



# Special Education Technology Problem Reporting Procedures

MCCSD HOW-TO: Last Updated 8/23/2019

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The district utilizes a computer technician (SpEdTech) whose job priority is serving the technical needs of Special Education. The following workflows have been developed to meet the needs of Special Education teachers and students:

**District special education teachers, staff, and administrators with issues or requests with the following will enter their own GetHelp ticket. Make sure to tag “Special Education Ticket” during ticket creation.**

- Classroom Computer/SMART Board
- District Assigned Student/Teacher iPads
- District iPad Cart iPad
- Special Education Software reinstallation

**Problems or requests for IEP hardware or software, or new classroom/program additions (i.e. Praise) should be reported to their PPS Coordinator. This includes:**

- New hardware requests for classrooms or assigned equipment
- New software purchases/installation on classroom computer or assigned laptop

***\*\*\* As a District, all Special Education hardware and software is funded by Special Education and installed by Technology. MCCSD strictly adheres to software licensing and all “non-free” requests need to have licenses verified and if necessary, purchased.***

The PPS Coordinator will assess issues and if need be, report it to Dawn Escalera. For software requests, once the PPS Coordinator approves the software and the District owns licensing for the software, the software and a software request form needs to be forwarded to Jen Haynia at the Computer Center.

**Issues or requests with the following should be reported via email to Jeannine Musselwhite:**

- iOS updates, iPad app (including free) selection, procurement, and installation on:
  - District Assigned iPad
  - District iPad Cart

Once Jeannine verifies or purchases necessary licensing, a ticket will be put into GetHelp by Jeannine directing the SpEdTech to complete the installation.

For more information about GetHelp, please visit: <http://www.mccsd.net/techhelp>