REMOTE LEARNING TECHNOLOGY HELP

START HERE

Family Technical Resources Webpage

If you can’t find what you need, follow the process below.

YES
Contact your school of enrollment.

Receive a loaner device from school of enrollment and school will send student device in for repair.

Repaired device is returned to school for student pick up and loaner device returned. Note: family pays any repair charges in Jeffco Connect.

Is it physical damage? (Broken screen, keyboard, etc?)

NO
Is the issue with an app?

YES
Is the app on this list of district supported apps?

NO
Do the troubleshooting steps solve it?

YES
Contact the student’s teacher.

NO
Does this website answer your question?

YES
NO
Call 303-982-3438 for assistance.

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