

# 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.

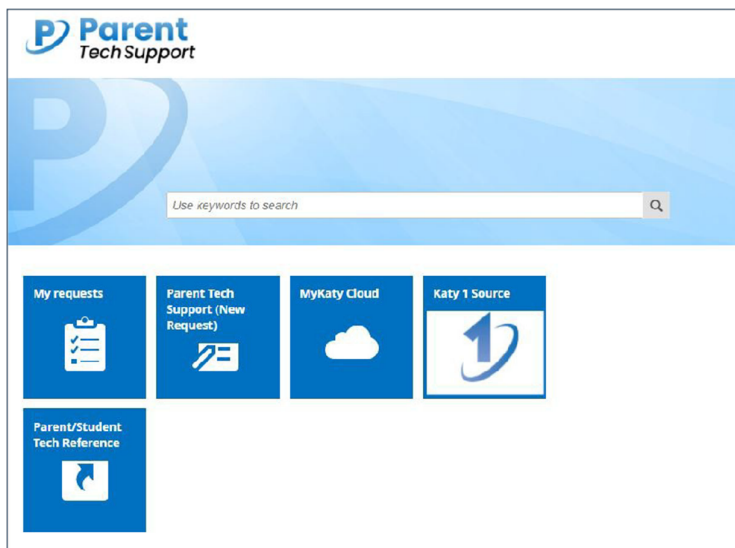
If you still need other technology assistance please follow these steps.

## Parents/Guardians (on a PC)

- 1) Please login to [MyKaty Cloud](#) using your HAC credentials. Make sure to install the required extensions that are recommended by the system.
- 2) Search for Parent Tech Support and click the tile.



- 3) 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.



- 4) To open a new request please select Parent Tech Support (New Request).
- 5) Then click Open a Support Ticket on the right.



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

## **Parents/Guardians (Mobile Devices)**

### **Option #1 (application)**

- 1) On your mobile device please install the ClassLink LaunchPad app. ClassLink powers MyKaty Cloud.
- 2) Log into MyKaty Cloud/ClassLink. School Code: katyisd
- 3) In MyKaty, please search for Parent Tech Support and click the tile.
- 4) You will login using your HAC credentials. Add @katyisd.org to your username (example: A1234567@katyisd.org).
- 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.
- 8) 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](https://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.