



Virtual Call Center Information

The District's *Virtual Call Center* has been created to address the needs to support working, teaching, and learning remotely. The new virtual call center allows you to reach out to if you're are having issues or you can direct students who are needing assistance. The Information Technology Department has provided Micro-Techs the necessary training and online resources to successfully support staff, students, and parents. The service will be available on Monday, April 20th, 2020.

Please note that - concerns with Instruction - Users will be forwarded to the main school phone number.

The Virtual Call Center will provide the following types of support:

- [Mental Health Support - Provided by ESE](#)
- Academic Technology Support - Tier 1
- Technical Support - Tier 1 - Tier 3

Virtual Call Center Information

Hours: 8:00 am – 4:00 pm

Phone Number: 754-321-0569

