slack

*New to Slack? Find the invitation to join in your @emeryusd.org email OR go to ecclswat.slack.com to sign-up. We recommend you bookmark this link for quick access! Questions? Please email corinne.yeager@emeryusd.org

Once your account is set up, the tech team will create a personal channel for you. Channels are located on the left hand side of your dashboard, and are marked by your first initial, last name (i.e. cyeager). Unfortunately, this process is not instant, but we promise to work as quickly as possible to set each channel up. Feel free to send an email reminder if it's been over a week and you still don't see your channel.

Once in your channel, type up your "tech ticket". Please include:

- **The problem and/or issue you're experiencing (i.e. my printer isn't working!)**
- **What you've attempted to do to resolve the issue (i.e. I've restarted my computer and printer)**
- **Any other pertinent information (i.e. the issue has happened before; I just replaced the toner yesterday; etc.)**
- **Your room number and availability for a Tech Team member to come by (i.e. C314, I have prep Wed & Fri 11-12)**

A Tech Team member will reply to confirm. We recommend you set up push notifications on your desktop OR mobile app so you know when someone has replied to your tech ticket! Use this link for notification help: **http://bit.ly/2dC9fUb**

4. In the case a SWAT Team member cannot solve the problem, they will reach out to Alex & Will via your channel thread, and provide them with all updates from the appointment.

5. Alex and Will will then reply to your channel thread to set up an appointment with you and resolve the problem to the best of their ability.

*We are training brand new SWAT members for the first few months of school! We appreciate your patience!

QUESTIONS???
Please e-mail Alex, Will or Corinne