



Technical Information from Rockford Public Schools

Charter/Spectrum and Xfinity/Comcast are offering free internet to individuals who qualify at this time. Below are the links to both of their sites.

Spectrum has stated the following

“Charter will offer free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription and at any service level up to 100 Mbps. To enroll call 1-844-488-8395. Installation fees will be waived for new student households.”

This is only available in certain areas so verify before counting on it.

Xfinity has posted information at the following URL

<https://corporate.comcast.com/covid-19>

The Rockford IT department has also created a temporary help desk e-mail for student issues with school issued devices. We will try and resolve issues if we can over the phone. We are still working out details if the device is non-functional and needs repair. Information will be forthcoming as we work out the logistics of this.

The e-mail to use is studenthelp@rockfordschools.org. We will try and respond within the same day and provide what assistance we can.