

*Newport Public Schools*  
IT Help Desk for  
Students and  
Families



**Custom Computer Specialists**  
Right People. Right Results.®




Opening a  
service  
request is  
easy!



Custom Computer Specialists  
Right People. Right Results.®

help desk

A white hand cursor icon is drawn on a chalkboard background, pointing towards the word "help" in the "help desk" text.

# Contact the IT Help Desk for Students and Families

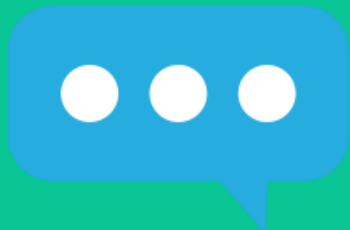
Offering Extended Hours:

Monday-Friday

7:00 am - 8:00 pm



[helpdesk@npsri.net](mailto:helpdesk@npsri.net)



<https://support.customms.com>



**1-833-752-0725**

*Press "2" for Spanish*



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# After the Help Desk is contacted:

- An electronic ticket will be created.
- A technician will fix the problem and work to resolve the problem.
- If the technician cannot resolve the problem quickly over the phone, he or she can request remote access to the user's device to fix the problem.
- When the problem is resolved, we will send you an email notification with specific details of the solution.
- Issues related to hardware, content filtering, or curriculum will be referred to the IT team on site.

