

Additional Outreach to Families Who Received iPads

As a part of our efforts to ensure our families are supported using remote learning devices, NYC DOE has partnered with NY CARES to connect remotely with families who received a DOE iPad. Trained program volunteers will call families through a secure platform and identify themselves as calling from NY CARES. They will offer help to families in solving for basic technical issues related to the iPads or Google Classrooms. If the volunteer cannot resolve the issue, they will refer the family to the DOE for additional support. Volunteers will never ask for any personally identifiable information and families can of course opt out of any interaction if they choose to do so. Calls will be made on a rolling basis, starting with students in temporary housing. Please make sure your school community is aware that they may receive such a call and encourage them to take advantage of any supports they may need.

As a reminder, families can also request technical support by calling the DOE's Help Desk at 718-935-5100 and press 5 to speak with someone or by submitting an electronic ticket at the following link: <https://nycenetstg.nycenet.edu/technicalsupportforfamily>.

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