



TECHNOLOGY

16717 ELLA BLVD.
HOUSTON, TEXAS 77090

281-891-6015

www.springisd.org

Spring ISD Technology Department Student Service Desk

****Launching January 4, 2022****

Monday – Friday: 11:00 AM to 7:00 PM
Saturday: 8:00 AM to 12 Noon
(281) 891-6213

The Spring ISD Technology Department will be launching a Service Desk to assist students with their basic School Technology challenges. The Service Desk will be focused on:

- Chromebook technical assistance
 - Logging into their Chromebook
 - Basic troubleshooting
 - Updating their Chromebook operating system
 - Connecting to a school's wireless network
 - Basic assistance with connecting their Chromebook to a home network (the Service Desk will NOT assist with troubleshooting the home network)
- Request for Chromebooks
- Request for Hotspots
- Assist with connecting to Spring ISD Hotspots
- Assist with the mySpring portal password reset, which provides access to such applications as Home Access Center and Schoology

The Service Desk will NOT be able to assist in the following areas, but can offer guidance to students with whom to contact. Examples include:

- Student account is disabled
- Student Transcripts and Official Records Request
- Issues with Google Meet
- Blocked Websites on Chromebooks
- Online Registration For Enrollment
- Bus Transportation Information
- Lunch Pay online

Support may also be available in Spanish and Vietnamese.