



Catskill School District  
**Platinum Plus Support**

**As a Platinum Plus customer, you are entitled to extended support.  
To reach our Help Desk, please use the following information:**

**Phone: [877-606-5774](tel:877-606-5774) / 7 days a week from 7:00am until 10:00pm**

**You may also email us your questions or support issues to:**

**[HelpDesk@classlink.com](mailto:HelpDesk@classlink.com)**

**Home Support:**

**If you are experiencing any problems connecting from home, please call us immediately so we can help. ClassLink Help Desk representatives understand the importance of having the ability to access your system from home or any remote location from a computer on the internet and are ready to assist you. We have developed advanced tools that allow us to connect to your home computer and perform the initial setup for you if needed. Of course, you will need to grant us access permission for this function and once we disconnect, we have no access whatsoever to your system, so security is not an issue.**

**Common questions:**

**Q: Will the ClassLink remote access system allow me to connect to my school system after hours?**

**A: Yes, unless your school has restrictions, you can access the system 24 hours a day, 7 days a week.**

**Q: Do I need a cable or DSL high speed connection to access the remote access system from home?**

**A: No, a dial up connection will work just fine however; high speed internet access such as cable or DSL will provide some additional connection speed.**

**Q: I'm using an older computer from home with Windows 95 or 98, will it work for remote access?**

**A: Yes, it will work fine. ClassLink remote access system will work with Windows 95,98, 2000 & XP and Mac computers.**