



## Where Do I Go for Technology Help?

### **IT Department**

Hardware/Network Issues -> [etech@andoverma.us](mailto:etech@andoverma.us) or 978- 623-8324

Login Issues -> [infosys@andoverma.us](mailto:infosys@andoverma.us) or 978-623-8324

### **Digital Learning and School Staff**

Application Issues -> [Stephen.chinosi@k12.andoverma.us](mailto:Stephen.chinosi@k12.andoverma.us)  
[Shelagh.stlaurent@andoverma.us](mailto:Shelagh.stlaurent@andoverma.us) or [Matthew.hall@andoverma.us](mailto:Matthew.hall@andoverma.us)

School Specific -> Assignment questions or clarification; Scheduling questions; Anything related to school; or class procedures Contact School

**Please see the examples below** for detailed information and examples. We hope this makes things easier for you and your student(s).

# Where Do I Go for Technology Help?

## IT Department



### Hardware/Network Issues



Examples:  
Broken devices,  
Devices not turning on or charging  
Device not working properly  
Internet issues  
Connectivity issues



etech@andoverma.us



### Login Issues



Examples:  
Resetting username and password  
Lost username and passwords  
Aspen questions  
Programs or software problems

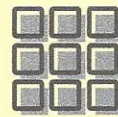


infosys@andoverma.us



978 623 8324

## Digital Learning and School Staff



### Application Issues



Examples:  
Help navigating different apps  
(*Schoology, Google Classroom, Seesaw, Classlink or other Education Apps*)



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978 247 7021



### School Specific



Examples:  
Assignment questions or clarification  
Scheduling questions  
Anything related to school or class procedures



<https://www.aps1.net/35/Schools>

Contact School



## Information Needed

When getting in touch with the IT Department for technology issues please have the following information ready;

1. Student First and Last Name or Username
2. The school the student is currently enrolled in
3. The **ICN Number** found on the back of the device



Other helpful technology information can be found at <https://www.aps1.net/2258/Learning-Tools-Technology>