



Dallas Center-Grimes Community School District

Administration Center

2405 West First Street, Grimes, IA 50111

Phone: 515-992-3866

Fax: 515-992-3079

DCG Families,

If you are having trouble with a school issued device and your child is in the Hybrid Model, please follow these instructions.

Students in grade 8-12

Students should continue to follow protocol and take their device to the Help Desk located in the Meadows Media Center. Our technology staff will then troubleshoot and fix the issue or provide a loaner device if the issue cannot be quickly or immediately resolved.

Students in grades 6-7

Students should submit their problematic device to Mrs. Ellis in the library, she will submit a help desk ticket and a loaner device will be provided.

Students in grades PK-5

Until individual computers or iPads are available, students will continue packet based work and will not be bringing Chromebooks or iPads home.

Once a device is issued please use the following protocols, students should submit their problematic device to a designated technology help area, they will then submit a help desk ticket and a loaner device will be provided. Building principals will communicate more information when individual devices are issued.

If you are having trouble with a school issued device and are in the either the **DCG Online Learning Model or Edmentum**, please

use the link below to enter a support request.

[DCG Online and Edmentum Technology Help Request](#)

Upon filling out the requested information one of our technology staff will reach out to you and help resolve the issue.

If you have additional questions about a problematic school issued device please contact, Mike Hoskins mike.hoskins@dcschools.com

Thank you,
Mike Hoskins, Director of Technology