Student Laptop Checkout

If a 3rd – 12th grade student was absent on the day laptops were sent home or for some other reason did not get one to take home, the building principal needs to first send the student's name and the parent's name to the help desk. The parent can then call Troester Media Center to make an appointment to pick up the laptop at TMC. The number is 816-671-4390. Appointments to pick up computers can be made on Tuesday, Wednesday, or Thursday between 8:00am-1:30pm or on Thursday evening between 5:00-7:00pm.

Due to COVID-19, our building is closed to the public, so it is important that an appointment is made ahead of time so that we can meet the parent or student at the door with the computer.

Student Laptop Support/Repair

If a student is having technical issues with their district laptop, please call the SJSD help desk between the hours of 7:30-1:30 M-F for assistance. The help desk number is 816-671-4444. If the help desk technicians are busy with other patrons, you will be asked to leave a voicemail. Please leave a voicemail with your name, contact phone number, and the general issue the student is experiencing. A help desk technician will call you back as soon as they are available.

Please contact the help desk for assistance with resolving your student's technical issue first, as many of the issues typically encountered can be resolved remotely.

If the issue is not one that can be resolved remotely, the help desk will let TMC staff know the name of the student whose computer needs to be brought in for repair, and they will ask the parent to call TMC to make an appointment to bring in the computer. Appointments for bringing in computers can be made on Tuesday, Wednesday, or Thursday between 8:00am-1:30pm or on Thursday evening between 5:00-7:00pm.

Due to COVID-19, our building is closed to the public, so it is important that an appointment is made ahead of time so that we can meet the parent or student at the door to accept the computer for repair and to provide a different computer for the student to use.