



# TECH SUPPORT

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NAZ has partnered with Canopy IT to offer tech support to our families through the end of the school year. Please see detailed information below. Please pass along information in the script below. If you as a NAZ staff have questions about this program, please reach out to Laura Wolff or your team manager.

## Over-the-Phone Tech Support for NAZ Families

### What is it?

NAZ is partnering with Canopy IT Services to offer NAZ Families free over-the-phone technology support. The goal of the project is to support successful distance learning.

### How does it work?

Canopy has a dedicated phone line just for NAZ Families and Scholars. [The phone number is \(612\) 234-1473](tel:6122341473). A live person will answer the phone from 9 a.m. - 5 p.m., Mon - Fri. That person is trained to walk scholars or parents through difficulties with Chromebooks, computers, iPads, tablets, and internet connections. There is no cost to receiving tech support through this service.

### Who can call the number for tech support?

All NAZ Families can call this number for tech support.

### How long does this service last?

This service is available through at least the end of the school year. NAZ will notify coaches right away if the program is extended.