



Atascadero Unified School District

5601 West Mall · Atascadero, CA 93422 · Telephone (805) 462-4200
Technology Services

As we move toward Distance Learning for all students, the Technology Services Department would like to provide some information that we hope will be useful during this time.

Chromebooks

- All chromebooks that were still at school when school closed have been disinfected by the Technology Services Staff. They were checked for any breakage or issues. Chromebooks were fixed or a different was put in its place.
- For those students in 7th through 12th grades that did not check out a Chromebook at school but now need one can notify either their school site or email. candysmet@atasusd.org.

Technology Support

Technology services will have three technicians available to assist with any issue you may have. You have two ways to receive this assistance. Either by phone or submitting a Work Order.

- **805-538-1013** Our hours will be from 7:30 am to 7:00 pm. If you are sent to voicemail please leave a message. Please include a number to call back on and a time that would work best for you. We will do our best to call you back within 24hours.
- **helpdesk@atascaderousd.gethelp.com** When emailing our help desk please include a description of the issue, your student's name, school they attend, a phone number we can contact you at and a good time to return your call. If you would rather we just email you we can do that also.
- Webpage - If we already have a document that gives you instructions on how to fix the issue we may email you the information not returning your call.

Technology Services is here to assist our students and families with their technology questions. Feel free to use any of the above methods to contact us. If you need additional support or have other questions please email candysmet@atasusd.org.

Thank you,

Candy Smet
Director of Technology Services
Atascadero Unified School District