

K-12 Technology Support Quick Reference Chart

	EduTech Help Desk	ITD Help Desk	
Support Hours (all times Central)	8 AM to 5 PM Monday - Friday	7 AM to 5 PM Monday - Friday	
Contact Numbers	1-800-774-1091 231-9639 (Fargo)	1-877-328-4470 701-328-4470 (Bismarck)	
Authorized to Place Call	Any school staff	District Technology Coordinator and their District Technology Staff	
Report Problems With...	<ul style="list-style-type: none"> • SENDIT E-Mail Service <ul style="list-style-type: none"> ○ Account Questions ○ E-mail Configuration ○ Lost Passwords • Internet Applications <ul style="list-style-type: none"> ○ PowerSchool ○ Listserv ○ Blackboard ○ Internet Filtering • EduTech Web Hosting • EduTech Training Services <ul style="list-style-type: none"> ○ Workshops ○ Conferences ○ School Assessments • Other EduTech Services <ul style="list-style-type: none"> ○ K-12 Antivirus ○ Junk Mail Filtering 	<ul style="list-style-type: none"> • Wide Area Network Access <ul style="list-style-type: none"> ○ STAGEnet and Internet Access ○ STAGEnet Router ○ STAGEnet Switch ○ Internet Access • Local Area Network access <ul style="list-style-type: none"> ○ District Routers ○ District Switches ○ District Hubs • IP Services <ul style="list-style-type: none"> ○ Static IP Addresses ○ DNS ○ DHCP • STAGEnet Firewalls 	<ul style="list-style-type: none"> • Video Network Connectivity <ul style="list-style-type: none"> ○ Dropped Video Connections ○ Video Quality ○ Sound Quality • Video Equipment <ul style="list-style-type: none"> ○ Codec (video computer)* ○ Video Cameras* • Scheduling <ul style="list-style-type: none"> ○ Scheduling New Events ○ Changing or Canceling Events ○ Multipoint Bridging <p>* End point equipment support services are available for these devices.</p>
After Hours Support	You may leave voicemail, which is returned during regular business hours.	Critical After Hours Support Provided (See Note Below)	

After Hours Support for the ITD

Outside regular business hours, ITD is available for your **urgent mission critical** connectivity problem needs. When calling the ITD Help Desk outside regular business hours you will be prompted to leave a message and phone number where you can be reached. Our phone system will automatically ‘page’ an on-call staff member who will return your call.