**Need help with your District-issued Chromebook or haven’t picked one up yet?**

If your District-issued Chromebook computer is in need of repair or service, you can drop it off at one of these two Parent & Family Technology Support Centers listed below. You can also pick up a loaner Chromebook at these centers if you did not previously receive one through your child’s school. Parents, guardians or any adult listed as an emergency contact for a student are asked to bring some form of identification to pick up a device. High school students should bring their official School District ID badge. Both centers will operate Mon.-Fri. from 9:00 a.m. - 4 p.m., excluding holidays.

**Education Center**

440 N. Broad Street, 1st Floor Lobby, Philadelphia, PA 19130

**Fitzpatrick Annex Building**  (rear of Fitzpatrick Elementary School)

4101 Chalfont Drive, Philadelphia PA 19154

We also now have a dedicated telephone support line (215-400-4444) and email ([FamilyTechSupport@philasd.org](mailto:FamilyTechSupport@philasd.org)) exclusively for parents and students to help you get your District-issued devices up and running, and to address more basic technical issues with broken or malfunctioning computers. Information about no-cost or low-cost internet access is available [here](https://www.philasd.org/technologyservices/gettingconnected/).