



# ***EDMOND PUBLIC SCHOOLS***

Empowering all students to succeed in a changing society

April 3, 2020

I hope this letter finds you well and eager for the transition to continuous learning set to begin Monday, April 6. The lessons students will receive through our [EPS Learning Dashboard](#) will be creative, robust, and fun! As you facilitate the lessons at home, we understand that you may encounter technology problems. To assist you, we have created a new parent helpline and an iPad and Chromebook repair process.

## **Parent Technology Help Desk**

Beginning April 6, the district will be providing technical phone support to parents Monday-Friday from 9 a.m. to 3 p.m. The phone number to call is (405)726-3333. We can help with student passwords, general use information for EPS iPads and EPS Chromebooks, Canvas, Infinite Campus, Zoom (elementary), Google Hangouts (Secondary), and related issues. For questions pertaining to specific content delivery through SeeSaw, Capit, Prodigy, Epic, IXL, etc, parents should email their child's teacher directly.

## **Chromebook and iPad Repair**

Beginning April 7, technology staff will be available from 9 a.m. to 1 p.m. each Tuesday and Thursday to replace Chromebooks, iPads, or chargers as needed. The location is 1216 S. Rankin, between Central Middle School and the YMCA. We will provide parking lot service. Just pull in and we will come to your car and exchange your lost or broken component with a new one. Students/parents will keep the loaner device until the end of the school year.

We hope these services will allow you to focus on facilitating learning and not on troubleshooting technology problems.

The next several weeks will be challenging. A change of this magnitude will not occur without bumps in the road; however, with your help, I am confident we can offer the best services possible for our students. We will get through it and will continue to grow together, even while we must be apart.

Remember, if you have a question that cannot be answered by site personnel, please reach out to us at [Covid19@edmondschools.net](mailto:Covid19@edmondschools.net).

Sincerely,  
Bret Towne  
Superintendent



