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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
2	872820	8/3/2020		Academic Apps	itslearning	Cannot access to Imagine Language and Imagine Math	Closed	8/3/2020
3	873483	8/3/2020	Hattie Mae White	Academic Apps	itslearning	Student can't access Digital Resources	Closed	8/3/2020
4	873855	8/4/2020	Bush Elementary School	Academic Apps	itslearning	Can't log into the HUB	Closed	8/4/2020
5	875003	8/5/2020	Emerson Elementary School	Academic Apps	Third Party Apps.	Clever role has changed to 1st grade	Closed	8/24/2020
6	874550	8/5/2020	Deady Middle School	Academic Apps	itslearning	HUB - unable to access	Closed	8/5/2020
7	874574	8/5/2020	Houston Math, Science &	Academic Apps	itslearning	Missing a HUB course.	Closed	8/5/2020
8	875026	8/5/2020	Hattie Mae White	Academic Apps	itslearning	Student can't log into HUB	Closed	8/5/2020
9	875636	8/6/2020	Garden Villas Elementary	Academic Apps	itslearning	Can't log into the HUB	Closed	8/6/2020
10	875669	8/6/2020	Barrick Elementary School	Academic Apps	itslearning	Can't log into the HUB	Closed	8/6/2020
11	876454	8/10/2020	Helms Elementary School	Academic Apps	Clever (Vendor)	On track training	Closed	8/10/2020
12	876452	8/10/2020	Home	Academic Apps	itslearning	Unable to login to imagine math	Closed	8/12/2020
13	876813	8/10/2020	Home	Academic Apps	itslearning	Unable to login to imagine math "Invalid Autherization Token	Closed	8/12/2020
14	876823	8/10/2020	Home	Academic Apps	itslearning	Unable to login to imagine Learning unable to logon	Closed	8/12/2020
15	876984	8/10/2020		Academic Apps	itslearning	Log in for Clever, HISD Students	Closed	8/11/2020
16	876712	8/10/2020	River Oaks Elementary School	Academic Apps	itslearning	Login Information	Closed	8/10/2020
17	877919	8/11/2020	Hattie Mae White	Academic Apps	itslearning	Missing tab within the HUB	Closed	8/27/2020
18	878281	8/12/2020	Worthing High School	Academic Apps	Third Party Apps.	User is listed as a student in google classroom	Closed	8/12/2020
19	878637	8/12/2020	Professional Development Ctr	Academic Apps	itslearning	Error when uploading photos to HUB	Closed	9/9/2020
20	878828	8/12/2020	The Energy Institute HS	Academic Apps	itslearning	HUB Login Issues	Closed	8/13/2020
21	880367	8/15/2020	Lovett Elementary School	Academic Apps	itslearning	Sandbox course is missing	Closed	8/31/2020
22	880368	8/15/2020	Durham Elementary School	Academic Apps	itslearning	Access to Fourth Grade Curriculum Docs in the HUB	Open	

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
23	880711	8/17/2020	Bell Elementary School	Academic Apps	Third Party Apps.	Smart Notebook - need download	Closed	8/17/2020
24	880924	8/17/2020		Academic Apps	Clever (Vendor)	Access to myON Digital books	Closed	8/17/2020
25	881235	8/17/2020	Meyerland Middle School	Academic Apps	Clever (Vendor)	Student access to "Clever"	Closed	8/18/2020
26	880829	8/17/2020	Golfcrest Elementary School	Academic Apps	itslearning	Applications-HUB Access Issues	Closed	9/8/2020
27	881013	8/17/2020	Codwell Elementary School	Academic Apps	itslearning	Digital Resources Access	Closed	9/8/2020
28	881281	8/17/2020	Eliot Elementary School	Academic Apps	itslearning	I'm trying to use Pear Deck with google slides, but I keep getting the message that drive.google.com refused to connect	Closed	9/8/2020
29	881339	8/17/2020	Hogg Middle School	Academic Apps	itslearning	Pear Deck	Closed	9/8/2020
30	881366	8/17/2020	Lovett Elementary School	Academic Apps	itslearning	HUB - Sadbox	Closed	8/19/2020
31	881310	8/17/2020	Sharpstown International	Academic Apps	itslearning	Access to the Digital Resources	Closed	8/18/2020
32	880519	8/17/2020	Seguin Elementary School	Academic Apps	itslearning	Can't log into the HUB	Closed	8/17/2020
33	880565	8/17/2020	West University Elementary	Academic Apps	itslearning	Can not log into Clever	Closed	8/17/2020
34	880617	8/17/2020	Wisdom High School	Academic Apps	itslearning	Access to master courses on HUB - cannot get into digital resources and CLEVER	Closed	8/17/2020
35	880624	8/17/2020	Bellaire High School	Academic Apps	itslearning	Can't log into the HUB	Closed	8/17/2020
36	880653	8/17/2020	Tanglewood Middle School	Academic Apps	itslearning	Tanglewood Middle Student	Closed	8/17/2020
37	880709	8/17/2020	Anderson Elementary School	Academic Apps	itslearning	Student cannot connect to Imagine	Closed	8/17/2020
38	881422	8/18/2020	Benbrook Elementary School	Academic Apps	Clever (Vendor)	Clever Error	Closed	8/18/2020
39	881520	8/18/2020	Cullen Middle School	Academic Apps	itslearning	PearDeck HUB Integration error	Closed	9/8/2020

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40	882620	8/19/2020	Hattie Mae White	Academic Apps	itslearning	HUB - Digital Resources - Cant Access IScience - see screen shot	Closed	8/19/2020
41	883178	8/20/2020		Academic Apps	Clever (Vendor)	Clever Login Problems ... backup code?	Closed	8/20/2020
42	883844	8/20/2020	Chavez High School	Academic Apps	Third Party Apps.	Issue setting up student with google account	Closed	8/20/2020
43	883971	8/20/2020	Energized Elementary School	Academic Apps	Digital Textbooks	Unable to access Digital Resources	Closed	8/20/2020
44	883464	8/20/2020	Houston Math, Science &	Academic Apps	itslearning	Please re-instate my school hierarchy choices of grades in my HUB.	Closed	9/13/2020
45	883649	8/20/2020	Kolter Elementary School	Academic Apps	itslearning	Kolter ES - Clever/HMH issue	Closed	9/9/2020
46	883984	8/20/2020		Academic Apps	itslearning	Active Directory Issue	Closed	8/21/2020
47	884461	8/21/2020	Williams Middle School	Academic Apps	Clever (Vendor)	GoMath resources is blank and will need access	Closed	8/31/2020
48	884864	8/21/2020	Hattie Mae White	Academic Apps	Third Party Apps.	Google Slides - user had machine reimge can not access files	Closed	8/21/2020
49	884621	8/21/2020	Milby High School	Academic Apps	itslearning	Teacher Missing Courses in the Hub	Closed	8/24/2020
50	884865	8/21/2020	Hattie Mae White	Academic Apps	itslearning	Error message in the HUB	Closed	8/24/2020
51	885379	8/24/2020	Hattie Mae White	Academic Apps	Third Party Apps.	Campa Spark - -unable to logon- student [REDACTED]	Closed	8/24/2020
52	885381	8/24/2020	Hattie Mae White	Academic Apps	Third Party Apps.	Campa Spark - -unable to logon- student [REDACTED]	Closed	8/24/2020
53	886487	8/24/2020	Mandarin Chinese Lang. Magnet	Academic Apps	itslearning	Accessing Math Textbook	Closed	9/23/2020
54	885829	8/24/2020	Bush Elementary School	Academic Apps	itslearning	HMH Access	Closed	9/10/2020
55	886510	8/24/2020	McGowen Elementary	Academic Apps	itslearning	McGowen ES - I can't access the Science online Textbook and Digital Lesson for Science Fusion	Closed	9/9/2020
56	885410	8/24/2020	Roosevelt Elementary School	Academic Apps	itslearning	FW: Need to be re-rostered into the target platform	Closed	9/8/2020

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57	885495	8/24/2020	Thurgood Marshall Elementary	Academic Apps	itslearning	HUB apps missing	Closed	9/8/2020
58	886280	8/24/2020	Thurgood Marshall Elementary	Academic Apps	itslearning	No longer see the apps available for Imagine Learning/Math	Closed	9/8/2020
59	886291	8/24/2020	McGowen Elementary	Academic Apps	itslearning	HMH Login	Closed	9/8/2020
60	886118	8/24/2020	Hattie Mae White	Academic Apps	itslearning	HUB Issues	Closed	8/31/2020
61	885114	8/24/2020	School at St. George Place	Academic Apps	itslearning	HUB - User's school isn't listed (No school is listed. Just HISD). [REDACTED]	Closed	8/29/2020
62	885942	8/24/2020		Academic Apps	itslearning	Hub	Closed	8/25/2020
63	886374	8/24/2020		Academic Apps	itslearning	I cannot login at the HUB	Closed	8/25/2020
64	886513	8/24/2020		Academic Apps	itslearning	Imagine Math and Literacy	Closed	8/25/2020
65	885280	8/24/2020		Academic Apps	itslearning	Information	Closed	8/24/2020
66	886431	8/24/2020	Liberty High School	Academic Apps	itslearning	User is having issues after resetting password to access HUB/Check Email	Closed	8/24/2020
67	886452	8/24/2020	Yates High School	Academic Apps	itslearning	HUB - User is unable to create start page.	Closed	8/24/2020
68	887667	8/25/2020	Lockhart Elementary School	Academic Apps	Third Party Apps.	ACCESSING HMH ERROR	Closed	9/8/2020
69	886788	8/25/2020	Roberts Elementary School	Academic Apps	itslearning	Blank white screen when logging in to OnTrack	Closed	9/1/2020
70	886878	8/25/2020	Austin High School	Academic Apps	itslearning	HUB - Slow speeds in the HUB	Closed	8/31/2020
71	887059	8/25/2020	Hattie Mae White	Academic Apps	itslearning	HUB - Slow speeds	Closed	8/31/2020
72	887167	8/25/2020	Hattie Mae White	Academic Apps	itslearning	HUB - Slow Speeds Error 504 issues	Closed	8/31/2020
73	887343	8/25/2020	Hattie Mae White	Academic Apps	itslearning	HUB - Slow Speeds Error	Closed	8/27/2020
74	886933	8/25/2020	Hattie Mae White	Academic Apps	itslearning	HUB Issues - Slowness in the HUB	Closed	8/26/2020
75	887638	8/25/2020	East Regional Office	Academic Apps	itslearning	Digital Resources/HUB request	Closed	8/25/2020
76	887927	8/26/2020	Bellaire High School	Academic Apps	itslearning	HUB - Courses Missing or Incorrect [REDACTED]	Closed	9/21/2020

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77	887920	8/26/2020	Bellaire High School	Academic Apps	itslearning	HUB - Courses Missing or Incorrect {ITSL FD#: 295882}	Closed	9/15/2020
78	887950	8/26/2020	Bellaire High School	Academic Apps	itslearning	HUB - Courses Missing or Incorrect {ITSL FD#: 295882}	Closed	9/5/2020
79	887952	8/26/2020	Bellaire High School	Academic Apps	itslearning	HUB - Courses Missing or Incorrect {ITSL FD#: 295882}	Closed	9/5/2020
80	887965	8/26/2020	Bellaire High School	Academic Apps	itslearning	HUB - Courses Missing or Incorrect {ITSL FD#: 295882}	Closed	9/5/2020
81	887970	8/26/2020	Bellaire High School	Academic Apps	itslearning	HUB - Courses Missing or Incorrect {ITSL FD#: 295882}	Closed	9/5/2020
82	887995	8/26/2020	Bellaire High School	Academic Apps	itslearning	HUB - Courses Missing or Incorrect {ITSL FD#: 295882}	Closed	9/5/2020
