



Educational Technology and Information Services

Distance Learning Support Information

PSUSD Staff

Please use this distance learning resource guide to help you and your students with all things Educational Technology related. The goal of ETIS is to ensure you have the tools and support needed to be successful during distance learning.

Please use the various resources on the left as you see fit. Also please share the student tech support emails with your students and parents.

As we continue to evolve PSUSD's Distance Learning program, ETIS will continue to grow the support services needed for you and our students.

Please see the back of this letter for basic on-the-fly troubleshooting guides and quick tips for common technology items used during distance learning.

Sincerely,
William Carr, Director



ETIS Helpdesk Location

150 District Center Drive
Service Center 1st Floor
Palm Springs, CA 92264



Teacher Helpdesk

760-992-3200 Opt. 2



Teacher Ed-Tech Support

PrimarySupport@PSUSD.US
SecondarySupport@PSUSD.US



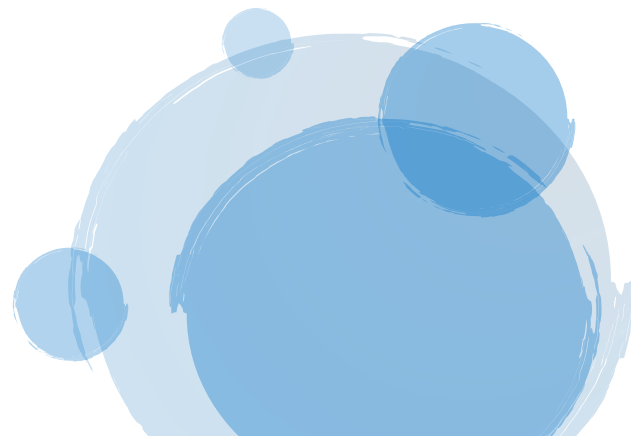
Student Tech Support

ESHHELP@PSUSD.US
MSHELP@PSUSD.US
HSHELP@PSUSD.US



Distance Learning Support

<http://bit.ly/edtechpsusd>



Quick Tips

• HotSpot Information and Teacher Tips

PSUSD has upgraded all HotSpots to unlimited Data and Speeds. Please note that currently in the Coachella Valley the main technology is LTE 4G, with speeds averaging in at 25MB for most Cell Towers. There are areas in Sky Valley, Desert Edge, Western Desert Hot Springs and various areas along HWY 10 between Whitewater and Bob Hope that may have limited Cell Coverage.

Steps to check if your students are experience poor connectivity

- #1 – First check how many bars the HotSpot has. The bars represent the signal strength from the cell tower, (1 bar being poor and 4 bars being the best.)
- #2 – Make sure the HotSpot is fully charged or plugged in. This will give the HotSpot a stronger signal.
- #3 – Move the HotSpot *closer to a window* in your home. Experiment with different locations to find the strongest signal.
- #4 – Make sure no one else is connecting to your HotSpot or sharing it. The more devices connecting, the slower the HotSpot will be.
- #5 – **Test your speeds:** <http://www.speedtest.net> click on go, take note of you download and upload speeds. Below are the requirements for Zoom:
 - 2.0 Mbps up and down for single screen.
 - 4.0 Mbps down for dual screens.
 - 6.0 Mbps down for triple screens.
 - <https://downdetector.com/status/zoom/>
 - https://status.zoom.us/?subscription_confirmed=true

• Chromebook Information and Teacher Tips

PSUSD Chromebooks are managed centrally by ETIS. We can remotely install software and updates if they have an internet connection. Chromebooks can be replaced and or repaired either at their school site or one of the Tech Depots.

When should a student should get a replacement Chromebook:

- 1) The Chromebook screen is black or will not hold a charge.
- 2) The Chromebook is physically damaged or cracked.

• Who do I contact

For technical support, software/hardware please call or email the ETIS Helpdesk @ **760-992-3200 Opt. 2** or email Helpdesk@psusd.us

For Synergy support, please call or email the Data Systems Helpdesk @ **760-992-3200 Opt.1** or email sisHelpDesk@psusd.us

For Educational Technology Support, including Zoom support please email PrimarySupport@psusd.us or SecondarySupport@psusd.us