

LPA's Virtual Learning Tech KNOWledge from I.T.

2020-2021



Technology Support

As Leadership Preparatory Academy implements virtual learning, the Information Technology Department is working diligently to provide technology support for all stakeholders.

Here's how you can request help from 8:00 am - 8:00 pm on school days when experiencing technical issues:

- Call LPA's IT Help Desk at (678) 824-4836. For security reasons, parents will be asked to identify themselves.
- OR**
- Submit a Help Desk ticket [here](#).

Following up on your request:

- The IT staff would love to speak with you by telephone; however, you can avoid waiting on hold by submitting a support ticket online via the link above.
- Please provide detailed information when submitting a Help Desk ticket as this helps us triage and resolve your issue much faster.
- Once you submit a ticket, allow us 24 hours to research and/or resolve.
- If a device is not functioning properly and support personnel cannot assist remotely, an appointment will be scheduled for the parent to bring the device in. Onsite support will be limited, by appointment only, will follow all social distancing rules, and will be a last resort.

Google Classroom Information

- Teachers and students will be using LPA Google accounts for instruction. Students should not be asked to create personal accounts.
- Students can seek help from the teacher first (by using the Stream page in the Google Classroom) if he/she is having difficulty trying to access a Google application, resources, or has a question about an assignment. Please know that parents can obtain help from the teachers via email.
- Parents can get weekly Google Classroom progress reports if they are connected to the class (as a parent) with their email addresses.
- Self-help documents and videos which include answers to frequently asked questions such as how to access Google Classroom and more, can be found [here](#).