83	887916	8/26/2020	Bellaire High School	Academic Apps	itslearning	HUB - Courses Missing or Incorrect {ITSL FD#: 295882}	Closed	9/4/2020
84	888129	8/27/2020	Herrera Elementary School	Academic Apps	itslearning	HUB courses not appearing	Closed	9/23/2020
85	888136	8/27/2020	Barrick Elementary School	Academic Apps	itslearning	No HMH access through power up Hub	Closed	9/8/2020
86	888119	8/27/2020	Sharpstown High School	Academic Apps	itslearning	HUB - Courses Missing or Incorrect {ITSL FD#: 295882}	Closed	9/4/2020
87	888832	8/28/2020	Hattie Mae White	Academic Apps	Third Party Apps.	Google Drive Not Working & It's Learning (HUB) Updated	Closed	9/9/2020
88	888982	8/28/2020	River Oaks Elementary School	Academic Apps	Digital Textbooks	RE: Raz Kids	Closed	9/15/2020
89	888990	8/28/2020	River Oaks Elementary School	Academic Apps	Third Party Apps.	Raz Kids She can be reached at [REDACTED]	Closed	9/21/2020
90	889097	8/28/2020	Park Place Elementary School	Academic Apps	Digital Textbooks	User is unable to access his digital resources	Closed	9/3/2020
91	889449	8/28/2020	Whidby Elementary School	Academic Apps	Third Party Apps.	Imagine Math and Imagine Literacy	Closed	9/11/2020

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92	889461	8/28/2020	Burbank Middle School	Academic Apps	Third Party Apps.	Logging in without Google	Closed	9/10/2020
93	889620	8/28/2020	Lockhart Elementary School	Academic Apps	Third Party Apps.	Email and HMH Issues	Need Information	
94	888846	8/28/2020	T. H. Rogers School	Academic Apps	itslearning	Powerup/HUB courses/PowerSchool	Closed	9/14/2020
95	888697	8/28/2020	DAEP Elementary School	Academic Apps	itslearning	Groups in the HUB (ItsLearning)	Closed	9/11/2020
96	888902	8/28/2020	Mandarin Chinese Lang. Magnet	Academic Apps	itslearning	FW: Accessing Math Textbook	Closed	9/11/2020
97	888988	8/28/2020	Bush Elementary School	Academic Apps	itslearning	hub issues	Closed	9/11/2020
98	889073	8/28/2020	Travis Elementary School	Academic Apps	itslearning	HUB - Courses Missing or Incorrect {ITSL FD#: 295882}	Closed	9/11/2020
99	889610	8/28/2020	Field Elementary School	Academic Apps	itslearning	Help switching a student over	Closed	9/11/2020
100	888934	8/28/2020	Crespo Elementary School	Academic Apps	itslearning	HMH Login	Closed	9/8/2020
101	888973	8/28/2020	Eliot Elementary School	Academic Apps	itslearning	HUB - Courses Missing or Incorrect {ITSL FD#: 295882}	Closed	9/5/2020
102	889604	8/28/2020	Berry Elementary School	Academic Apps	itslearning	HUB - Courses Missing or Incorrect {ITSL FD#: 295882}	Closed	9/4/2020
103	889607	8/28/2020	Milby High School	Academic Apps	itslearning	HUB - Courses Missing or Incorrect {ITSL FD#: 295882}	Closed	9/4/2020
104	889617	8/28/2020	Bellaire High School	Academic Apps	itslearning	HUB - Courses Missing or Incorrect {ITSL FD#: 295882}	Closed	9/4/2020
105	889623	8/28/2020	Heights High School	Academic Apps	itslearning	HUB - Courses Missing or Incorrect {ITSL FD#: 295882}	Closed	9/4/2020
106	888720	8/28/2020	High School for Performing	Academic Apps	itslearning	HUB Archived Course missing	Closed	9/4/2020
107	888949	8/28/2020	Roberts Elementary School	Academic Apps	itslearning	User is not able to access the digital resources while in the HUB.	Closed	8/31/2020
108	889624	8/29/2020	Whidby Elementary School	Academic Apps	Third Party Apps.	Unable to download peardeck as a teacher for google.	Closed	9/11/2020

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109	889635	8/29/2020	Black Middle School	Academic Apps	Third Party Apps.	Peardeck Login	Closed	9/10/2020
110	889650	8/29/2020	Durham Elementary School	Academic Apps	Third Party Apps.	Need access to HMH on clever	Closed	9/9/2020
111	889673	8/29/2020	Long Academy	Academic Apps	Third Party Apps.	teacher access to Flocabulary	Closed	9/22/2020
112	889732	8/30/2020	Askew Elementary School	Academic Apps	Third Party Apps.	Accessing HMH HUB Programs	Closed	9/9/2020
113	889738	8/30/2020	Hogg Middle School	Academic Apps	Third Party Apps.	problem logging into pear deck	Closed	9/9/2020
114	889742	8/30/2020	Poe Elementary School	Academic Apps	Third Party Apps.	Can't use Pear Deck because add ins not installed-please help	Closed	9/9/2020
115	889693	8/30/2020	Pin Oak Middle School	Academic Apps	itslearning	lack access to French book in Hub	Closed	9/23/2020
116	889722	8/30/2020	Davila Elementary School	Academic Apps	itslearning	Science Fusion missing in Digital Resources	Closed	9/23/2020
117	889729	8/30/2020	Gross Elementary School	Academic Apps	itslearning	Missing Icons in Digital Resources	Closed	9/14/2020
118	889723	8/30/2020	Wharton K-8 Dual Language Acad	Academic Apps	itslearning	cannot access pearson algebra 1	Closed	9/11/2020
119	889789	8/30/2020	T. H. Rogers School	Academic Apps	itslearning	Class in HUB	Closed	9/11/2020
120	890127	8/31/2020	Pin Oak Middle School	Academic Apps	Third Party Apps.	Pear Deck Access	Closed	9/10/2020
121	890252	8/31/2020	T. H. Rogers School	Academic Apps	Third Party Apps.	DR- ThinkCentral	Closed	9/8/2020
122	890444	8/31/2020	Mandarin Chinese Lang. Magn	Academic Apps	Third Party Apps.	Clever Resources	Closed	9/9/2020
123	890474	8/31/2020	Bellaire High School	Academic Apps	Third Party Apps.	SAVVAS Realize Reader	Closed	10/5/2020
124	890515	8/31/2020	Piney Point Elementary School	Academic Apps	Third Party Apps.	Learning.com	Closed	9/14/2020
125	890624	8/31/2020	Looscan Elementary School	Academic Apps	Third Party Apps.	HUB access	Closed	9/4/2020

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126	890637	8/31/2020	Golfcrest Elementary School	Academic Apps	Third Party Apps.	Learning A-Z	Closed	9/28/2020
127	890674	8/31/2020	Wharton K-8 Dual Language A	Academic Apps	Third Party Apps.	RE: Active Classroom digital resource not available.	Closed	9/23/2020
128	890695	8/31/2020	Cage Elementary School	Academic Apps	Third Party Apps.	Adoption Access	Closed	9/14/2020
129	890715	8/31/2020	Forest Brook Middle School	Academic Apps	Third Party Apps.	I Can't Find Active Classroom in Digital Resource in the Hub	Closed	9/18/2020
130	890719	8/31/2020	Marshall Middle School	Academic Apps	Third Party Apps.	Active classroom access	Closed	9/11/2020
131	890720	8/31/2020	McReynolds Middle School	Academic Apps	Third Party Apps.	No Active classroom	Closed	9/18/2020
132	890721	8/31/2020	Bellfort Early Childhood Ctr	Academic Apps	Third Party Apps.	My On login	Closed	9/9/2020
133	890790	8/31/2020	River Oaks Elementary School	Academic Apps	Third Party Apps.	Not connected to Science Fusion App via Clever	Closed	9/14/2020
134	890831	8/31/2020	Hobby Elementary School	Academic Apps	Digital Textbooks	HMH eText Access	Closed	9/7/2020
135	890837	8/31/2020		Academic Apps	Third Party Apps.	Google Classroom	Closed	9/9/2020
136	890838	8/31/2020		Academic Apps	Third Party Apps.	Re: Google Classroom	Closed	9/11/2020
137	890857	8/31/2020	Travis Elementary School	Academic Apps	Third Party Apps.	GoMath Rosters	Closed	9/11/2020
138	890899	8/31/2020	Henderson N. Q. Elementary	Academic Apps	Clever (Vendor)	Can't get to Clever -- Imagine Math Icon	Closed	9/18/2020
139	890904	8/31/2020	Lanier Middle School	Academic Apps	Third Party Apps.	My Students need to be merged on HUB	Closed	9/11/2020
140	890915	8/31/2020	Lanier Middle School	Academic Apps	Third Party Apps.	RE: My Students need to be merged on HUB	Closed	9/11/2020

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141	890918	8/31/2020		Academic Apps	Third Party Apps.	Student Access Issues for HISD HUB	Closed	9/18/2020
142	890925	8/31/2020	Young Elementary School	Academic Apps	Third Party Apps.	GO MATH	Closed	9/21/2020
143	890974	8/31/2020	Golfcrest Elementary School	Academic Apps	Digital Textbooks	HMH & imagine literacy in spanish	Closed	9/7/2020
144	891024	8/31/2020	Northside High School	Academic Apps	Third Party Apps.	Update Classes on Khan Academy	Closed	9/15/2020
145	891086	8/31/2020	Harris J.R. Elementary School	Academic Apps	Digital Textbooks	Unable to access HMH app through HUB using Clever	Closed	9/7/2020
146	891094	8/31/2020	Hattie Mae White	Academic Apps	Third Party Apps.	Google. Login - not allowing access	Closed	8/31/2020
147	891125	8/31/2020	Rodriguez Elementary School	Academic Apps	Digital Textbooks	HMH Login	Closed	9/7/2020
148	891136	8/31/2020	Peck Elementary School	Academic Apps	Digital Textbooks	Digital Resources are not all accessible	Closed	9/7/2020
149	889873	8/31/2020	Browning Elementary School	Academic Apps	itslearning	Can't enter Standards in the HUB	Closed	9/21/2020
150	890735	8/31/2020	Marshall Middle School	Academic Apps	itslearning	DR- Active classroom access	Closed	9/16/2020
151	890329	8/31/2020	Eliot Elementary School	Academic Apps	itslearning	DR- User is working on the training for Imagine Reading but the user is not seeing the appliaction for imagine Reading.	Closed	9/15/2020
152	890228	8/31/2020	McGowen Elementary	Academic Apps	itslearning	Can't access Go Math under Digital Resources	Closed	9/14/2020
153	891052	8/31/2020	Fonville Middle School	Academic Apps	itslearning	User is having issues with courses in the HUB not displaying students	Closed	9/14/2020
154	890353	8/31/2020	Oak Forest Elementary School	Academic Apps	itslearning	HUB Digital Resources - Learning A-Z access	Closed	9/11/2020
155	890409	8/31/2020	Young Men's College Prep	Academic Apps	itslearning	Master course Hub Access	Closed	9/11/2020
156	889924	8/31/2020	Lanier Middle School	Academic Apps	itslearning	HUB- classes	Closed	9/8/2020

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157	890396	8/31/2020	Garcia Elementary School	Academic Apps	itslearning	unit planning guides	Closed	9/8/2020
158	890931	8/31/2020	Northside High School	Academic Apps	itslearning	Digital Resource - Khan Academy - show only course from Last Year, please update - call back [REDACTED]	Closed	9/8/2020
159	890399	8/31/2020	Burnet Elementary School	Academic Apps	itslearning	Can't access content in HMH under Digital Resources	Closed	9/4/2020
160	890930	8/31/2020	Grissom Elementary School	Academic Apps	itslearning	Missing classes and students in the HUB	Closed	8/31/2020
