

# Who do I contact for parent & student issues?

5 August 21, 2020 [General](#), [New Staff](#) 1978

## Table of Contents

- [Issues regarding hardware](#)
- [Issues regarding software](#)

## Issues regarding hardware

For issues from parents or students regarding hardware (device does not power on or keyboard not working) staff members will need to contact the tech liaison at their school.

## Issues regarding software

For issues from parents or students regarding software (student can't log into Clever or log into PowerSchool) staff members should direct the parent or student to their teacher first. If the teacher is unable to resolve the issue they can then contact the tech liaison at their school for additional assistance.

Online URL: <https://kb.lawrence.k12.ma.us/article.php?id=5>