



3/23/20

Dear Uplift Families-

In a normal world, the Uplift IT team would have access to scholar computers on campuses to make repairs, however, that's all changed. Our IT team is still committed to helping where we can, so we are going to launch a new "drop-off" support model. Please see below for specific details.

While promoting social distancing to our families, we suggest parents and scholars to email edtech@uplifteducation.org so the IT team can attempt to resolve any login and Chromebook issue remotely. If it's determined the issue cannot be resolved remotely, you will be advised to visit a "drop-off" location during one of the open windows. We want to emphasize that these two locations are for drop off and pick up of loaner devices only. The IT team will not repair hardware, troubleshoot or install software during this period. Users will receive an email from IT once their broken device is fixed and schedule for pick up at the same location where the device was dropped off.

Schedule:

Tuesdays and Fridays; 9AM to 12PM – BEGINNING TUESDAY, MARCH 31

Locations:

Uplift Williams 1750 Viceroy Drive, Dallas, TX 75235 and

Uplift Meridian 1801 S. Beach Street, Fort Worth, TX 76105

Sincerely,

Yasmin Bhatia

Uplift Education, CEO