MCIU Technical Support Services for Educators is a unique program designed specifically for the needs of educators who are not currently receiving support from a district technology department. The service is provided remotely by staff possessing industry recognized certifications and who already support the K12 community. When educators retire they lose access to the support resources that were available on a daily basis. The MCIU Technology and Information Services Division (TIS) is here to assist with individualized help in areas like:

- **Latest mobility devices**: Android and Apple devices (iPhone, iPads), Slates, Netbooks, Chromebooks, laptops
- **Learning and using web services**: Google, Windows Live, Dropbox, iCloud, file sharing and security
- **Home networking**: Wireless set up, security, internet TVs, (Apple TV, Roku)
- **Backup Services**: Assistance with buying the best products and determining what to backup and when
- **Virus, Spyware and SPAM**: Information on free tools and what is needed
- **Professional Development**: Training and support on the latest popular programs (Microsoft Office 2013, iTunes, Windows 8 and Android)

TIS uses support tools which are user friendly and secure for customers. Detailed support information is emailed to customers for their records. Support hours are generally 8 am to 4 pm, Monday-Friday, excluding holidays. Customers may also set up an appointment for support at the MCIU.

Support Services are offered at two levels – Basic and Premium. Fees apply per incident. Monthly plans are also available with unlimited support.

**Basic - $49.00**
- Technology consultation, computer tune-up, email support, virtual printer assistance, software support, backup services, training (per 30 minutes)

**Premium - $129.00**
- Virus, Security and Networking – Support with networking issues, secure wireless network, operating system repairs and removing virus/spyware/malware

For more information, please contact Monica Weber at mweber@mciu.org or 610-755-9358.