

# IT HELP DESK AND DEVICES FOR REMOTE LEARNING

## Request an iPad

Does Your Child Need a Device for Remote Learning? Use the [Remote Learning Device Request](#) form to let your school know you need a device.

Need technical support or to fix a broken device, or are dealing with a lost or stolen device? Parent and families can reach out to the [IT Help Desk](#), for use if they need support with remote learning: Help Desk 718-935-5100, option 5. Hours of Operation: Monday through Saturday, 6:00am - 9:00pm

## You can also get quick help online:

Browse tech support topics: [schools.nyc.gov/technicaltools](https://schools.nyc.gov/technicaltools)

File a tech support ticket: [schools.nyc.gov/techsupport](https://schools.nyc.gov/techsupport)

Request a device: [schools.nyc.gov/devices](https://schools.nyc.gov/devices)

Get support with a DOE-issued iPad: [schools.nyc.gov/ipadfixes](https://schools.nyc.gov/ipadfixes)

Issues with your Internet connection: [schools.nyc.gov/internet](https://schools.nyc.gov/internet)

## STUDENT ACCESS TO REMOTE LEARNING SYSTEMS AND RESOURCES

[TeachHub](#): NYCDOE remote learning portal page provides students access to Google Classroom, Microsoft Teams and many other centrally provided systems and applications.

Families can reset their child's DOE account on the [Student DOE Account Password Reset Page](#). Please have the child's 9-digit Student ID (I.e., OSIS #) and date of birth to reset the password.

## NYC SCHOOLS ACCOUNT (NYCSA)

Did you know that you can track your child's education on any computer, phone, or tablet? You can sign up for an [NYC Schools Account \(NYCSA\)](#) by entering a few basic details. This will allow you to begin receiving notifications from the DOE. It only takes five minutes, and it is the first step in getting a full account. For more information please visit <https://www.schools.nyc.gov/learning/student-journey/nyc-schools-account>

## FREE AND LOW-COST INTERNET ACCESS

Families should explore free and low-cost internet access. Optimum, Spectrum and Verizon are offering low-cost internet options. Eligibility criteria will vary by provider. For more information, please refer to the [Internet Options](#) link.

## ATTENDANCE DURING REMOTE LEARNING

The current [attendance policy](#) is structured to ensure a seamless transition to full remote in the event of widespread school closures. For school year 2020–21, NYCDOE schools are required to record attendance and follow up on absences for all students engaged in remote or in-person learning.



---

## SCHOOL FOOD

All families and students can continue to go to any school building between 9a.m. and noon on weekdays to pick up three free grab-and-go meals. No identification or registration is necessary. Halal and kosher meals are available at some sites, which are listed at [schools.nyc.gov/freemeals](https://schools.nyc.gov/freemeals). From 3-5 p.m., New Yorkers of all ages can pick up free meals at 260 Community Meals sites across the city. For a list of sites, please visit [schools.nyc.gov/freemeals](https://schools.nyc.gov/freemeals).

## STUDENT & STAFF COVID-19 TESTING

The DOE has implemented random COVID-19 tests at schools, for students and staff on a daily basis (weekly and monthly per school). As schools move to fully remote instruction, school-based COVID-19 testing may be repurposed to support testing across school communities or with the general public. School building may be used for testing while all learning is fully remote.

DOE/DOHMH school nurses will work remotely to provide telehealth and make calls to families to obtain testing consent in preparation for reopening. Nurses could also be utilized to provide COVID-19 testing at School Based Health Center sites. A list of testing sites that prioritize testing for DOE staff and students can be found at <https://www.schools.nyc.gov/school-year-20-21/return-to-school-2020/health-and-safety>

## LEARNING BRIDGES

While schools transition to fully remote instruction, Learning Bridges programs will remain open to serve families who are enrolled in blended learning. Learning Bridges programs will continue to operate from 8a.m. to 3p.m. Priority will continue to be given to children enrolled in blended learning and who are: Children of essential workers including DOE staff, health and human service workers, and others;

- Students in temporary housing or residing in NYCHA developments
- Children in foster care or receiving child welfare services
- Students with disabilities

Programs can offer families additional days of service as space allows. Children may continue to utilize Learning Bridges on their current part-time schedule or, as space allows, attend full time for 5 days of service. Schedules will be determined on a site-by-site basis in conversation with families.

Learning Bridges sites are required to follow rigorous health and safety protocols and are supported with nurses, our telehealth nurse call center offers support Monday-Friday from 7:00AM-7:00PM at 855-876-0635 and the Situation Room, DOHMH and Test and Trace. Learning Bridges programs provide breakfast, lunch and snack at every site.

Families can apply for Learning Bridges at [schools.nyc.gov/learningbridges](https://schools.nyc.gov/learningbridges). The DOE will make offers to families on a weekly basis and will continue to add Learning Bridges seats and families to program rosters.

If families have questions about the status of their application, they can email [learningbridges@schools.nyc.gov](mailto:learningbridges@schools.nyc.gov) and should receive a response within 1 business day.