

PowerUp:HUB Support

WE'RE HERE TO HELP

As part of PowerUp — a district-wide initiative aimed at digitally transforming 21st century teaching and learning — HISD has launched a K-12 online platform that will eventually become the center of collaboration, personalization, curriculum, instruction, and communication for all HISD staff, students, and parents. It's called the PowerUp:HUB or HUB for short.

WHAT IS A DIGITAL LEARNING PLATFORM?

A digital learning platform is an online software environment that can be used by educators and students to give everyone involved in a child's education the information, digital tools, and resources they need to learn together — both inside and outside the classroom.

HOW TO REACH OUT FOR SUPPORT

Commonly referred to as level one support, CITs and HUB Campus Leads are the touch points for teachers and campus staff.

When CITs and HUB Campus Leads are contacted by teachers about an issue that they are experiencing that cannot be resolved at the campus, it is important that the HISD IT Service Desk is contacted.

If contacted directly by the teacher, the IT Service Desk can resolve questions or issues related to:

- Browsers
- Login/Passwords
- Web Address or System Outages
- Network Connections
- Printing

The goal of the IT Service Desk is to resolve as many requests and issues at first contact. At times, it is necessary for them to escalate issues to the appropriate support teams, other HISD departments or the 3rd party application support channels. If an issue or request ticket is created at the time the problem is found, it is a lot easier for the customer to find out the status and be notified when the issue is resolved.



MORE INFORMATION

As a reminder, there have been several communications posted regarding training opportunities, who to contact for support, etc. on Academic Service Memos, HUB Info website, on the front page of the HUB and on myHISD:

- [Academic Service Memo](#)
- [HUB Info Website](#)
- [FAQs and HUB Help](#)
- HUB is launching district wide: [What you need to know](#)

Please refer to any of these documents for more information as needed. HISD Academics, Information Technology and Schools Office is here to help and support you and your campus through this transition to digital learning.

NEED TECHNOLOGY ASSISTANCE? CONTACT THE HISD IT SERVICE DESK

The service The HISD IT Service Desk can be reached by:

- Phone: 713-892-SERV (7378)
- IT Web Portal: <https://servicedesk.houstonisd.org>
- Email: [HISD Helpdesk](#)

The Service Desk is open Monday through Friday from 6:30am until 5:00pm CST excluding Houston Independent School District approved holiday. After-hours support is available for emergencies and to report service outages only. Routine requests for services will be handled during the normal business hours.