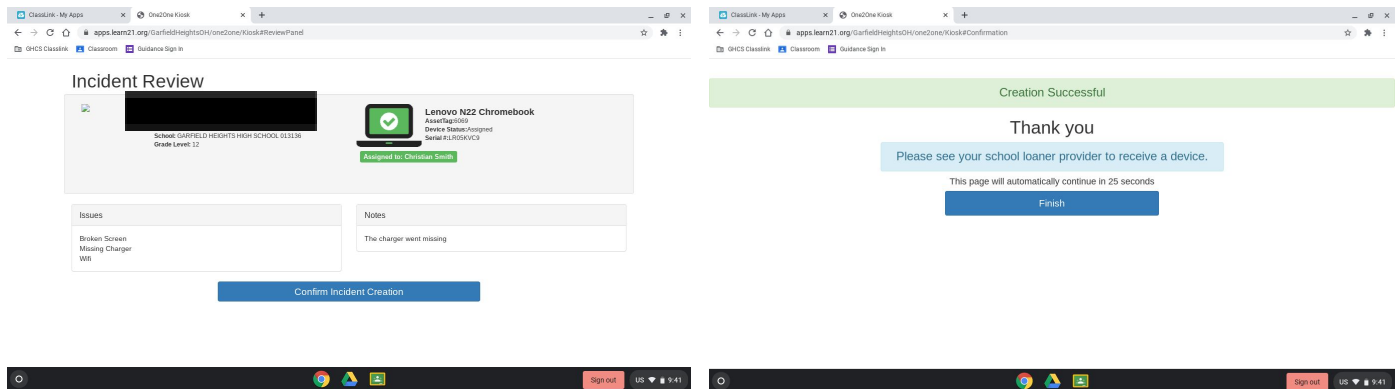
Or select multiple issues.

This screenshot is identical to the one above, but with several issue selection buttons highlighted in grey to indicate they have been selected: Broken Screen, Missing Charger, and Wifi. The 'Continue' button remains highlighted in blue.

Add any additional notes that might be helpful for the Technology Department to know.



Review your information, then submit!



If you have any questions for the technology department, please contact them at technologydepartment@ghbulldogs.org.

If you need to have your password reset you may contact any of the following people for help... your teacher, guidance counselor, principal, or email the technology department!