



## Welcome to the Ohana Help Desk



The Ohana Help Desk is a statewide initiative by the Hawaii Department of Education (HIDOE) to provide technology support to public school students and their parents as they transition to more opportunities for online and blended learning.

How can we help you?

**Ohana Help Desk**

643-DESK

[643-3375]

[ohanahelpdesk.org](http://ohanahelpdesk.org)

## The Ohana Help Desk launches on August 4, 2020

### ▶ Self-Service, Phone, and Chat Support in Multiple Languages

The Ohana Help Desk will provide technology support to public school students and families via a self-service portal, phone, and chat. Our team will be able to provide call-in support in several languages. We are currently working to provide support in the languages most commonly spoken in our family homes – English, Hawaiian, Ilokano, Tagalog, Chuukese, Marshallese.

### ▶ Hours of Operation

Beginning August 4, 2020, HIDOE students and their parents will be able to access support via phone or chat when the help desk is open.

**Monday – Friday from 7:00 a.m. to 8:00 p.m.**

**Sundays from 4:00 p.m. to 8:00 p.m.**

*The Ohana Help Desk will be closed on state holidays.*

The Ohana Help Desk portal will have 24/7 self-service support and information when it launches on August 4, 2020.

### ▶ Available Support

- Connectivity-related Issues (e.g., network and wifi connectivity)
- Access Authentication and Security Issues (e.g., device security)
- Device Support (e.g., devices, applications, software updates)
- General IT Support (e.g., “how to I...?”)
- Escalations (e.g., assist customers to connect with HIDOE schools or offices for HIDOE specific support and troubleshooting)

