



SGI VIRTUAL SCHOOL HELPLINES

For Technical Matters such as:	CONTACT
✓ Student's Zoom credentials are not working	Administration & IT at info@stgeorgesinstitute.org and copy sperrotte@stgeorgesinstitute.org as well as apurcell@stgeorgesinstitute.org Administration at 1-473-423-6477 Or 1-473-420-1014 abenoit@stgeorgesinstitute.org
✓ Student's screen is freezing	
✓ Student's signal has dropped and seem unable to get back in the Zoom Room	
✓ Student's mic is not working or no audio is coming through	
✓ Student's video is not coming on	
✓ SGI App is not working properly	

For Assignment Submission Matters such as:	CONTACT
✓ Student did not complete his/her assignment for an acceptable reason	Administration at info@stgeorgesinstitute.org and copy abrowne@stgeorgesinstitute.org as well as santoinepurcell@stgeorgesinstitute.org Administration at 1-473-423-6477 Or 1-473-420-1014
✓ Student did not submit his/her assignment for an acceptable reason e.g. death in family, sever sickness or other	
✓ Student's assignment is not uploading properly	



For Attendance and Punctuality Matters such as:	CONTACT
✓ Student is late for school for any acceptable reason	Administration at info@stgeorgesinstitute.org and copy abrowne@stgeorgesinstitute.org as well as santoinepurcell@stgeorgesinstitute.org Administration at 1-473-423-6477 Or 1-473-420-1014
✓ Student is late for class for any acceptable reason	

For Financial Matters such as:	CONTACT
✓ Student is not able to access Zoom Room due to non-payment of fees	Administration & IT at info@stgeorgesinstitute.org Administration at 1-473-423-6477 Or 1-473-420-1014
✓ Student is not able to access MyCORE due to non-payment of fees	
✓ Parent needs to enquire about account balances	
✓ Parent needs payment methods information	
✓ Parent needs to sign a Payment Plan	

For Personal Matters such as:

- ✓ Student is experiencing some personal challenges related to health and wellness or home environment challenges **CONTACT THE PRINCIPAL**