



WEST MIFFLIN AREA SCHOOL DISTRICT

Information Technology Repair and Help Desk Services

03/27/20

Information Technology Help Desk Line 412-466-9131 ext. 3333

Effective immediately, the West Mifflin Area School District will be implementing a pickup and drop off program for Student issued District Owned Computers and Electronics.

Parents, if your student requires repairs to their District issued laptop or device during the COVID-19 shutdown process we request that you adhere to the following guidelines for bring that device in for service.

- Please contact the Help Desk at (412) 466-9131 Extension 3333 to arrange the pickup or drop off your machine ahead of time so the technicians know to be expecting your repair.
- Daily repair pickups and drop offs will be as follows, unless other arrangements are made ahead of time
 - Drop offs of equipment that require service and repair should be between the hours of 9 am and 10 am daily. (Unless other arrangements have been made)
 - Pickups for equipment that has been repaired will be between the hours of 1 pm and 2 pm daily. (Unless other arrangements have been made)
- If you or anyone in your household is experiencing flu like symptoms, we ask that you make special arrangements to drop off and pick up your student's devices. We want to do our best to ensure the health safety and wellbeing of everyone.
- The Information Technology department at West Mifflin Area School District would like to thank you for your patience and understanding, and while we will do our best to support your student during this time of trial there are some issues that will need physical repairs and some issues that will need to be deferred to the internet service providers, please If you are experiencing issues with your internet service at home reach out to your Internet Providers help desk many of which are offering free in home technical services to help with this.