



QUANTUMSPEED

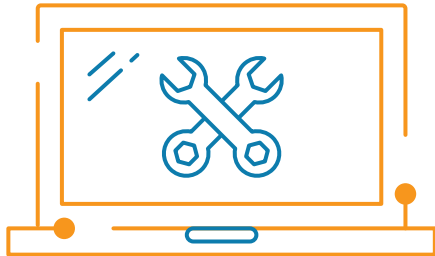
BY VINSON

Empowering educators through technology



QuantumSpeed Teacher Help Desk by Vinson

QuantumSpeed solves IT problems for every teacher, in every classroom, in real time. **No need to submit a ticket** – we'll handle that for you or contact the on-site technician.



Smart Support for Smart Classrooms

We support teachers implementing technology-focused curricula so that they can focus on teaching, with tech that just works.



No More IT Backlog

Real-time support means that your IT department's to-do list just got done.

On-Demand Teacher Help Desk

QuantumSpeed helps teachers solve for all of the following:

- Creating new accounts
- Resetting passwords
- Desktop issues
- Software issues
- Printing problems
- Chromebook troubleshooting
- Tablet troubleshooting

Communication Plan for QuantumSpeed Teacher Help Desk Rollout



| | In your email inbox | In your mailbox | On your desktop | In your ticketing system | In our ops meeting |
|-------------------|---|--|--|--|---|
| Day 1 | Intro email | 1-page flyer outlining use cases and FAQs for teachers | QuantumSpeed icon added (links to PDF of phone number and info from email) | | Hand out brochure that includes product overview, communication plan, and additional information for teachers |
| Week 1 | Additional content to help facilitate teacher use of QuantumSpeed | | Stickers added to desktops by our technicians | QuantumSpeed Help Desk phone number added to ticket login page | |
| Week 2 | Additional content to help facilitate teacher use of QuantumSpeed | | Stickers added to desktops by our technicians | | |
| Week 3 | Additional content to help facilitate teacher use of QuantumSpeed | | Stickers added to desktops by our technicians | | |
| Week 4 | Additional content to help facilitate teacher use of QuantumSpeed | | Stickers added to desktops by our technicians | | |
| Months 2-6 | Reminder for teachers about QuantumSpeed product capabilities | | | | |

QuantumSpeed Teacher Help Desk Handout



The Help Desk is now completely free and available to all of our valued customers! To help onboard your school to the service, please check out the FAQs below.

What is the Teacher Help Desk?

It's exactly what it sounds like! Remote support for teachers and administrators, with no need for tickets. Start using the Help Desk today!

When can I use the Help Desk? And how do I access it?

The Help Desk is open Monday through Friday, from 7:30am - 3:30pm.

Just call **(866) 779-7748**.



What types of issues can teachers call the Help Desk to solve?

All of the following:

- Creating new accounts
- Resetting passwords
- Desktop issues
- Software issues
- Printing problems
- Chromebook troubleshooting
- Tablet troubleshooting

Is there anything I shouldn't contact the Help Desk to help me solve?

For all of the following tasks, please continue to submit a ticket as per usual:

- Moving equipment
- Resetting building power after it's gone out
- Buying new equipment
- Setting up meetings with Vinson staff



What if I have more questions?

If you have any other questions about the QuantumSpeed Teacher Help Desk, please don't hesitate to reach out. We're here to make teachers and administrators happy.

What if the Help Desk can't solve my issue over the phone?

It's no problem! Your dedicated QuantumSpeed representative will create a ticket for you and include the steps already completed in the troubleshooting process.



(866) 779-7748 | info@vinson-consulting.com | Open Mon-Fri, 7:30am - 3:30pm