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Hello Everyone,

The Milestones **Technology Committee** is here to offer some support during this challenging time. We know everyone has a different comfort level with technology and wanted to provide you with a quick “cheat sheet” to help ease your concerns. The committee has prepared a Google Slides presentation with video tutorials for students and their families on the two methods we suggest they use to access the video Hangouts that staff are so excited to be offering. Your student should know their log-in information (it ends in ‘@advancingmilestones.com’) and password. If they are having difficulty with this step please email your student’s case manager on the steps to help you access the information.

1. The first method, for students that are comfortable using their MDS gmail accounts, is to access the Hangout via Gmail: [Video Tutorial-Accessing Hangouts via Email.mov](#)
2. The second method, accessing the Hangout from Calendar, does not require email access and offers the benefit of providing a visual schedule of the students’ day: [Video Tutorial-Accessing Hangouts via Google Calendar.mov](#)

We encourage the use of the [Closed Captioning](#) feature of hangouts to support access, as well as helping your student select a quiet place to connect. Our Milestones staff is also working on collaborating a video/phone expectations visual to help support our core values digitally of Safety, Responsibility & Respect.

We also have staff who are willing to help with “in the moment” technological support if needed. Here is a list of staff who can help you:

- **Jason Jensen** is the Head of our IT Department and is also available to support working with staff over the phone, by e-mail or via meet with screen sharing to help people get acclimated to the technology. He is available via email at Jjensen@advancingmilestones.com and is also available via Google Hangout.
- **Katharine O’Brien**, one of the High School Science Teachers, is available via phone: 617-721-9553 or by email at kobrien@advancingmilestones.com. She teaches a class on Thursday from 9-11am and Friday 9-9:30am and is not available during those times.
- **Marianne Walker**, Technology Integration Specialist and OTR/L, and is available via phone: or by email at mwalker@advancingmilestones.com. Due to her teaching schedule, unavailable from 9-9:30 & 11-11:30am on Monday, Wednesday & Thursday.
- **Heidi Warren**, Project Coordinator, is available via phone: 774-239-2748 or by email at hwarren@advancingmilestones.com.
- **Meg Singer**, the Middle School History teacher, is available by phone: 508-572-0006 or by email at msinger@advancingmilestones.com. Due to her teaching schedule, Meg is unavailable from 9-11am on Mondays and 9:30-10 on Fridays.

We continue to work together to make this as easy as possible. Let us know if you have any feedback.

Thank you,

Milestones Technology Committee