



PS 178 Magnet School of Multimedia Arts & Design

Parent Information

Please note that starting January 31, families will be able to access the [DIIT Help Desk](#) via the new Support Hub tile in their NYC Schools Account (NYCSA). Through the Support Hub, families will be able to open tickets to troubleshoot issues related to: requesting repairs for DOE-loaned technology such as iPads; iLearn; password resets; NYCSA access; and more. In addition, the Support Hub includes the digital chatbot assistant, EVA (Education Virtual Assistant), which allows families to receive immediate responses to technical questions, without the need to submit a DIIT ticket.