



Parent Support Information

Issue	What to Do and Who to Contact
<p>If a student is having a technical issue with one of the following:</p> <ul style="list-style-type: none"> • Chromebook • Schoology • Resetting/Retrieving Power School Password • Student Email account 	<p>Please email: technology@rich227.org</p> <p>Or call 708-679-5704</p> <p>For additional support please visit our digital resource page at: http://www.rich227.org/DigitalTechTools.aspx</p>
<p>If a parent needs one of the following:</p> <ul style="list-style-type: none"> • PowerSchool Log In (active students) • Snap Code – students that are not registered 	<p>Please call the Campus Guidance Office STEM Campus – 708-679-5636 FAC Campus – 708-679-3067 District Office – 708-679-5800</p>
<p>If a parent has a question about:</p> <ul style="list-style-type: none"> • Student’s schedule or • Needs a schedule change 	<p>Please contact your counselor. A list of counselors and emails is available at: http://www.rich227.org/StudentSchedules.aspx</p>
<p>If a parent needs one of the following:</p> <ul style="list-style-type: none"> • Snap Code – for students that must register 	<p>Contact the campus registrar: STEM Campus – 708-679-5634 FAC Campus – 708-679-3098</p>
<p>If a parent needs additional in-person support to resolve any technology issues or pick up a Chromebook and/or cell phone with hotspot capabilities.</p>	<p>Please schedule an in-person appointment using this link: https://calendly.com/d227tech</p> <p>In-person support and device pickup will be available by appointment only at: Both Campus – Mondays - Thursdays</p>