161	892091	9/1/2020	Herod Elementary School	Academic Apps	itslearning	Quaver Link in Digital Resources	Closed	10/5/2020
162	891197	9/1/2020	Ray K. Daily Elementary School	Academic Apps	Third Party Apps.	Daily ES - Assistance Pushing Clever and Microsoft Teams Apps into iPads	Closed	9/9/2020
163	891298	9/1/2020	Stevens Elementary School	Academic Apps	Third Party Apps.	Pear Deck	Closed	9/10/2020
164	891247	9/1/2020	Travis Elementary School	Academic Apps	itslearning	Student view of tasks in the HUB are out of order	Closed	9/23/2020
165	892153	9/1/2020	Sherman Elementary School	Academic Apps	Third Party Apps.	HMS	Closed	9/9/2020
166	892182	9/1/2020	Wainwright Elementary School	Academic Apps	Third Party Apps.	HMH	Closed	9/11/2020
167	891684	9/1/2020	Forest Brook Middle School	Academic Apps	itslearning	Customers HUB dates are in spanish	Closed	9/21/2020
168	891319	9/1/2020	Madison High School	Academic Apps	itslearning	User [REDACTED] is missing all data from the HUB	Closed	9/17/2020
169	891687	9/1/2020	Northside High School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/17/2020
170	891274	9/1/2020	Kennedy Elementary School	Academic Apps	itslearning	Unable to open digital textbooks	Closed	9/15/2020
171	891305	9/1/2020	Sanchez Elementary School	Academic Apps	itslearning	No access to Go Math	Closed	9/14/2020
172	891450	9/1/2020	Hattie Mae White	Academic Apps	itslearning	Access to Digital Resources	Closed	9/14/2020

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173	891519	9/1/2020	Young Women's College Prep	Academic Apps	itslearning	HUB - User have no plan, no resources for his classes. Contact [REDACTED]	Closed	9/14/2020
174	891686	9/1/2020	Fonville Middle School	Academic Apps	itslearning	courses not populated in the HUB	Closed	9/14/2020
175	891827	9/1/2020	Long Academy	Academic Apps	itslearning	HUB courses	Closed	9/14/2020
176	891904	9/1/2020	Atherton Elementary School	Academic Apps	itslearning	Go Math Login from Hub	Closed	9/14/2020
177	892130	9/1/2020	Burrus Elementary School	Academic Apps	itslearning	HUB Courses Incorrect	Closed	9/14/2020
178	891498	9/1/2020	Liberty High School	Academic Apps	itslearning	Textbook missing under Digital Resources	Closed	9/10/2020
179	892191	9/1/2020	Gregg Elementary School	Academic Apps	itslearning	DR-Missing Image Learning products	Closed	9/8/2020
180	891309	9/1/2020	Paige Elementary School	Academic Apps	itslearning	Unable to login to HMH	Closed	9/7/2020
181	891465	9/1/2020	White M Elementary School	Academic Apps	itslearning	HMH Assistance	Closed	9/7/2020
182	891485	9/1/2020	Professional Development Ctr	Academic Apps	itslearning	Doesn't have access to HMH under Digital Resources	Closed	9/7/2020
183	891489	9/1/2020	Burnet Elementary School	Academic Apps	itslearning	Need Access to HMH in Digital Resources	Closed	9/7/2020
184	891751	9/1/2020	Bastian Elementary School	Academic Apps	itslearning	Can't access HMH under Digital Resources	Closed	9/7/2020
185	891995	9/1/2020	Patterson Elementary School	Academic Apps	itslearning	Error when opening HMH in the HUB	Closed	9/7/2020
186	892320	9/1/2020	School at St. George Place	Academic Apps	itslearning	Error when trying to access GoMath	Closed	9/4/2020
187	891272	9/1/2020	Harper DAEP	Academic Apps	itslearning	Digital Resources - unknown e-mail when trying to login	Closed	9/3/2020
188	892273	9/1/2020		Academic Apps	itslearning	Unable to Login To OneSource	Closed	9/3/2020
189	891629	9/1/2020	Harris R. P. Elementary School	Academic Apps	itslearning	Students and classes are missing from the HUB	Closed	9/1/2020
190	892004	9/1/2020	Hattie Mae White	Academic Apps	itslearning	HUB_ File size	Vendor Hold	

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
191	892989	9/2/2020	Wharton K-8 Dual Language Acad	Academic Apps	itslearning	Question about data missing under Student View in the HUB	Closed	10/6/2020
192	892640	9/2/2020	Burbank Elementary School	Academic Apps	Third Party Apps.	RE: Imagine Learning Math	Closed	9/2/2020
193	892767	9/2/2020	Foerster Elementary School	Academic Apps	Third Party Apps.	Application Access	Closed	9/23/2020
194	893091	9/2/2020	Robinson Elementary School	Academic Apps	Third Party Apps.	HMH	Closed	9/11/2020
195	893101	9/2/2020	West University Elementary	Academic Apps	Third Party Apps.	DR- Studies Weekly	Closed	9/10/2020
196	893157	9/2/2020	Woodson School	Academic Apps	Third Party Apps.	No access to digital resources	Closed	9/22/2020
197	893160	9/2/2020	Sutton Elementary School	Academic Apps	Third Party Apps.	Cannot login to GO MATH.	Closed	9/11/2020
198	893198	9/2/2020	Carrillo Elementary School	Academic Apps	Third Party Apps.	DR- Missing digital recourse	Closed	9/16/2020
199	893216	9/2/2020	School at St. George Place	Academic Apps	Third Party Apps.	GO Math Access	Closed	9/11/2020
200	893222	9/2/2020	Hattie Mae White	Academic Apps	Digital Textbooks	RE: Go Math Help	Closed	9/8/2020
201	893250	9/2/2020	Hattie Mae White	Academic Apps	Third Party Apps.	RE: HUB Math Problems	Closed	9/22/2020
202	893252	9/2/2020	Hattie Mae White	Academic Apps	Third Party Apps.	RE: Error with the HUB Math Courses	Closed	9/22/2020
203	893253	9/2/2020	Hattie Mae White	Academic Apps	Third Party Apps.	RE: HUB Plans Troubleshooting	Closed	9/22/2020
204	893254	9/2/2020	Hattie Mae White	Academic Apps	Third Party Apps.	RE: Error Message	Closed	9/15/2020
205	893272	9/2/2020	Hattie Mae White	Academic Apps	Third Party Apps.	RE: Math Lessons uploaded in the HUB	Closed	9/22/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
206	893304	9/2/2020	Bellaire High School	Academic Apps	Third Party Apps.	Digital Resources Access to iLIT and English 3D	Closed	9/23/2020
207	893594	9/2/2020	Grissom Elementary School	Academic Apps	Third Party Apps.	User is unable to access digital resources	Closed	9/7/2020
208	893663	9/2/2020	Alcott Elementary School	Academic Apps	Digital Textbooks	Access to HMH digital resources	Closed	9/7/2020
209	893694	9/2/2020		Academic Apps	Third Party Apps.	DR-Clever Issues for student [REDACTED]	Closed	9/8/2020
210	893725	9/2/2020	Energized Elementary School	Academic Apps	Third Party Apps.	Error message to get on Go Math	Closed	9/17/2020
211	893737	9/2/2020	MacGregor Elementary School	Academic Apps	Third Party Apps.	HMH Access	Closed	9/23/2020
212	893747	9/2/2020	Poe Elementary School	Academic Apps	Third Party Apps.	HMH 2nd grade text	Closed	9/7/2020
213	893756	9/2/2020	Cunningham Elementary School	Academic Apps	Third Party Apps.	Go Math textbook issue	Closed	9/23/2020
214	893237	9/2/2020	Revere Middle School	Academic Apps	itslearning	Teacher is having issues with an Active Lesson Plan in HUB not showing resources from Student Perspective for all classes	Closed	9/29/2020
215	893046	9/2/2020	Berry Elementary School	Academic Apps	itslearning	User is getting a error message when trying to open a math resource while in the HUB.	Closed	9/24/2020
216	893844	9/2/2020	T. H. Rogers School	Academic Apps	itslearning	HUB Lesson Plans	Closed	9/24/2020
217	893404	9/2/2020	Grissom Elementary School	Academic Apps	itslearning	HUB- All courses missing from hub	Closed	9/23/2020
218	893560	9/2/2020	Northline Elementary School	Academic Apps	itslearning	Unable to view content under courses for my two class rotations in the HUB	Closed	9/23/2020
219	893575	9/2/2020	Tijerina Elementary School	Academic Apps	itslearning	itslearningProblem - Technical " do not remove this text	Closed	9/23/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
220	893678	9/2/2020	Lantrip Elementary School	Academic Apps	itslearning	Unable to find curriculum in the HUB	Closed	9/23/2020
221	893821	9/2/2020	Long Academy	Academic Apps	itslearning	Student list in HUB	Closed	9/23/2020
222	892800	9/2/2020	Rodriguez Elementary School	Academic Apps	itslearning	Listed under wrong school in the HUB	Closed	9/22/2020
223	893269	9/2/2020	Lamar High School	Academic Apps	itslearning	DR- I do not see the online textbook for my students on the HUB G-W book	Closed	9/22/2020
224	893787	9/2/2020	Liberty High School	Academic Apps	itslearning	Fw: All students that are enrolled are not visible in It's Learning	Closed	9/22/2020
225	892985	9/2/2020	Burbank Elementary School	Academic Apps	itslearning	RE: Imagine Learning Math	Closed	9/21/2020
226	892929	9/2/2020	School at St. George Place	Academic Apps	itslearning	HUB - Template	Closed	9/15/2020
227	892960	9/2/2020	De Zavala Elementary School	Academic Apps	itslearning	HUB How-to (Staff)	Closed	9/15/2020
228	893274	9/2/2020	Hattie Mae White	Academic Apps	itslearning	HUB Courses Incorrect	Closed	9/15/2020
229	893317	9/2/2020	Braeburn Elementary School	Academic Apps	itslearning	HUB issues	Closed	9/15/2020
230	893225	9/2/2020	Sanchez Elementary School	Academic Apps	itslearning	HUB - Template	Closed	9/11/2020
231	893620	9/2/2020	Carrillo Elementary School	Academic Apps	itslearning	Students assignments in Spanish	Closed	9/11/2020
232	893852	9/2/2020	Rice Sch/La Escuela Rice	Academic Apps	itslearning	HUB- Problem Hub?	Closed	9/11/2020
233	893453	9/2/2020	White E Elementary School	Academic Apps	itslearning	Hub: HMH & GoMath something with wrong message.. not able to access it.	Closed	9/10/2020
234	893367	9/2/2020	Thompson Elementary School	Academic Apps	itslearning	The user was adding students to the HUB for the courses but now the user can find where she was adding the students.	Closed	9/9/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
235	893306	9/2/2020	Fonville Middle School	Academic Apps	itslearning	MASTER TICKET: CLASS START DATE IS INCORRECT	Closed	9/9/2020
236	893813	9/2/2020	North Forest High School	Academic Apps	itslearning	missing classes in the hub	Closed	9/8/2020
237	893779	9/2/2020	Pilgrim Academy	Academic Apps	itslearning	HUB	Closed	9/7/2020
238	893312	9/2/2020	Shadydale Elementary	Academic Apps	itslearning	Hub: HMH error message: the user was not rostered in targeted platform.	Closed	9/4/2020
239	893125	9/2/2020	Hattie Mae White	Academic Apps	itslearning	Student can't log into the HUB	Closed	9/2/2020
