

Contacting Support

For general support questions:

support@ckschool.com

For help with 6th grade tablets only:

helpdesk@ckschool.com

6th grade students, please use the helpdesk email only. Include your first and last name in the subject line along with a short description of the issue. In the body please provide the Asset ID and the computer name (it starts with student) along with as much information regarding the problem as you can. Please note a description of “its broke” is not acceptable. A well written description would read: My tablet will not power on. I have tried pressing the power button several times. After letting it charge for over an hour it will still not power on.

Parents, please do not email the helpdesk. This will delay your response. Send emails to the support account instead. If you are helping your 6th grade child with their tablet follow the instructions above.

Support after 5 pm is not guaranteed. We try our best but we don't work 24/7. Support will not answer after 9 pm.