

ISPA PLAN FOR SYSTEM FAILURES AND POWER OUTAGES

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OLS OR ONLINE MS/HS OUTAGES – What should you do?

ISPA will contact LC/student by email, text message, and/or phone to notify the LC/student about the outage. (For this reason, when there is a change in contact information, it is very important that LCs immediately inform ISPA by emailing studentrecords@insightpa.org.) In the meantime, please take the following steps:

- Check your email, voicemail, and texts to see if you received any communication from ISPA or your teacher regarding a system outage.
- Try logging into the system by going to <https://login-learn.k12.com/#login>.
- Make sure you are using Mozilla Firefox as your browser and you have cleared your cache and cookies. For directions on clearing cash and cookies please go to <https://www.help.k12.com/s/article/Internet-Browsers-Clear-Cache-and-Cookies>. If you are having trouble with Firefox, you can try using a different browser (i.e., Google Chrome, Safari, etc.)
- If you have not received any communication from ISPA or your teacher regarding an outage, you must first go to K12 Customer Support website (<https://www.help.k12.com>) to check alerts under “Important Information” (found on the right side of the page) or call Customer Support at (866) 512-2273. Be sure to write down the Customer Support ticket number.
- Inform your HR teacher or advisor by email or phone that you are experiencing technical difficulties and provide them with a Customer Support ticket number.
- If the student is able to log into his/her account at some point during the day, he/she will not be marked absent. If the student is unable to log into his/her account for an entire school day, please contact attendance@insightpa.org to inform ISPA of your technical difficulties as soon as you can. If there is no widespread outage, you must provide a Customer Support ticket number. Otherwise, the student will be marked absent.
- Depending on whether it is an intermittent or sustained system outage, please follow the contingency plan that applies below.

CONTINGENCY PLAN FOR INTERMITTENT OLS OR ONLINE MS/HS OUTAGE

If the user is experiencing sporadic delays entering or using the system, that is defined as an intermittent outage. In that case:

- Continue trying to log into the system every 15 minutes.
- Check email for directions from your teacher. If you have not received any communication, please choose from the following assignments.
- For K-5 students:
 - Work on off-line assignments.
 - Practice math facts.
 - Read a book.
 - Answer writing prompt.
- For MS/HS students:
 - Work on USA Test Prep (link: <https://www.usatestprep.com/member-login>; account code: ispa36)
 - Work on offline assignments.

CONTINGENCY PLAN FOR SUSTAINED OLS OR ONLINE MS/HS OUTAGE

If there is a sustained period of time in which the user is unable to access the system, that is defined as a sustained outage. In that case:

- Check email for directions from your teacher. ISPA or your teacher will contact you with updates on the system outage. If you have not received any communication, work on the following assignments.
- For K-5 students:
 - Work on off-line assignments.
 - Practice math facts.
 - Read a book.
 - Answer writing prompt.
- For MS/HS students:
 - Work on USA Test Prep (link: <https://www.usatestprep.com/member-login>; account code: ispa36)
 - Work on offline assignments.

BLACKBOARD COLLABORATE IS NOT AVAILABLE - What should you do?

ISPA will contact LC/student by email, text message, and/or phone to communicate the outage.

- Check your email, voicemail, and texts to see if you received any communication from ISPA or your teacher regarding a system outage.
- If you have not received any communication from ISPA or your teacher regarding an outage, you must first go to K12 Customer Support website (<https://www.help.k12.com>) to check alerts under “Important Information” (found on the right side of the page) or call Customer Support at (866) 512-2273. Be sure to write down the Customer Support ticket number.
- Inform your HR teacher or advisor by email or phone that you are experiencing technical difficulties and provide them with a Customer Support ticket number.
- Depending on whether it is an intermittent or sustained system outage, please follow the contingency plan that applies below.

CONTINGENCY PLAN FOR INTERMITTENT BLACKBOARD COLLABORATE OUTAGE

If the user is experiencing sporadic delays entering or using BBC, that is defined as an intermittent outage. In that case:

- Continue trying to log into the system every 15 minutes. If you are able to get into the class but the teacher is not present, please wait 10 minutes. If he/she does not join the session, you may log out and check email for directions from your teacher.
- If you have not received any directions from your teacher, work on the following assignments.
- For K-5 students:
 - Work on OLS lessons by following daily plan.
- For MS/HS students:
 - Complete daily plan, follow daily calendar and submit assignments.
 - Work on USA Test Prep (link: <https://www.usatestprep.com/member-login>; account code: ispa36)
 - Work on offline assignments.

CONTINGENCY PLAN FOR SUSTAINED BLACKBOARD COLLABORATE OUTAGE

If there is a sustained period of time in which the user is unable to access BBC, that is defined as a sustained outage. In that case:

- ISPA or your teacher will contact you with updates on the technical difficulties. Until the system is back up and running, work on the following assignments.

- For K-5 students:
 - Work on OLS lessons by following daily plan.
- For MS/HS students:
 - Complete daily plan, follow daily calendar and submit assignments.
 - Work on USA Test Prep (link: <https://www.usatestprep.com/member-login>; account code: ispa36)
 - Work on offline assignments.

REGIONAL POWER OUTAGES – What should you do?

- Our students' health and safety are our highest priority. In the event of a natural disaster or storm, please do not risk the student's safety so that he/she can attend class.
- If there is a power outage please contact your HR teacher or advisor by phone as soon as you can to inform them of the outage.
- If the student can log into his/her account at some point during the school day, he/she will not be marked absent. If the student is unable to log into his/her account for a full school day, please contact attendance@insightpa.org as soon as possible to inform ISPA of your technical difficulties.
- If possible, check email on a smartphone for directions from your teacher.
- If you have not received any email from your teacher or you cannot access email, work on the following assignments.
- For K-5 students:
 - Work on off-line assignments.
 - Practice math facts.
 - Read a book.
 - Answer writing prompt.
- For MS/HS students:
 - Work on USA Test Prep (link: <https://www.usatestprep.com/member-login>; account code: ispa36)
 - Work on offline assignments.

INDIVIDUAL POWER/INTERNET OUTAGES – What should you do?

- Consistent internet access is a requirement for enrollment in the school. Families may request that a portion of their costs for internet access be reimbursed (see Parent and Student Handbook 2017-2018 p. 55 for instructions on requesting reimbursement).
- The LC/student must call or email the HR teacher or advisor as soon as possible.
- The LC/student should have a back-up location with internet service in the event they lose power or internet service at home. If there is no back-up location, the LC/student should find one as soon as possible.
- If the student is able to log into his/her account at some point during the school day, he/she will not be marked absent. If the student is unable to log into his/her account for an entire school day, please contact attendance@insightpa.org to inform ISPA of your technical difficulties as soon as possible.
- While the LC/student is seeking another location with internet service, the student should be working on one of the following assignments.
- For K-5 students:
 - Work on off-line assignments.
 - Practice math facts.
 - Read a book.
 - Answer writing prompt.
- For MS/HS students:
 - Work on USA Test Prep (link: <https://www.usatestprep.com/member-login>; account code: ispa36)
 - Work on offline assignments.

BOTTOM LINE – Conduct school as usual to continue your school day routine.