NMS VIRTUAL STUDENTS

ACCOUNT/CHROMEBOOK HELP

1. ASK YOUR TEACHER FOR HELP

Check with your teacher to see if there is an easy fix for your issue. If your teacher cannot help you, go to step 2.

2. IF YOUR TEACHER CANNOT HELP FOLLOW THESE STEPS

If your teacher is unable to help, request assistance by:
- Email: KCSEdTech@knoxschools.org
- Phone: 865-594-8410 (7am-4pm)
- Create a help ticket: https://tinyurl.com/NMSTicket

Keep an eye on your Canvas inbox in case the person helping you is trying to get in touch with you or give you information.