Student Tech Support Guide

Audience: Katy ISD Students

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.

Students (on a PC)

1) Please login to MyKaty Cloud using your regular student credentials. Make sure to install the required extensions that are recommended by the system.
2) Search for Student 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.
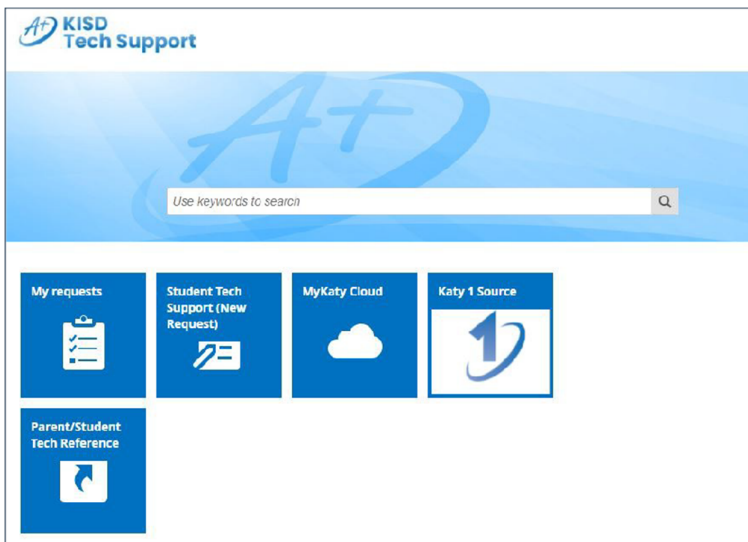
4) To open a new request please select Student Tech Support (New Request).

5) Then click Open a Support Ticket on the right.

Open a Support Ticket   >

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

Students (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 Student Tech Support and click the tile.

4) You will login using your student 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 Student Tech Support (New Request).

7) Then click Open a Support Ticket.

8) Please fill out the support ticket form. A member of our Parent/Student 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 student 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 Student Tech Support (New Request).

6) Then click Open a Support Ticket.

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