



Burton Pack Families:

The current Covid - 19 safety protocols do not support students/families bringing devices to a school for immediate on the spot troubleshooting/repair

Please adhere to the following guidelines:

If a family is experiencing a technical issue with the Richland One device that was issued to their student:

- Families can call the IT help desk **at 803-231-7436** to receive remote assistance for their device/have a ticket opened for their device.
- If remote assistance is unable to correct the issue the student/family will schedule a time to return the device to their home school for replacement.
- Call **803 691-5550** to schedule a time with the school for return
- The school will have a designated area for return
- Make sure your student's name is on the computer.
- If an immediate replacement is not available, you will be called when one is
- Provide a number for you to be reached when the pc/replacement is available.