Horizon Academy

Distance Learning Technology Support
Staff Tech Support

With distance learning starting up, new tech challenges are upon us. For staff members at Horizon Academy, **Alex Hayes** will be your main support technician for network, device, and app issues. Horizon will be working to train and activate a tier 1 tech support assistant to assist during the first couple weeks to help in case of high load.

In order for the Tech Department to keep up with the new demand that Distance Learning will have on their time, please follow these rules:

- Send your Ticket (email with a service request) to:
  - **horizon-it@horizon-academy.com**
- Provide the following information in the subject:
  - **Name**
  - **Location** (Remote or on premises room)
  - **brief statement of issue and Severity** (Low, Mid, High)
- Provide the following details in the body of the email:
  - **Name**
  - **Device or service**
  - **Issue you are experiencing**
  - **Steps you have tried to resolve the issue**

Alex will be checking this email specifically to handle all staff and family technology requests or incidence. If/when we have an additional tech assistant, they will have access as well to decrease response time and hasten resolution.

If there is an emergency situation that needs immediate attention, please dial the Tech office, call the front office **(913) 789-0443**, or send a text to Alex Hayes **(816) 210-5990** with your name, situation, and location.