

## Chromebook/Instructional Technical Support

Updated 3/20/2020

Beginning on Monday, March 23, 2020, AHS and CMS students who are in need of technical support should use the following technical support phone numbers.

- a. 540-863-1700 (AHS Students- Echo Support)
- b. 540-960-2640 (AHS Students- Google/G-suite, Connection-related issues)
- c. 540-960-2641 (CMS Students- All problems)
- d. 540-960-2642 (CMS Students- All problems)

Technical support is available Monday through Friday during regular school hours.

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### Wireless Internet- Callaghan Elementary and Sharon Elementary

Due to weak cellular signals, the Kajeet bus services located at Callaghan and Sharon Elementary Schools have been suspended. So that Internet services are available for students in the Callaghan and Sharon areas, both elementary school's wireless networks have been modified in order to allow for stronger Wi-Fi signals to reach the buildings' parking lots. Only school-issued Chromebooks will connect but connection is automatic.

Wi-Fi service is also available at the Allegheny Highlands Regional Library. Please park in the parking lot that is adjacent to the library. Chromebooks and other devices can connect.

Kajeet Wi-Fi service remains available at Clifton Middle School. Please park within 150 feet of the Kajeet bus. Only school-issued Chromebooks will connect.