

# Technical Support for Remote Learners

There is technical support available for our remote learners. If you are in need of assistance related to technology, please visit <http://help.ycdsb.ca/vle/>. There are **Helpful Documents** available to help you troubleshoot some common problems. If needed, you can request **Live Support Online** by clicking on the bubble or you can **Submit a Ticket** with your concerns. You can also **Reset your Password** by clicking on the blue button in the upper right corner.

The screenshot shows the YCDSB VLE Support website. At the top left is the YCDSB logo and the text "YCDSBvle (Virtual Learning Environment)". At the top right is a blue button labeled "myID (Password Reset)". Below the header is a dark blue navigation bar with the text "YCDSB Virtual Learning Environment (VLE) Support".

The main content area is divided into several sections:

- Report Cards:** A pink box containing the text: "If you are receiving the error *'The username entered is invalid'* please be certain that you created your Parent Portal account using the email address the school has on file for you. This would be the same email you use when receiving school communication, via SchoolMessenger."
- Technical Support Note:** Below the pink box, it says: "Please note this website is for technical support only. If you have questions/concerns that are not technology related, please direct them to your child's teacher."
- Form:** A white box with a blue header "Please enter the following information:". It contains three fields: "Category:" with a dropdown menu, "Email Address:" with a text input field, and "Description:" with a larger text area. A blue "Submit Issue" button is at the bottom right of the form.
- Live Support Online:** A speech bubble icon with the text "Live Support Online".
- Helpful Documents:** A blue header with a list of links: "Instructions on how to reset password", "Connect your Chromebook to Wi-Fi", "Connect to Wi-Fi on your iPhone, iPad, or iPod touch", "A guide to Google Classroom for Students & Parents/Guardians", "Guide to D2L Brightspace for Students & Parents/Guardians", and "Continuing Education".
- Chat Now:** A graphic of a keyboard with a green key that says "help!" and a blue button that says "Chat now". Above the keyboard, it says "Need some help?".