Parent Tech Support Guide

Audience: Katy ISD Parents

Summary: How to get technology support when the problem is not a username/password or Canvas.

Non-Technology questions should be directed to student campuses.

For KISD USERNAME and PASSWORD assistance, please visit our Password Self Service tool to retrieve a username and/or update a password.

If the issue is with CANVAS, login to CANVAS (via MyKaty Cloud) and click the **question mark** in the left navigation section to submit a help request.

If you still need other technology assistance please follow these steps.

Parents/Guardians (on a PC)

1) Please login to MyKaty Cloud using your HAC credentials.
2) Make sure you have Webpass installed. *See this Webpass article for assistance.*
3) Search for Parent Tech Support and click the tile.

4) You will be logged into the Parent Tech Support self service portal automatically with Webpass.
5) When you are in the system, you will have a number of options available. You can view your existing tickets under My Requests, open a new request, visit MyKaty Cloud, Katy 1 Source, or our parent/student tech reference page on our main website.
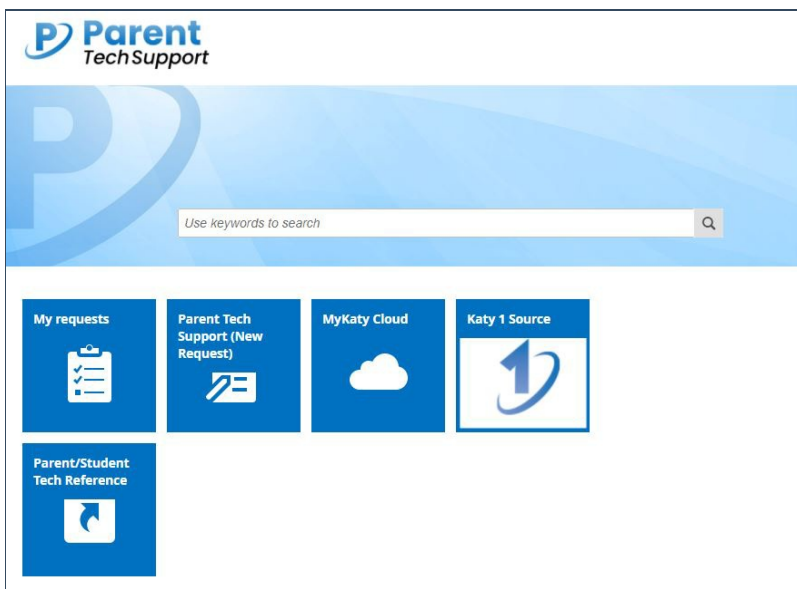
6) To open a new request please select Parent Tech Support (New Request).
7) Then click Open a Support Ticket on the right.

8) Please fill out the support ticket form. A member of our Parent Tech Support team will contact you.

Parents/Guardians (Mobile Device - Apple iOS)

Option #1 (Single Sign On)

1) On your mobile device please log into your Lenovo Unified Workspace to access MyKaty Cloud.
See this single user device article for assistance. See this shared (multiple students) device article for assistance
2) In MyKaty, please search for Parent Tech Support and click the tile.
3) You will be logged into the Parent Tech Support self service portal automatically.
4) When you are in the system, you will have a number of options available. You can view your existing tickets under My Requests, open a new request, visit MyKaty Cloud, Katy 1 Source, or our parent/student tech reference page on our main website
5) To open a new request please select Parent Tech Support (New Request).
6) Then click Open a Support Ticket.
7) Please fill out the support ticket form. A member of our Parent Tech Support team will contact you.

Option #2 (direct navigation)

1) On your mobile device web browser, please navigate to this URL, katyisd.topdesk.net.
2) Click on the "Log in to Self-Service Portal" button.
3) You will login using your HAC credentials. Add @katyisd.org to your username (example: A1234567@katyisd.org).
4) When you are in the system, you will have a number of options available. You can view your existing tickets under My Requests, open a new request, visit MyKaty Cloud, Katy 1 Source, or our parent/student tech reference page on our main website
5) To open a new request please select Parent Tech Support (New Request).
6) Then click Open a Support Ticket.
7) Please fill out the support ticket form. A member of our Parent Tech Support team will contact you.

Parents/Guardians (Mobile Device - Android OS)

1) On your mobile device web browser, please navigate to this URL, katyisd.topdesk.net.
2) Click on the "Log in to Self-Service Portal" button.
3) You will login using your HAC credentials. Add @katyisd.org to your username (example: A1234567@katyisd.org).
4) When you are in the system, you will have a number of options available. You can view your existing tickets under My Requests, open a new request, visit MyKaty Cloud, Katy 1 Source, or our parent/student tech reference page on our main website
5) To open a new request please select Parent Tech Support (New Request).
6) Then click Open a Support Ticket.
7) Please fill out the support ticket form. A member of our Parent Tech Support team will contact you.