



Public Site

WCDSB Tech Support for Families During Home Learning Period

'We are Here to Help'



When in need of tech support for accessing WCDSB online platforms including the following:

- Access to Read and Write
- Access to Online Classroom Platforms (Google Classroom, Desire 2 Learn)
- Student Login Information

Please follow the following procedure:

- Contact your classroom teacher and/or school administrator using your 'regular' school communication channels (email, google classroom...)
- Please provide them with you email and/or phone number and a detailed but brief description of your tech issue

Next Steps for Receiving Tech Support

- If school staff are unable to assist you, they will be issuing a Board 'Help Desk' Ticket containing your name, contact info and tech issue
- WCDSB board technicians will be following up with you using your contact info to try and 'fix' your tech issues

Please note, every attempt will be made to support your tech issue, but in the event it is a hardware or other software issue you may be directed to your 'local' non WCDSB tech support.



