

# Technology Help

**Why:** *You will be using technology in your classrooms to help teach, engage students, and enhance lessons. You will also use technology to document attendance, grades and more! What do you do if you need help?*

**How:** If you run into Technology issues in your classroom, in [Canvas](#), in [Q](#), etc. please send an email to our Dean, Dana Thompson. **Do not send a Help ticket to TS.** We would like to assist you first.

## How do you let us know?

Email [dmthompson@vcoe.org](mailto:dmthompson@vcoe.org) and describe your issue, trouble, or question. You can also fill out the [online form](#) and we will be notified automatically.

## What happens next?

- If you are having hardware issues, we will work with Tony to schedule a time for him to come out as soon as possible.
- If you are having software, [password](#) or [Canvas](#) issues Dana will assist you

## What are some of the troubles we can help you with?

- computer won't work
- printer won't work
- Can't log into Canvas
- smart board won't connect to my computer
- Can't log into Q
- How do I enter grades in Q?
- how do I get content into my Canvas course?
- How do I get on the Password Portal/who do I contact?

**Who:** Start with Dana

**When:** Whenever you experience technical difficulties!