240	893892	9/3/2020	The Energy Institute HS	Academic Apps	Third Party Apps.	Students not Populating in HUB	Closed	9/16/2020
241	893900	9/3/2020	Oak Forest	Academic Apps	Third Party Apps.	Teams Code Oak Forest Elem. for 2nd grade ██████████ class	Closed	9/15/2020
242	893931	9/3/2020	Ashford Elementary School	Academic Apps	Third Party Apps.	Can't get Pear Deck to open	Closed	9/23/2020
243	894168	9/3/2020	Harris R. P. Elementary School	Academic Apps	Third Party Apps.	Chromebooks- users account getting Error Gsuite Account disable, Please try again later for students call back ██████████ ██████████ ///	Closed	9/25/2020
244	894205	9/3/2020	West University Elementary	Academic Apps	Third Party Apps.	Go Math and Science Fusion - User is only able to see students from her previous campus West University.	Closed	9/25/2020
245	894572	9/3/2020	Pilgrim Academy	Academic Apps	Third Party Apps.	PearDeck error: add-in on Powerpoint	Closed	9/15/2020
246	894883	9/3/2020	Elmore Elementary School	Academic Apps	Third Party Apps.	User needs access to digital recourses	Closed	9/11/2020
247	895092	9/3/2020	School at St. George Place	Academic Apps	Third Party Apps.	Learning A-Z- Not Able to Login	Closed	9/15/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
248	894402	9/3/2020	Henderson J.P. Elementary	Academic Apps	itslearning	HUB - per user in the Science02 course it shows Math information - Math does have the correct information	Closed	9/23/2020
249	894875	9/3/2020	Lyons Elementary School	Academic Apps	itslearning	Teacher Help	Closed	9/23/2020
250	893982	9/3/2020	Hobby Elementary School	Academic Apps	itslearning	Grade level resource change request	Closed	9/23/2020
251	894017	9/3/2020	Ketelsen Elementary School	Academic Apps	itslearning	HUB - How to upload premade lessons? How to display the daily class assignments? Contact [REDACTED]	Closed	9/23/2020
252	894040	9/3/2020	Eliot Elementary School	Academic Apps	itslearning	itslearningProblem - Technical " do not remove this text	Closed	9/23/2020
253	894043	9/3/2020	Eliot Elementary School	Academic Apps	itslearning	HUB Courses Incorrect	Closed	9/23/2020
254	894047	9/3/2020	Eliot Elementary School	Academic Apps	itslearning	HUB: Missing Weekly Plans	Closed	9/23/2020
255	894071	9/3/2020	Eliot Elementary School	Academic Apps	itslearning	HUB plans	Closed	9/23/2020
256	894076	9/3/2020	Eliot Elementary School	Academic Apps	itslearning	HUB: Error with daily lesson plan links	Closed	9/23/2020
257	894087	9/3/2020	Eliot Elementary School	Academic Apps	itslearning	Week 1 Missing on Plans and Overview	Closed	9/23/2020
258	894717	9/3/2020	Hattie Mae White	Academic Apps	itslearning	HUB Issues Accessing Activities and Resources	Closed	9/23/2020
259	894335	9/3/2020	Pin Oak Middle School	Academic Apps	itslearning	Please update HUB-- not showing student Roster	Closed	9/22/2020
260	894282	9/3/2020	North Houston Early College HS	Academic Apps	itslearning	Wrong semester in subject in the HUB	Closed	9/18/2020
261	894247	9/3/2020	Neff Elementary School	Academic Apps	itslearning	HUB - Merged courses remain incomplete after Merge correction	Closed	9/18/2020
262	894187	9/3/2020	Tijerina Elementary School	Academic Apps	itslearning	[REDACTED] move from Gallegos Elementary to Tijerina Elementary	Closed	9/17/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
263	894196	9/3/2020	Tijerina Elementary School	Academic Apps	itslearning	HMH ---â€œUser wasn't roster into the target platform, please contact the district administrator	Closed	9/17/2020
264	894262	9/3/2020	Eliot Elementary School	Academic Apps	itslearning	HUB Assignment Missing	Closed	9/17/2020
265	894392	9/3/2020	Eliot Elementary School	Academic Apps	itslearning	SLA course	Closed	9/16/2020
266	894462	9/3/2020	Pilgrim Academy	Academic Apps	itslearning	The hub issues	Closed	9/16/2020
267	894627	9/3/2020	Garden Villas Elementary	Academic Apps	itslearning	Need help with component on the HUB	Closed	9/16/2020
268	894718	9/3/2020	Piney Point Elementary School	Academic Apps	itslearning	HUB Math Lessons	Closed	9/16/2020
269	894221	9/3/2020	North Houston Early College HS	Academic Apps	itslearning	HUB- Classes not loaded in Hub	Closed	9/14/2020
270	894492	9/3/2020	Lanier Middle School	Academic Apps	itslearning	Missing classes in The Hub	Closed	9/11/2020
271	894779	9/3/2020	Jefferson Elementary School	Academic Apps	itslearning	User is not able to access the Stemsscopes in the digital resources while on the HUB. User is getting error message	Closed	9/11/2020
272	893870	9/3/2020	Rice Sch/La Escuela Rice	Academic Apps	itslearning	HUB iScience Digital Resource Link	Closed	9/10/2020
273	894411	9/3/2020	Madison High School	Academic Apps	itslearning	User is not able to see her digital resources while trying to in the HUB.	Closed	9/10/2020
274	894580	9/3/2020	Hattie Mae White	Academic Apps	itslearning	FW: Issue with adding images in HUB course	Closed	9/10/2020
275	894618	9/3/2020	Browning Elementary School	Academic Apps	itslearning	HUB - Spanish Template needed	Closed	9/10/2020
276	894683	9/3/2020	North Forest High School	Academic Apps	itslearning	Teacher HUB Questions	Closed	9/10/2020
277	894693	9/3/2020	Hamilton Middle School	Academic Apps	itslearning	HUB problem	Closed	9/10/2020
278	894694	9/3/2020	Mading Elementary School	Academic Apps	itslearning	HUB Courses?	Closed	9/10/2020
279	894740	9/3/2020	Patterson Elementary School	Academic Apps	itslearning	Hub folders	Closed	9/10/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
280	894825	9/3/2020	Condit Elementary School	Academic Apps	itslearning	Failed to create copy of HUB document	Closed	9/10/2020
281	894831	9/3/2020	Field Elementary School	Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	Closed	9/10/2020
282	894837	9/3/2020	Elmore Elementary School	Academic Apps	itslearning	Hub Lessons	Closed	9/10/2020
283	894845	9/3/2020	Piney Point Elementary School	Academic Apps	itslearning	HUB Lessons	Closed	9/10/2020
284	894920	9/3/2020	Field Elementary School	Academic Apps	itslearning	FW: 5th grade math HUB	Closed	9/10/2020
285	894948	9/3/2020	Northline Elementary School	Academic Apps	itslearning	Learning Pathway gives errors in 2-5 Math, but not 1st Grade	Closed	9/10/2020
286	894992	9/3/2020	Browning Elementary School	Academic Apps	itslearning	HUB issues	Closed	9/10/2020
287	894998	9/3/2020	White M Elementary School	Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	Closed	9/10/2020
288	895006	9/3/2020	Henry Middle School	Academic Apps	itslearning	No planners for a course in the HUB	Closed	9/10/2020
289	895098	9/3/2020	Lyons Elementary School	Academic Apps	itslearning	itslearning	Closed	9/10/2020
290	895112	9/3/2020	Emerson Elementary School	Academic Apps	itslearning	HUB - resources and lesson paths missing	Closed	9/10/2020
291	895130	9/3/2020	T. H. Rogers School	Academic Apps	itslearning	Science Fusion	Closed	9/10/2020
292	895140	9/3/2020	Patterson Elementary School	Academic Apps	itslearning	HUB - Course Template error	Closed	9/10/2020
293	895191	9/3/2020	Westside High School	Academic Apps	itslearning	itslearning Stuck Copying	Closed	9/10/2020
294	895192	9/3/2020	Pilgrim Academy	Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	Closed	9/10/2020
295	895200	9/3/2020	Memorial Elementary School	Academic Apps	itslearning	HUB Template Error	Closed	9/10/2020
296	895246	9/3/2020	Shadydale Elementary	Academic Apps	itslearning	itslearning Problem - Technical â€” do not remove this text	Closed	9/10/2020
297	895250	9/3/2020	Williams Middle School	Academic Apps	itslearning	Question about attendance	Closed	9/10/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
298	895254	9/3/2020	Ashford Elementary School	Academic Apps	itslearning	grade book sections on the HUB	Closed	9/10/2020
299	895263	9/3/2020	White M Elementary School	Academic Apps	itslearning	itslearningProblem - Technical Ãçâ, -âœ do not remove this text	Closed	9/10/2020
300	895298	9/3/2020	Sanchez Elementary School	Academic Apps	itslearning	HUB Course Incorrect Content	Closed	9/10/2020
301	895306	9/3/2020	Ross Elementary School	Academic Apps	itslearning	HUB Courses Troubleshoot	Closed	9/10/2020
302	894238	9/3/2020	Fonville Middle School	Academic Apps	itslearning	HUB Courses Incorrect	Closed	9/9/2020
303	894253	9/3/2020	North Houston Early College HS	Academic Apps	itslearning	HUB Courses Incorrect	Closed	9/9/2020
304	894320	9/3/2020	West University Elementary	Academic Apps	itslearning	HUB Courses Incorrect	Closed	9/9/2020
305	894441	9/3/2020	Bellaire High School	Academic Apps	itslearning	HUB Courses Incorrect	Closed	9/9/2020
306	895052	9/3/2020	Fonville Middle School	Academic Apps	itslearning	Question on Standards in the HUB	Closed	9/9/2020
307	894169	9/3/2020	Fonville Middle School	Academic Apps	itslearning	MASTER TICKET: CLASS START DATE IS INCORRECT	Closed	9/9/2020
308	894171	9/3/2020	West University Elementary REMOTE	Academic Apps	itslearning	HUB- Cannot See ANY of our classes in the HUB	Closed	9/8/2020
309	894183	9/3/2020	West University Elementary	Academic Apps	itslearning	Not all my classes show as courses on the itslearning HUB	Closed	9/8/2020
310	894211	9/3/2020	North Houston Early College HS	Academic Apps	itslearning	HUB classes not showing	Closed	9/8/2020
311	894233	9/3/2020	North Houston Early College HS	Academic Apps	itslearning	RE: HUB classes not showing	Closed	9/8/2020
312	894234	9/3/2020	North Houston Early College HS	Academic Apps	itslearning	HUB- help	Closed	9/8/2020
313	894337	9/3/2020	North Houston Early College HS	Academic Apps	itslearning	HUB Courses Incorrect	Closed	9/8/2020
314	894487	9/3/2020	Burbank Elementary School	Academic Apps	itslearning	merging courses in the HUB	Closed	9/8/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
315	894617	9/3/2020	Baylor College of Medicine Acad	Academic Apps	itslearning	Courses have disappeared in the HUB	Closed	9/8/2020
316	895106	9/3/2020	Hattie Mae White	Academic Apps	itslearning	RE: Math Plans in HUB	Closed	9/8/2020
317	894177	9/3/2020	West University Elementary	Academic Apps	itslearning	missing classes	Closed	9/7/2020
