

Tech Squad Tier 2 Form

Complete this form if you are unable to help the student with an issue

Send the Student to Mrs. Wellendorf (MHS Building Chromebook Point Person) for these issues:

- Google Account password needs reset
- New student needs Google Account set-up
- The student has a signed fee repair form, and needs the fee entered into Infinite Campus

Send the Student to the IT department for these issues:

- Infinite Campus account needs reset/ password
- Too complex chromebook repair for Tech Squad to solve
- Any warranty repair
- Any WiFi issues not solved by resetting Chrome OS or replacing the WiFi card

Student will advance to Mrs. Valentino to receive new parts if:

- They have paid for a new Chromebook charger
- IT directs the student to get a new Chromebook to cover a warranty repair

Student will advance to Mr. Mulheman for Schoology assistance:

DIRECT student to The following Resources...	Date:
<input type="checkbox"/> Mrs. Wellendorf (Building Chromebook Point Person) [LMC]	Date:
<input type="checkbox"/> Anyone in the IT Department [room 165]	Date:
<input type="checkbox"/> Mrs. Valentino for a new device or charger [Counseling Office]	Date:
<input type="checkbox"/> Mr. Mulheman for Schoology issues[Office]	Date:

Short Description of issue that needs to advance to Tier 2 support:

For Tech Squad use:

Serial Number:	Resolved(date&per):
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