




| | NPS Hardware | Log in Issues | PowerSchool | Connectivity Issues | ClassLink and ClassLink Applications |
|---|--|---|---|---|---|
| Staff/Teachers  | Staff/Teachers to create a ticket in SYAM found on ClassLink dashboard | Staff/Teachers to <u>ask a peer</u> to create a ticket in SYAM found on ClassLink dashboard | Staff/Teachers to email PowerSchool Team: powerschool@norwalkps.org Log in Issues? See Log in Issues column to the left | Staff/Teachers to ask a peer to create a ticket in SYAM found on ClassLink dashboard; | Staff/Teachers to email classlinkadmin@norwalkps.org Log in Issues? See Log in Issues column to the left |
| Students  | Students to contact Teacher , explain the issue -provide BOE Chromebook number and student ID. Staff/Teachers submits SYAM work order and works with responding Tech | Students to contact Teacher , explain the issue and provide student ID. Staff/Teachers submits SYAM work order and works with responding Tech | Students to contact Teacher , explain the issue and provide Student ID. Teacher contacts PowerSchool Team | Students defer to Parent/Guardians below | Students to contact Teacher , explain the issue and provide Student ID. Teacher contacts classlinkadmin@norwalkps.org |
| Parent/Guardians  | Parent/Guardians to contact student's Teacher . Teacher submits SYAM work order and works with responding Tech and relays information to Parent/Guardians | Parent/Guardian to email powerschool@norwalkps.org . PowerSchool Team will respond accordingly. | Parent/Guardians to email powerschool@norwalkps.org PowerSchool Team will respond accordingly | Parent/Guardians to contact student's Teacher . Teacher submits SYAM work order and works with responding Tech and relays information to Parent/Guardians | Parent/Guardians to contact student's Teacher . Teacher contacts ClassLink Admin and relays information to Parent/Guardians |