318	894296	9/3/2020	Travis Elementary School	Academic Apps	itslearning	HUB - Unable to review the resources for the Math Dept	Closed	9/7/2020
319	894235	9/3/2020	Fonville Middle School	Academic Apps	itslearning	HUB Courses Incorrect	Closed	9/4/2020
320	893918	9/3/2020	Northline Elementary School	Academic Apps	itslearning	Cannot access HMH material in spanish	Closed	9/3/2020
321	893921	9/3/2020	Tijerina Elementary School	Academic Apps	itslearning	Unable to access HMH material	Closed	9/3/2020
322	893953	9/3/2020	Woodson School	Academic Apps	itslearning	Can't access HMH under Digital Resources	Closed	9/3/2020
323	894203	9/3/2020	Hattie Mae White	Academic Apps	itslearning	Student can't log into the HUB	Closed	9/3/2020
324	894475	9/3/2020	Long Academy	Academic Apps	itslearning	Can't access Digital Resources	Closed	9/3/2020
325	894815	9/3/2020	Hattie Mae White	Academic Apps	itslearning	Student can't log into the HUB	Closed	9/3/2020
326	894988	9/3/2020	Condit Elementary School	Academic Apps	itslearning	No courses in HUB	Closed	9/3/2020
327	894339	9/3/2020	Navarro Middle School	Academic Apps	itslearning	HUB - Course Content update	In Progress	
328	894606	9/3/2020	Reynolds Elementary School	Academic Apps	itslearning	4th Grade Hub Lesson for 1st Week of School	In Progress	
329	894928	9/3/2020	Carnegie Vanguard High School	Academic Apps	itslearning	Carnegie Vanguard High School - Student [REDACTED] on the HUB.	Vendor Hold	
330	896672	9/4/2020	Middle College at HCC Fraga	Academic Apps	itslearning	Missing files in Algebra HUB Course	Closed	10/6/2020
331	896511	9/4/2020	Bonham Elementary School	Academic Apps	itslearning	Computer Lab teacher needs Imagine Learning access	Closed	10/5/2020
332	896016	9/4/2020	Cullen Middle School	Academic Apps	itslearning	HUB Walk through	Closed	9/29/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
333	895443	9/4/2020	Askew Elementary School	Academic Apps	Third Party Apps.	science fusion in spanish	Closed	9/18/2020
334	895624	9/4/2020	Paige Elementary School	Academic Apps	Clever (Vendor)	User is unable to access cleaver	Closed	9/16/2020
335	896163	9/4/2020	Westside High School	Academic Apps	Digital Textbooks	Missing digital resources	Closed	9/15/2020
336	896265	9/4/2020	Chavez High School	Academic Apps	Digital Textbooks	G-W Principles of Health Science	Closed	9/22/2020
337	896353	9/4/2020	Arabic Immersion Magnet Sch	Academic Apps	Digital Textbooks	add Brain Pop Jr to Clever	Closed	9/24/2020
338	896395	9/4/2020		Academic Apps	Digital Textbooks	No Subject Entered	Closed	9/24/2020
339	896455	9/4/2020	Shadydale Elementary	Academic Apps	Digital Textbooks	Unable to enter HMH, MATH, FUSION	Closed	9/7/2020
340	896499	9/4/2020	DeAnda Elementary	Academic Apps	Digital Textbooks	No access to HMH platform. Having an error	Closed	9/7/2020
341	896503	9/4/2020	Bonham Elementary School	Academic Apps	Digital Textbooks	Imagine Learning App . . .	Closed	9/7/2020
342	896507	9/4/2020	Waltrip High School	Academic Apps	Digital Textbooks	Imagine Learning	Closed	9/8/2020
343	895841	9/4/2020	Golfcrest Elementary School	Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	Closed	9/24/2020
344	896097	9/4/2020	Travis Elementary School	Academic Apps	itslearning	HUB Apply Template Button Missing	Closed	9/24/2020
345	896349	9/4/2020	Hines-Caldwell Elementary	Academic Apps	itslearning	HUB Missing Courses	Closed	9/24/2020
346	896636	9/4/2020	Askew Elementary School	Academic Apps	Digital Textbooks	Kindergarten Adoptions Access	Closed	9/23/2020
347	896024	9/4/2020	Stevens Elementary School	Academic Apps	itslearning	HUB Issue with Learning Path	Closed	9/23/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
348	895604	9/4/2020		Academic Apps	itslearning	Issues with HISD HUB itslearning platform. Unable to see the courses added by the teacher and access the textbooks	Closed	9/23/2020
349	896372	9/4/2020	Rodriguez Elementary School	Academic Apps	itslearning	HUB - PlanningGuide_G5_SCI_C1_U1_SettingUpForScience error "Sorry, we ran into a problem. SessionID: 4fd068ea.30c3-4755-badc-547dbea52d05".	Closed	9/23/2020
350	896549	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Question about the HUB	Closed	9/23/2020
351	895782	9/4/2020	Emerson Elementary School	Academic Apps	itslearning	Online Textbook Access She can be reached at [REDACTED]	Closed	9/21/2020
352	896234	9/4/2020	Young Men's College Prep	Academic Apps	itslearning	Students in my B day HUB courses	Closed	9/21/2020
353	895321	9/4/2020	Sherman Elementary School	Academic Apps	itslearning	HUB Courses Incorrect	Closed	9/17/2020
354	895968	9/4/2020	Young Women's College Prep	Academic Apps	itslearning	Courses not showing on the HUB	Closed	9/17/2020
355	896045	9/4/2020	The Rusk School	Academic Apps	itslearning	Screenshots of Courses showing students in PowerSchool but not in HUB	Closed	9/17/2020
356	896085	9/4/2020	Young Men's College Prep	Academic Apps	itslearning	HUB Missing Students	Closed	9/17/2020
357	896210	9/4/2020	Janowski Elementary School	Academic Apps	itslearning	need enrolled to Pre K, K courses on HUB/ Janowski	Closed	9/17/2020
358	896282	9/4/2020	Janowski Elementary School	Academic Apps	itslearning	I need to be enrolled in Kinder Courses on HUB/PowerSchools Janowski Elementary	Closed	9/17/2020
359	896310	9/4/2020	McNamara Elementary School	Academic Apps	itslearning	Hub: error when downloading planning guide math lesson activity for students is not loading.	Closed	9/17/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
360	895595	9/4/2020	Houston Math, Science &	Academic Apps	itslearning	Can't find app under Digital Resources	Closed	9/16/2020
361	895814	9/4/2020	Marshall Middle School	Academic Apps	itslearning	Marshall MS - Can't upload in the HUB	Closed	9/16/2020
362	895860	9/4/2020	Rodriguez Elementary School	Academic Apps	itslearning	course info. displays in Spanish	Closed	9/16/2020
363	896050	9/4/2020	Baylor College of Medicine Acad	Academic Apps	itslearning	No classes on HUB	Closed	9/16/2020
364	896060	9/4/2020	Baylor College of Medicine Acad	Academic Apps	itslearning	NO HUB CLASSES	Closed	9/16/2020
365	896268	9/4/2020	Montgomery Elementary School	Academic Apps	itslearning	HUB Courses Incorrect	Closed	9/16/2020
366	896126	9/4/2020	Lockhart Elementary School	Academic Apps	itslearning	Hub: math plan for week - asynchronous activities is not displaying.. it is blank	Closed	9/15/2020
367	896489	9/4/2020	Southmayd Elementary School	Academic Apps	itslearning	itslearningProblem - Technical â€œ do not remove this text	Closed	9/15/2020
368	896660	9/4/2020	Valley West Elementary School	Academic Apps	itslearning	Re: HUB Spanish Resources	Closed	9/15/2020
369	895583	9/4/2020	Mading Elementary School	Academic Apps	itslearning	Incorrect HUB courses	Closed	9/14/2020
370	895657	9/4/2020	Chavez High School	Academic Apps	itslearning	HUB Courses Incorrect	Closed	9/14/2020
371	895717	9/4/2020	Field Elementary School	Academic Apps	itslearning	Her 4th grade students aren't showing up in Imagine Math	Closed	9/14/2020
372	896344	9/4/2020	Pugh Elementary School	Academic Apps	itslearning	HUB Courses Incorrect	Closed	9/14/2020
373	896345	9/4/2020	Westside High School	Academic Apps	itslearning	HUB Courses Incorrect	Closed	9/14/2020
374	896463	9/4/2020	Lantrip Elementary School	Academic Apps	itslearning	HUB Missing Courses	Closed	9/14/2020
375	896022	9/4/2020	Ashford Elementary School	Academic Apps	itslearning	Help with HISD @ Home	Closed	9/11/2020
376	896213	9/4/2020	Worthing High School	Academic Apps	itslearning	Can't access It's Learning or OneSourceME	Closed	9/11/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
377	896413	9/4/2020	Emerson Elementary School	Academic Apps	itslearning	Course missing in the HUB	Closed	9/11/2020
378	896632	9/4/2020	Ray K. Daily Elementary School	Academic Apps	itslearning	HUB - Data issues Contact: [REDACTED]	Closed	9/11/2020
379	895344	9/4/2020	Ashford Elementary School	Academic Apps	itslearning	Missing Courses in HUB	Closed	9/10/2020
380	895388	9/4/2020	Lantrip Elementary School	Academic Apps	itslearning	HUB help	Closed	9/10/2020
381	895412	9/4/2020		Academic Apps	itslearning	itslearningProblem - Technical " do not remove this text	Closed	9/10/2020
382	895639	9/4/2020		Academic Apps	itslearning	Issues with HISD HUB itslearning platform. Unable to see the B day courses added by the teachers and access the textbooks	Closed	9/10/2020
383	895655	9/4/2020	North Houston Early College HS	Academic Apps	itslearning	Missing Courses on the HUB	Closed	9/10/2020
384	895821	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: HUB Lessons	Closed	9/10/2020
385	895824	9/4/2020	Young Women's College Prep	Academic Apps	itslearning	itslearningProblem - Technical " do not remove this text	Closed	9/10/2020
386	895834	9/4/2020	Kolter Elementary School	Academic Apps	itslearning	itslearningProblem - Technical " do not remove this text	Closed	9/10/2020
387	895963	9/4/2020	West University Elementary	Academic Apps	itslearning	Cannot see classes in the HUB	Closed	9/10/2020
388	896201	9/4/2020	Liberty High School	Academic Apps	itslearning	Students not showing up in course in itslearning(HUB) for Social Studies teacher	Closed	9/10/2020
389	896225	9/4/2020	Lockhart Elementary School	Academic Apps	itslearning	HUB - MATH A.M and P.M.	Closed	9/10/2020
390	896228	9/4/2020	Liberty High School	Academic Apps	itslearning	Students not showing up in course in itslearning(HUB) for English teacher	Closed	9/10/2020
391	896266	9/4/2020	Revere Middle School	Academic Apps	itslearning	HUB 8th Grade Math Plans Issue	Closed	9/10/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
392	896278	9/4/2020	Windsor Village Elementary	Academic Apps	itslearning	Grade 4 Math Curriculum lesson activities in the Hub are not loading	Closed	9/10/2020
393	896300	9/4/2020		Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	Closed	9/10/2020
394	896325	9/4/2020	Eliot Elementary School	Academic Apps	itslearning	HUB Resources	Closed	9/10/2020
