



Dear JMUES Families,

I'm writing to share some important information about the **JMUES Help Desk** and **Daily Attendance Link**. Please peruse the information below.

JMUES HELP DESK

1. When is the Help Desk available?

The JMUES Help Desk will begin on Monday, September 21. The Help Desk will be available between 8:10 - 8:40 a.m. and again between 2:55-3:35 p.m. Monday through Thursday.

2. Who can access the Help Desk?

Any JMUES student is welcome to access the Help Desk for support. We have several staff members available to support students during each session.

3. What kind of support will the Help Desk provide?

The support provided by the Help Desk staff is for academic content (e.g. I don't understand how to do long division? I don't remember the steps? What does it mean to make inferences?). For specific questions about assignments or when they are due, students will be referred back to their classroom teacher or their teacher's PowerSchool Learning page.

4. What if a student has a question on Friday?

Questions students have on a Friday will need to go directly to their classroom teacher.

5. How does a student access the Help Desk?

To access the Help Desk, one Zoom link will be used in the morning and a different one will be used during the afternoon. If small group work is needed, the meeting host will send students and staff members to a break-out room to work. There may be several break out rooms during a session depending on the students' needs.

Morning Group 8:10-8:40

Staff members available for support during this time are Mr. Mailloux, Ms. Prinz, Mrs. Rush, Mr. Benson, Mrs. Martin, Mrs. Plante, and Ms. Taylor. To access the Help Desk during this time, use Mr. Mailloux's link, and he will be the host.

Zoom ID is: 3831191401 Password is: JMUESrm21

Afternoon Group 2:55-3:25

Staff members available for support during this time are Mrs. Fowler, Mrs. Cronin, Mr. Thompson, Mrs. Watkinson, Mrs. Borrows, Mrs. Levine, and Mr. Goodman. To access the Help Desk during this time, use Fowler's link, and she will be the host.

<https://us04web.zoom.us/j/78614061200?pwd=NWNpYXVld3RhSjl0Wm5TUUVVtSFpwZz09>

Meeting ID: 786 1406 1200 Passcode: jmues6

DAILY ATTENDANCE LINK

Hybrid Students

1. How will attendance be collected?

When your child is in school, the classroom teacher will take attendance. When your child at home participating in *Independent Learning/Extension Days* and *Flex Day*, attendance will be taken through the newly established **Daily Attendance Link** on the **MUES Intranet Home Page**.

2. Where can I find out more information on how to access this link?

Mr. Goodman has posted a training video about this process on the JMUES website.

3. How will attendance be taken and when is it due?

When signing in to the link, students will be asked to write their first and last name and select their classroom teacher from a drop-down list. Please make sure students have signed-in by 9:30 a.m. each day to show they are present for learning.

4. What if my child is going to be absent?

If a student is going to be absent, please call the school and leave a message including your child's name and reason for the absence on the attendance line at 424-6221.

Remote Students

1. How will attendance be collected?

When your child is participating in *Direct Instruction Days* the remote classroom teacher will take attendance. When your child at home participating in *Independent Learning/Extension Days* and *Flex Day*, attendance will be taken through the newly established **Daily Attendance Link** on the **MUES Intranet Home Page**.

2. Where can I find out more information on how to access this link?

Mr. Goodman has posted a training video about this process on the JMUES website.

3. How will attendance be taken and when is it due?

When signing in to the link, students will be asked to write their first and last name and select their classroom teacher from a drop-down list. Please make sure students have signed-in by 9:30 a.m. each day to show they are present for learning.

4. What if my child is going to be absent?

If a student is going to be absent, please call the school and leave a message including your child's name and reason for the absence on the attendance line at 424-6221.