



INFORMATION TECHNOLOGY SERVICES

eLearning Days Technical Support

The Information Technology Services Department will be working to provide technical support to all staff, students, and parents, of Anderson School District Five during eLearning Days. Please see the information below for information and answers to common questions.

Frequently Asked Questions:

How do I reach eLearning Technical Support?

You can reach the support team by calling: 864-222-4911

**only active on eLearning Days between the hours of 8am - 4pm*

What kinds of problems will ITS eLearning Support be able to assist me with?

We will do our best to provide support on any issues related to the use of District Five technology to complete eLearning assignments. We will be limited in our ability to provide support on home wireless networks due to the wide range of potential problems that could arise during a weather event.

When will this support be available?

Support personnel will be available to take your call between the hours of 8am and 4pm on eLearning days. Due to the expected call volume- if you receive a busy signal, or are unable to reach someone, please be sure to try back at the number listed above.

What if I have a hardware issue that cannot be resolved over the phone?

The ITS Department will also operate a Chromebook Repair Depot, at the District Office, to assist with these repairs. You will be directed to visit the depot only after speaking to someone via our phone support line at 864-222-4911.

What if I don't have internet access in my home?

The internet can be accessed from all Anderson School District Five school grounds between the hours of 7am - 7pm. Students can download their assignments and then complete them at home; internet access is only required for downloading and turning in assignments.