395	896496	9/4/2020	Liberty High School	Academic Apps	itslearning	HUB Missing Students and Error Message	Closed	9/10/2020
396	896513	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: HUB 4th GRADE MATH	Closed	9/10/2020
397	896515	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: HUB Math Plans	Closed	9/10/2020
398	896519	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Math Lessons	Closed	9/10/2020
399	895426	9/4/2020	Burrus Elementary School	Academic Apps	itslearning	Missing Burrus FYP Courses	Closed	9/10/2020
400	895527	9/4/2020	Milne Elementary School	Academic Apps	itslearning	Hub error Copy Error	Closed	9/10/2020
401	895588	9/4/2020	Anderson Elementary School	Academic Apps	itslearning	Hub course materials	Closed	9/10/2020
402	895668	9/4/2020	Lyons Elementary School	Academic Apps	itslearning	HUB Course Platform	Closed	9/10/2020
403	895765	9/4/2020	Lanier Middle School	Academic Apps	itslearning	Missing HUB Classes:Creating Copy Failed	Closed	9/10/2020
404	895407	9/4/2020	Grissom Elementary School	Academic Apps	itslearning	HUB	Closed	9/9/2020
405	895529	9/4/2020	Benbrook Elementary School	Academic Apps	itslearning	Can't find app under Digital Resources	Closed	9/9/2020
406	895564	9/4/2020	Herod Elementary School	Academic Apps	itslearning	HUB Activation Time	Closed	9/9/2020
407	896320	9/4/2020	Roosevelt Elementary School	Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	Closed	9/9/2020
408	896406	9/4/2020	Westside High School	Academic Apps	itslearning	no students in my HUB class	Closed	9/9/2020
409	896560	9/4/2020	Hattie Mae White	Academic Apps	itslearning	FW: HUB malfunction with teacher	Closed	9/9/2020
410	895756	9/4/2020	Wesley Elementary School	Academic Apps	itslearning	Lesson plans are missing from her courses in the HUB	Closed	9/8/2020
411	895766	9/4/2020	Stevens Elementary School	Academic Apps	itslearning	Courses on HUB	Closed	9/8/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
412	895780	9/4/2020	Forest Brook Middle School	Academic Apps	itslearning	Classes in the HUB	Closed	9/8/2020
413	895950	9/4/2020	Eliot Elementary School	Academic Apps	itslearning	HUB Course - see screen shot attached error	Closed	9/8/2020
414	896137	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: HUB Math Plans	Closed	9/8/2020
415	896275	9/4/2020	Hattie Mae White	Academic Apps	itslearning	Grade 5 English Math	Closed	9/8/2020
416	896361	9/4/2020	Wesley Elementary School	Academic Apps	itslearning	FW: ██████ - The Hub issues	Closed	9/8/2020
417	896504	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Asynchronous Lessons	Closed	9/8/2020
418	896505	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Math Hub Issue	Closed	9/8/2020
419	896527	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Resources in the HUB	Closed	9/8/2020
420	896536	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Issues with HUB ██████ Ross (ELEM)	Closed	9/8/2020
421	896537	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Question about the HUB	Closed	9/8/2020
422	896538	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: HUB issues	Closed	9/8/2020
423	896542	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Teacher Help	Closed	9/8/2020
424	896544	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: HUB Course Platform	Closed	9/8/2020
425	896545	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Math Lessons on the HUB	Closed	9/8/2020
426	896547	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: HUB HELP	Closed	9/8/2020
427	896551	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Math HUB plans Week 1	Closed	9/8/2020
428	896564	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Regarding plans for Distance Learning	Closed	9/8/2020
429	896565	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: The HUB Lessons	Closed	9/8/2020
430	896566	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: HUB issue	Closed	9/8/2020
431	896568	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: error message - Math Resources HUB	Closed	9/8/2020
432	896569	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Question about resources in The Hub	Closed	9/8/2020
433	896572	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Math Planners 1-4	Closed	9/8/2020
434	896577	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Math itslearning	Closed	9/8/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
435	896578	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Math Lessons uploaded in the HUB	Closed	9/8/2020
436	896582	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Hub content	Closed	9/8/2020
437	896586	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: HUB Activities	Closed	9/8/2020
438	896591	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Math HUB Course Information	Closed	9/8/2020
439	896592	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: It's Learning Math lessons	Closed	9/8/2020
440	896594	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: HUB issues	Closed	9/8/2020
441	896596	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Problems accessing activities in the HUB	Closed	9/8/2020
442	896597	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: errors on hub math grade 3 Spanish	Closed	9/8/2020
443	896598	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: HUB activities	Closed	9/8/2020
444	896599	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: HUB activities	Closed	9/8/2020
445	896601	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Problems accessing activities in the HUB	Closed	9/8/2020
446	896602	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Teachers not seeing assignments	Closed	9/8/2020
447	896603	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: math lessons not copied correctly	Closed	9/8/2020
448	896604	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Please help	Closed	9/8/2020
449	896605	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: 5th grade math	Closed	9/8/2020
450	896606	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Hub issue	Closed	9/8/2020
451	896608	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Assistance with Resources	Closed	9/8/2020
452	896612	9/4/2020	Twain Elementary School	Academic Apps	itslearning	It's Learning Lessons	Closed	9/8/2020
453	896642	9/4/2020	Montgomery Elementary School	Academic Apps	itslearning	RE: Math Virtual Plans	Closed	9/8/2020
454	896645	9/4/2020	Hattie Mae White	Academic Apps	itslearning	Re: Math HUB 3rd grade	Closed	9/8/2020
455	896646	9/4/2020	Westside High School	Academic Apps	itslearning	Course missing from HUB	Closed	9/8/2020
456	896652	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: HUB Material	Closed	9/8/2020
457	896657	9/4/2020	Mading Elementary School	Academic Apps	itslearning	HUB SLA Courses have ELA Work	Closed	9/8/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
458	896666	9/4/2020	White E Elementary School	Academic Apps	itslearning	itslearningProblem - Technical " do not remove this text	Closed	9/8/2020
459	895398	9/4/2020	Lantrip Elementary School	Academic Apps	itslearning	Reading A-Z (RAZ)	Closed	9/7/2020
460	895705	9/4/2020	Mading Elementary School	Academic Apps	itslearning	Grade level courses in the HUB	Closed	9/7/2020
461	895743	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Student Activities	Closed	9/7/2020
462	895867	9/4/2020	Eliot Elementary School	Academic Apps	itslearning	Links for ESL Math Course;	Closed	9/7/2020
463	895878	9/4/2020	Eliot Elementary School	Academic Apps	itslearning	Missing Lessons	Closed	9/7/2020
464	895886	9/4/2020	Eliot Elementary School	Academic Apps	itslearning	Links for ESL LA Course in the HUB	Closed	9/7/2020
465	895941	9/4/2020	Baylor College of Medicine Acad	Academic Apps	itslearning	No HUB Classes	Closed	9/7/2020
466	895960	9/4/2020	West University Elementary	Academic Apps	itslearning	Cannot see classes in the HUB	Closed	9/7/2020
467	895966	9/4/2020		Academic Apps	itslearning	Don't See Students	Closed	9/7/2020
468	895975	9/4/2020	Milby High School	Academic Apps	itslearning	Secondary Theatre Content	Closed	9/7/2020
469	896026	9/4/2020	Lantrip Elementary School	Academic Apps	itslearning	Hub Help	Closed	9/7/2020
470	896034	9/4/2020	Bellaire High School	Academic Apps	itslearning	IT Issue or Request	Closed	9/7/2020
471	896047	9/4/2020	Burbank Middle School	Academic Apps	itslearning	One of my classes in the HUB will not show on the plans, even after I enter information. It shows up in the Resources. Even when I copy from another class, it shows in resources only.	Closed	9/7/2020
472	896189	9/4/2020	Lantrip Elementary School	Academic Apps	itslearning	HUB Courses	Closed	9/7/2020
473	896319	9/4/2020	Westside High School	Academic Apps	itslearning	Missing a Course on the HUB	Closed	9/7/2020
474	896333	9/4/2020	Westside High School	Academic Apps	itslearning	HUB classes have disappeared	Closed	9/7/2020
475	896360	9/4/2020	Sutton Elementary School	Academic Apps	itslearning	Power Teacher Pro and HUB	Closed	9/7/2020
476	896394	9/4/2020	Lanier Middle School	Academic Apps	itslearning	Sandbox: No Topic to begin plans	Closed	9/7/2020
477	896408	9/4/2020	Westside High School	Academic Apps	itslearning	Advocacy Not on HUB	Closed	9/7/2020
478	896416	9/4/2020	Westside High School	Academic Apps	itslearning	advocacy class missing from HUB	Closed	9/7/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
479	896436	9/4/2020	Patterson Elementary School	Academic Apps	itslearning	HUB Courses Not Copied	Closed	9/7/2020
480	896450	9/4/2020	Westside High School	Academic Apps	itslearning	HUB Courses	Closed	9/7/2020
481	896473	9/4/2020	Eliot Elementary School	Academic Apps	itslearning	Not able to open many of my resources and assignments. Please see the picture	Closed	9/7/2020
482	896494	9/4/2020	Southmayd Elementary School	Academic Apps	itslearning	Reading Kindergarten Course	Closed	9/7/2020
483	896523	9/4/2020	Lantrip Elementary School	Academic Apps	itslearning	Cannot access resources on the HUB HELP	Closed	9/7/2020
