



Getting Help Through
SPS Student Help
Desk

Getting Help through SPS Student Help Desk

Starting on September 21, 2020, students and families can receive direct assistance with laptop and connectivity issues through live phone support, live chat, and email.

The following is the contact information for the new SPS Student Help Desk:

- Phone: 1.866.552.0486
- Live Chat: <https://support.customs.com>
- Email: studenthelpdesk@springfieldpublicschools.com

Getting Help through SPS Student Help Desk (cont.)

The SPS Student Help Desk will be available from 7:00 am to 8:00 pm, Monday through Friday (except Holidays).

Phone support will be provided in both English and Spanish. Live chat support will be provided in English only. We are working to provide support in other languages.

Students with a broken/inoperable laptop should call the SPS Student Help Desk. If the issue cannot be resolved remotely, the Help Desk will submit the request for a replacement delivery on the student's behalf.