PPP Tech Help and Other Supports for Students and Families
August 26, 2020

Dear PPS Families,

At Portland Public Schools, we are continuing to work to ensure students and families have the support they need to start the 2020-21 school year online. We want to share a number of resources available to you:

**PPS Fall 2020 Resource Page**
We continue to update our Fall 2020 webpage, pps.net/Fall2020. This week we added a section that lays out the web platforms and tools that students will need as we begin the school year with online learning until at least November 5. The section includes guides and videos for our main platforms and apps: Seesaw, Canvas, Remind, Google Meet and Clever. The resources for families are presented in the six PPS-supported languages.

**PPS Technology Help Desk**
The PPS Technology Help Desk operates from 7:00 a.m. until 5:00 p.m. on school days to provide support to parents, guardians, students and families about navigating school online. We will answer your questions and share information and helpful tips about our distance learning technology platforms, apps, internet connection and other important resources for your student.

- Call 503-916-3375 or email support@pps.net

**PPS Multilingual Family Line**
The PPS Multilingual Family Line is a service for parents or guardians (in all PPS-supported languages) to communicate with schools regarding meals, tech help for online classes, special instruction, talking to your teacher, COVID resources and information, etc. Please call these numbers:

- Español: 503-916-3582
- 中文：503-916-3585
- Tiếng Việt: 503-916-3584
- Soomaali: 503-916-3586
- Русский: 503-916-3583

We hope you take advantage of the resources above if you have any questions about the learning technology your student will soon be using. We are here to help!