

Best Practices to Request Tech Help - For Parents

Everyone experiences tech issues from time to time.

Before reaching out for assistance it is best to try to following tips:

- restart your device
- try one more time
- try a different browser (Chrome or Edge)
- check your Wi-Fi signal
- make sure your Operating System is up to date
- make sure your software is up to date
- clear your web browser's cache and cookies

If after trying these steps you still are having difficulty, please include the following information to allow us to provide the best possible help & support:

If you are experiencing tech or Edsby issues, please email helpdesk@pacatholic.ca

- Please include: Your full name & email address (if different than the email you used to send your message)
- Name of your child(ren) and school your child(ren) attends
- Type of device you are using (ipad, laptop, desktop, chromebook, cell phone, etc.)
- Browser you are using (Edge, Chrome, Safari, etc.)
- Program/application you are having trouble with (Word, PDF, Excel, Edsby, student email, etc.)
- Description of the problem you are encountering & where you are encountering it
- It is even better when you can include a screenshot(s) showing the problem

Please know that although we will do our best to help solve the problem, we are not always able to solve all problems, especially when using a personal device. If you are experiencing wifi/bandwidth/speed issues, you may need to contact your service provider. If you are experiencing issues while using a personal device, you may need to obtain technical support from a qualified tech company. Please refer to our division website (www.pacsd.ca) under **Our Parents >> Edsby for Parents** for additional information/links which may be helpful.