



Need help with your Chromebook?

General Questions, Help or "How To":

1. Your first line of help for general questions or help should be your child's teacher so they can provide assistance to you.

If there are problems or issues with your Chromebook, you will need to submit a service call by doing the following:

1. Go to our 1:1 site at www.casdonline.org/1to1 and click Remote Support to submit a service call.
2. Click the [Incident IQ Remote Ticketing](#) link and fill in all of the required fields. This is the fastest way to get all necessary information to help us serve you!
3. If you do not have access to the Internet to submit a call, for elementary call 717-261-5698 and for secondary call 717-261-5665 and leave your name and contact information. You will receive a return call for an intake of information for your remote service call.

That's it! We'll be in touch with you! It will be diagnosed if we can correct the problem via phone call, remote help or if the device needs to be dropped off for repair. *Note that Remote Support is available during school hours and not in the evenings or weekends.*

Need help with Odysseyware or Edgenuity?

Odysseyware's Help Desk Number is 1-877-251-6662

Hours: Mon – Fri, 7 AM – 11 PM CT & Sat – Sun, 1 PM – 7 PM

Edgenuity's Help Desk Number is 1-877-202-0338

Hours: Mon – Fri, 7:30 AM – 9:30 PM EST & Sat – Sun 9 AM – 5 PM EST
Email: customersupport@edgenuity.com