484	896524	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Access Math Lessons	Closed	9/7/2020
485	896529	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Master Courses Push	Closed	9/7/2020
486	896530	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Math Content- HUB	Closed	9/7/2020
487	896532	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: 5th grade math HUB	Closed	9/7/2020
488	896533	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Math Virtual Plans	Closed	9/7/2020
489	896535	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: HUB Lessons	Closed	9/7/2020
490	896541	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: HUB Error - FW: Hub Courses- Links	Closed	9/7/2020
491	896550	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Hub Issues	Closed	9/7/2020
492	896553	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: STUDENT HUB Course - Failed to Create Copy	Closed	9/7/2020
493	896554	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: STUDENT HUB Course - Failed to Create Copy	Closed	9/7/2020
494	896561	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: STUDENT HUB COURSE - Failed to Create Copy	Closed	9/7/2020
495	896562	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Math Plans in HUB	Closed	9/7/2020
496	896563	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Fourth Grade HUB Lessons	Closed	9/7/2020
497	896576	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: question about learning pathways on HUB	Closed	9/7/2020
498	896579	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Hub Resources	Closed	9/7/2020
499	896580	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Student Activities	Closed	9/7/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
500	896584	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: HUB activities	Closed	9/7/2020
501	896585	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Hub Courses	Closed	9/7/2020
502	896593	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: hub error message	Closed	9/7/2020
503	896609	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Math Lesson Activities in HUB Not Loading	Closed	9/7/2020
504	896644	9/4/2020	Hattie Mae White	Academic Apps	itslearning	Re: Math Week 1 plans	Closed	9/7/2020
505	896662	9/4/2020	Hattie Mae White	Academic Apps	itslearning	RE: Math Content- HUB	Closed	9/7/2020
506	896679	9/4/2020	Benbrook Elementary School	Academic Apps	itslearning	HUB - Template	Closed	9/7/2020
507	895789	9/4/2020	Travis Elementary School	Academic Apps	itslearning	HUB - cannot access course resources	Closed	9/5/2020
508	896121	9/4/2020	Martinez R. Elementary School	Academic Apps	itslearning	Can't access lessons or add assignments in the HUB	Closed	9/5/2020
509	895584	9/4/2020	Bush Elementary School	Academic Apps	itslearning	Template Error	Closed	9/4/2020
510	896260	9/4/2020	Fondren Elementary School	Academic Apps	itslearning	Teacher called in with upload function in HUB courses	Closed	9/4/2020
511	896261	9/4/2020	McGowen Elementary	Academic Apps	itslearning	Customer experiencing issues with Power HUB	Closed	9/4/2020
512	896650	9/4/2020	High School for Performing	Academic Apps	itslearning	HUB courses missing	Closed	9/4/2020
513	896713	9/5/2020	Lantrip Elementary School	Academic Apps	Third Party Apps.	Student from roster not on Clever list	Closed	9/15/2020
514	896730	9/5/2020	Tanglewood Middle School	Academic Apps	Digital Textbooks	iScience Textbook access	Closed	9/8/2020
515	896682	9/5/2020	Meyerland Middle School	Academic Apps	itslearning	Need help on how to reverse merging all my courses to see them separately again on the HUB.	Closed	9/23/2020
516	896784	9/5/2020	Baylor College of Medicine Acd	Academic Apps	itslearning	HUB Activity Missing from Student View	Closed	9/17/2020
517	896761	9/5/2020	Lantrip Elementary School	Academic Apps	itslearning	Re: Student from roster not on Clever list	Closed	9/16/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
518	896711	9/5/2020	Marshall Middle School	Academic Apps	itslearning	Posting Announcements	Closed	9/15/2020
519	896786	9/5/2020	Bush Elementary School	Academic Apps	itslearning	HUB Missing Students	Closed	9/14/2020
520	896806	9/5/2020	Westside High School	Academic Apps	itslearning	HUB Missing Students	Closed	9/14/2020
521	896680	9/5/2020	Briargrove Elementary School	Academic Apps	itslearning	Merged Classes	Closed	9/8/2020
522	896699	9/5/2020	Hattie Mae White	Academic Apps	itslearning	RE: 5th Grade math activities in the hub	Closed	9/8/2020
523	896700	9/5/2020	Hattie Mae White	Academic Apps	itslearning	RE: Math Planner Courses	Closed	9/8/2020
524	896701	9/5/2020	Southmayd Elementary School	Academic Apps	itslearning	Re: Math Planner Courses	Closed	9/8/2020
525	896705	9/5/2020	Garcia Elementary School	Academic Apps	itslearning	Missing activities in the hub for all courses for [REDACTED] - action needed	Closed	9/8/2020
526	896707	9/5/2020	Lamar High School	Academic Apps	itslearning	Merged courses Error	Closed	9/8/2020
527	896714	9/5/2020	Scarborough Elementary School	Academic Apps	itslearning	issues with the HUB	Closed	9/8/2020
528	896720	9/5/2020	Bonham Elementary School	Academic Apps	itslearning	My HUB Courses are incomplete	Closed	9/8/2020
529	896724	9/5/2020	Hines-Caldwell Elementary	Academic Apps	itslearning	Re: HUB Spanish Version	Closed	9/8/2020
530	896729	9/5/2020	Hattie Mae White	Academic Apps	itslearning	Re: Math HubPlan	Closed	9/8/2020
531	896731	9/5/2020	Berry Elementary School	Academic Apps	itslearning	HUB help - creating a copy failed	Closed	9/8/2020
532	896733	9/5/2020	Bonham Elementary School	Academic Apps	itslearning	HUB courses are not uploaded with my second grade plan and resources	Closed	9/8/2020
533	896741	9/5/2020	Hattie Mae White	Academic Apps	itslearning	RE: Plan content not loading	Closed	9/8/2020
534	896742	9/5/2020	Bonham Elementary School	Academic Apps	itslearning	HUB courses are in English and Not Spanish - I am a Bilingual Teacher I Need Spanish Curriculum in the HUB	Closed	9/8/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
535	896752	9/5/2020	Hattie Mae White	Academic Apps	itslearning	HUB Concerns - Creating a copy failed	Closed	9/8/2020
536	896754	9/5/2020	Moreno Elementary School	Academic Apps	itslearning	HUB Resources Not Copied in 1st Grade Reading	Closed	9/8/2020
537	896762	9/5/2020	Hattie Mae White	Academic Apps	itslearning	RE: Course Material	Closed	9/8/2020
538	896785	9/5/2020	Crockett Elementary School	Academic Apps	itslearning	Re: error message - Math Resources HUB	Closed	9/8/2020
539	896807	9/5/2020	Hartman Middle School	Academic Apps	itslearning	Lesson Plans Spanish class	Closed	9/8/2020
540	896812	9/5/2020	West University Elementary	Academic Apps	itslearning	HUB Issue	Closed	9/8/2020
541	896822	9/5/2020	Rice Sch/La Escuela Rice	Academic Apps	itslearning	No classes in some of my hub classes	Closed	9/8/2020
542	896825	9/5/2020	Burbank Elementary School	Academic Apps	itslearning	HUB All courses merged into Homeroom	Closed	9/8/2020
543	896687	9/5/2020	Waltrip High School	Academic Apps	itslearning	Unpopulated Classes in the HUB	Closed	9/7/2020
544	896723	9/5/2020	Patterson Elementary School	Academic Apps	itslearning	assignments and tasks from plans	Closed	9/7/2020
545	896823	9/5/2020	Pleasantville Elementary	Academic Apps	itslearning	HUB issue	Closed	9/7/2020
546	896844	9/6/2020	White M Elementary School	Academic Apps	itslearning	HUB Plans Appearing on Overview Page	Closed	9/23/2020
547	896962	9/6/2020	Walnut Bend Elementary School	Academic Apps	itslearning	HUB Copy Has Failed	Closed	9/15/2020
548	896880	9/6/2020	Mandarin Chinese Lang. Magnet	Academic Apps	itslearning	HUB Missing Courses	Closed	9/14/2020
549	896889	9/6/2020	Lamar High School	Academic Apps	itslearning	Students missing from HUB class	Closed	9/14/2020
550	896873	9/6/2020	Fonville Middle School	Academic Apps	itslearning	Two courses just added in PowerTeacher Pro not listed in HUB!	Closed	9/9/2020
551	896826	9/6/2020	Challenge Early College High	Academic Apps	itslearning	Un-merge Courses in The Hub	Closed	9/8/2020
552	896828	9/6/2020	Hattie Mae White	Academic Apps	itslearning	RE: Math Pathways in HUB	Closed	9/8/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
553	896830	9/6/2020		Academic Apps	itslearning	Missing assessment documents and my kids are missing some Clever resources on their profile	Closed	9/8/2020
554	896833	9/6/2020	Sanchez Elementary School	Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	Closed	9/8/2020
555	896836	9/6/2020	Lanier Middle School	Academic Apps	itslearning	HUB ISSUES- NEED HELP	Closed	9/8/2020
556	896862	9/6/2020	Park Place Elementary School	Academic Apps	itslearning	HUB (Itslearning) won't let me add standards	Closed	9/8/2020
557	896869	9/6/2020	Williams Middle School	Academic Apps	itslearning	HUB Class Merge (PLEASE HELP!!)	Closed	9/8/2020
558	896904	9/6/2020	Austin High School	Academic Apps	itslearning	Help to unmerge classes	Closed	9/8/2020
559	896965	9/6/2020	Bonham Elementary School	Academic Apps	itslearning	Problems to open resouces in the HUB	Closed	9/8/2020
560	896967	9/6/2020	Kolter Elementary School	Academic Apps	itslearning	HUB Banner help and course friendly name	Closed	9/8/2020
561	896834	9/6/2020	Lovett Elementary School	Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	Closed	9/7/2020
562	896837	9/6/2020	Hattie Mae White	Academic Apps	itslearning	RE: HUB issues	Closed	9/7/2020
563	896838	9/6/2020	Hattie Mae White	Academic Apps	itslearning	RE: HUB plan	Closed	9/7/2020
564	896839	9/6/2020	Hattie Mae White	Academic Apps	itslearning	RE: Sth Grade Math Asynchronous Access Issue	Closed	9/7/2020
565	896842	9/6/2020	Hattie Mae White	Academic Apps	itslearning	RE: Spanish reading content	Closed	9/7/2020
566	896845	9/6/2020	Hattie Mae White	Academic Apps	itslearning	RE: Thank you	Closed	9/7/2020
567	896848	9/6/2020	Hattie Mae White	Academic Apps	itslearning	RE: HUB Error- [REDACTED] [REDACTED] Red Elem.	Closed	9/7/2020
568	896849	9/6/2020	Ashford Elementary School	Academic Apps	itslearning	Problems with my Spanish Reading Courses Resources in the HUB	Closed	9/7/2020
