



STATE OF HAWAII
DEPARTMENT OF EDUCATION
P.O. BOX 2360
HONOLULU, HAWAII 96804

OFFICE OF THE SUPERINTENDENT

July 31, 2020

TO: Deputy Superintendent
Assistant Superintendents
Complex Area Superintendents
Principals (All)

FROM: Dr. Christina M. Kishimoto
Superintendent

A blue ink signature of Dr. Christina M. Kishimoto.

SUBJECT: **Ohana Help Desk Launching on August 4, 2020**

The Hawaii Department of Education (HIDOE) has contracted with Hawaiian Telcom to establish an Ohana Help Desk to provide technology support to public school students and parents as we move forward with online learning. The Ohana Help Desk will launch on August 4, 2020.

The Ohana Help Desk will provide technology support via phone or chat. There will also be an online portal to provide self-service support and information. Beginning on August 4, 2020, public school students and parents can access Ohana Help Desk via the following methods:

- **Phone: 643-DESK (643-3375)**
Monday – Friday, 7am – 8pm HST
Sundays, 4pm – 8pm HST
(excluding state holidays)
- **Portal: ohanahelpdesk.org**

The Ohana Help Desk will assist public school students and parents with questions and issues about:

- Connectivity
- Access and security
- Devices
- General IT support

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There may be instances where questions and issues may require support from HIDOE state offices (for centralized services) or schools (for school-level applications and devices). Once the Ohana Help Desk provides initial triage and support, any HIDOE specific supports will be directed to the appropriate state office or school.

Since this is the first time we are venturing into this level of statewide technology support for our students and parents, we will continue to assess and adjust processes and supports in the coming months.

Employees should continue to contact the HIDOE IT Help Desk for their technology related questions and issues. The HIDOE IT Help Desk for employees can be accessed online via ServiceNow (help.hidoe.org) or by telephone Monday through Friday, 7:45 am to 4:30 pm at (808) 564-6000, or for neighbor islands, please use the Hawaii Advanced Telephone System (HATS) line at 8-1-808-692-7250.

For questions regarding the Ohana Help Desk, please contact Nicholas Alexander, IT Manager Section Administrator, at nicholas.alexander@k12.hi.us.

CMK:bc
Attachment

c: Office of Information Technology Services