

DLD Approval Criteria G 5: Technology support offered via various disclosed means including phone, email, and/or online help pages.

Screen shot of the OnlineHS web site's Help Desk

1st Directive: *If you need assistance, your FIRST contact is always your instructor.*

Also at the Help Desk are a growing library of video tutorials

The screenshot shows a web browser window with the URL `onlinehs.net/helpdesk/`. The page title is "Help Desk | OnlineHS - Lea". The main content area features a heading "Help Desk" and a paragraph: "This purpose of this area is to provide support and assistance for our students and parents. If you're visiting this page because you're interested in OnlineHS, we invite you to peruse the tutorials to learn more about online learning!". Below this is a red-bordered box containing the text: "REMEMBER, if you need assistance, your FIRST contact is always your instructor. Email them directly and describe what you need to be successful. Their contact information (email & phone number) can be found inside your course from the 'Teacher Info.' hypertext link in the left-margin, main menu. You can also see our [Staff Directory](#) page for your teacher's contact information." Below this is another red-bordered box titled "OnlineHS Video Tutorials" with two sections: "1.0 INTRODUCTION" containing links for "1.1 INTRODUCTION to OnlineHS.net", "1.2 Registration and Enrollment - 3 Types", and "1.3 SOU / SLP Forms"; and "2.0 GETTING STARTED" containing links for "2.1 HOW TO LOG-IN and Get Started", "2.2 How to EDIT My Personal Information (Bb)", "2.3 How to Change Your PASSWORD (Bb)", "2.4 How to CHECK YOUR GRADES in the Gradebook (Bb)", and "2.5 How to ADD AN EVENT to Your Calendar (Bb)". On the right side, there is a sidebar titled "Helper Applications (External Links)" with icons for Adobe Flash Player, Adobe Reader, Windows Media, a search icon, and Java.