569	896853	9/6/2020	Hattie Mae White	Academic Apps	itslearning	RE: Erased Hub Courses	Closed	9/7/2020
570	896855	9/6/2020	Piney Point Elementary School	Academic Apps	itslearning	Hub - create copy failed	Closed	9/7/2020
571	896856	9/6/2020	Briargrove Elementary School	Academic Apps	itslearning	HUB Help - disconnected courses	Closed	9/7/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
572	896868	9/6/2020	Robinson Elementary School	Academic Apps	itslearning	HUB student activities not added in Math courses	Closed	9/7/2020
573	896874	9/6/2020	Shadowbriar Elementary School	Academic Apps	itslearning	itslearningProblem - Technical Ãçâ,-âœ do not remove this text	Closed	9/7/2020
574	896879	9/6/2020	Hattie Mae White	Academic Apps	itslearning	Re: HUB Math Plans	Closed	9/7/2020
575	896909	9/6/2020	Neff Elementary School	Academic Apps	itslearning	HUB-Math Student Content	Closed	9/7/2020
576	896931	9/6/2020	Hattie Mae White	Academic Apps	itslearning	RE: 5th Grade Virtual Elements Error Message	Closed	9/7/2020
577	896932	9/6/2020	Hattie Mae White	Academic Apps	itslearning	RE: Student Activities Not Working	Closed	9/7/2020
578	896936	9/6/2020	Hattie Mae White	Academic Apps	itslearning	Re: Class Names	Closed	9/7/2020
579	896938	9/6/2020	Hattie Mae White	Academic Apps	itslearning	RE: ELA First Grade Pathways in the Hub	Closed	9/7/2020
580	897088	9/7/2020	West University Elementary	Academic Apps	itslearning	Flocabulary Integration with Clever	Closed	10/2/2020
581	896991	9/7/2020	Liberty High School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/23/2020
582	897027	9/7/2020	East Early College High School	Academic Apps	itslearning	Classes mismatched to TeacherPro in Clever	Closed	9/23/2020
583	896981	9/7/2020		Academic Apps	Third Party Apps.	Student Identity	Closed	9/8/2020
584	897175	9/7/2020	Windsor Village Elementary	Academic Apps	itslearning	HUB Missing Courses and Students Missing Content	Closed	9/23/2020
585	897265	9/7/2020	Elmore Elementary School	Academic Apps	itslearning	HUB Questions on Learning Paths and Views	Closed	9/23/2020
586	897271	9/7/2020	Barrick Elementary School	Academic Apps	itslearning	HUB Student Unable to Access Content	Closed	9/23/2020
587	897187	9/7/2020	Hattie Mae White	Academic Apps	Third Party Apps.	MASTER TICKET: HMH	Closed	9/11/2020
588	896979	9/7/2020	Long Academy	Academic Apps	itslearning	HUB Classes Missing	Closed	9/21/2020
589	897092	9/7/2020		Academic Apps	itslearning	Students can't see all HUB classes	Closed	9/21/2020
590	896995	9/7/2020	Rice Sch/La Escuela Rice	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/17/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
591	896998	9/7/2020	Hattie Mae White	Academic Apps	itslearning	Receiving Error message: Creating a copy failed. Please delete this element and try to copy again.	Closed	9/17/2020
592	897005	9/7/2020	Rice Sch/La Escuela Rice	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/17/2020
593	897017	9/7/2020	Hattie Mae White	Academic Apps	itslearning	HUB Classes Missing	Closed	9/17/2020
594	897036	9/7/2020	Jones Futures Academy	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/17/2020
595	897063	9/7/2020	Waltrip High School	Academic Apps	itslearning	HUB Courses Missing Students	Closed	9/17/2020
596	897188	9/7/2020	Hines-Caldwell Elementary	Academic Apps	itslearning	HUB Classes Missing	Closed	9/15/2020
597	897026	9/7/2020	Challenge Early College High	Academic Apps	itslearning	HUB Missing Students	Closed	9/14/2020
598	897065	9/7/2020	Waltrip High School	Academic Apps	itslearning	HUB Missing Courses and Slow to Update Student Roster	Closed	9/14/2020
599	897075	9/7/2020	Waltrip High School	Academic Apps	itslearning	HUB Slow to Update From PowerSchool Enrollment	Closed	9/14/2020
600	897089	9/7/2020	Fonville Middle School	Academic Apps	itslearning	HUB Missing Students	Closed	9/14/2020
601	897094	9/7/2020	Bush Elementary School	Academic Apps	itslearning	Missing courses in the HUB	Closed	9/14/2020
602	897127	9/7/2020	Long Academy	Academic Apps	itslearning	Missing HUB Students	Closed	9/14/2020
603	897167	9/7/2020		Academic Apps	itslearning	HUB Unable to Merge Course	Closed	9/14/2020
604	897006	9/7/2020	Fonville Middle School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/10/2020
605	897230	9/7/2020	Edison Middle School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/10/2020
606	896984	9/7/2020	Davila Elementary School	Academic Apps	itslearning	Course Materials - Wrong Language	Closed	9/9/2020
607	897254	9/7/2020	Arabic Immersion Magnet School	Academic Apps	itslearning	Hello. I am the tech teacher at my campus this year. A family just informed this evening that [REDACTED] does not have a course in the HUB, but [REDACTED] do. What is the best way to fix this glitch?	Closed	9/9/2020
608	897001	9/7/2020	White E Elementary School	Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	Closed	9/8/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
609	897007	9/7/2020	Williams Middle School	Academic Apps	itslearning	HUB Unmerging	Closed	9/8/2020
610	897011	9/7/2020	Hattie Mae White	Academic Apps	itslearning	HUB Copy Has Failed	Closed	9/8/2020
611	897018	9/7/2020	Cunningham Elementary School	Academic Apps	itslearning	itslearningProblem - Technical Ãçâ, -âœ do not remove this text	Closed	9/8/2020
612	897024	9/7/2020	Askew Elementary School	Academic Apps	itslearning	Missing Math Course in the HUB	Closed	9/8/2020
613	897031	9/7/2020	Eliot Elementary School	Academic Apps	itslearning	Trouble accessing Planning Guide	Closed	9/8/2020
614	897033	9/7/2020	Ray K. Daily Elementary School	Academic Apps	itslearning	itslearningProblem - Technical â€ do not remove this text	Closed	9/8/2020
615	897043	9/7/2020	Scroggins Elementary School	Academic Apps	itslearning	HUB	Closed	9/8/2020
616	897052	9/7/2020	Hattie Mae White	Academic Apps	itslearning	HUB Error Message	Closed	9/8/2020
617	897056	9/7/2020	Hattie Mae White	Academic Apps	itslearning	RE: 5th grade Math Assignments	Closed	9/8/2020
618	897057	9/7/2020	Hattie Mae White	Academic Apps	itslearning	HUB Merge / Unmerge Courses	Closed	9/8/2020
619	897062	9/7/2020	Hattie Mae White	Academic Apps	itslearning	RE: Hub Lesson Plans	Closed	9/8/2020
620	897070	9/7/2020	Hattie Mae White	Academic Apps	itslearning	RE: HUB issues	Closed	9/8/2020
621	897071	9/7/2020	Pleasantville Elementary	Academic Apps	itslearning	RE: HUB issues	Closed	9/8/2020
622	897079	9/7/2020	Thurgood Marshall Elementary	Academic Apps	itslearning	HUB lessons 3rd Grade English Math	Closed	9/8/2020
623	897081	9/7/2020	Grissom Elementary School	Academic Apps	itslearning	Problems with Math courses in HUB	Closed	9/8/2020
624	897082	9/7/2020	Hattie Mae White	Academic Apps	itslearning	Re: VERY IMPORTANT - TIME SENSITIVE BY MIDNIGHT - Kids not scheduled into B days on our master schedule	Closed	9/8/2020
625	897091	9/7/2020	Ray K. Daily Elementary School	Academic Apps	itslearning	itslearningProblem - Technical â€ do not remove this text	Closed	9/8/2020
626	897095	9/7/2020	Love Elementary School	Academic Apps	itslearning	HUB	Closed	9/8/2020
627	897103	9/7/2020	Smith Elementary School	Academic Apps	itslearning	Grade 4 math course HUB	Closed	9/8/2020
628	897105	9/7/2020	Twain Elementary School	Academic Apps	itslearning	Fw: HUB Math Lessons - Error, Nothing There	Closed	9/8/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
629	897107	9/7/2020	Kennedy Elementary School	Academic Apps	itslearning	resources on the learning hub will not populate	Closed	9/8/2020
630	897110	9/7/2020	Sinclair Elementary School	Academic Apps	itslearning	No HUB courses for PreK loaded	Closed	9/8/2020
631	897112	9/7/2020	Barrick Elementary School	Academic Apps	itslearning	HUB	Closed	9/8/2020
632	897141	9/7/2020	Eliot Elementary School	Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	Closed	9/8/2020
633	897143	9/7/2020	Sutton Elementary School	Academic Apps	itslearning	SD: HUB Content Incorrect Language	Closed	9/8/2020
634	897168	9/7/2020	Herod Elementary School	Academic Apps	itslearning	HUB Merge / Unmerge Courses	Closed	9/8/2020
635	897197	9/7/2020	Eliot Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/8/2020
636	897242	9/7/2020		Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	Closed	9/8/2020
637	897249	9/7/2020	Whidby Elementary School	Academic Apps	itslearning	HUB courses deleted	Closed	9/8/2020
638	897269	9/7/2020	Baylor College of Medicine Acd	Academic Apps	itslearning	HUB Course Content Not Loading / Empty	Closed	9/8/2020
639	896970	9/7/2020	Ross Elementary School	Academic Apps	itslearning	Re: Thank you	Closed	9/7/2020
640	896996	9/7/2020	Parker Elementary School	Academic Apps	itslearning	HUB Course Content Not Loading / Empty	Closed	9/7/2020
641	897008	9/7/2020	Hattie Mae White	Academic Apps	itslearning	HUB Course Content Not Loading / Empty	Closed	9/7/2020
642	897012	9/7/2020	Hattie Mae White	Academic Apps	itslearning	HUB Course Content Not Loading / Empty	Closed	9/7/2020
643	897050	9/7/2020	Lyons Elementary School	Academic Apps	itslearning	HUB Course Content	Closed	9/7/2020
644	897207	9/7/2020	Hattie Mae White	Academic Apps	itslearning	HUB Course Content Not Loading / Empty	Closed	9/7/2020
645	897210	9/7/2020	Hattie Mae White	Academic Apps	itslearning	HUB Course Content Not Loading / Empty	Closed	9/7/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
646	897090	9/7/2020	The Energy Institute HS	Academic Apps	itslearning	Re: VERY IMPORTANT - TIME SENSITIVE BY MIDNIGHT - Kids not scheduled into B days on our master schedule	In Progress	
647	897272	9/7/2020	McNamara Elementary School	Academic Apps	itslearning	missing course in the HUB	In Progress	
648	898213	9/8/2020	Kashmere High School	Academic Apps	itslearning	HUB Missing Courses After Merge	Closed	10/6/2020
649	898985	9/8/2020	Westside High School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	10/2/2020
650	898263	9/8/2020		Academic Apps	itslearning	██████████ Sync Power Up schedule with HUB	Closed	9/30/2020
651	898501	9/8/2020	Rice Sch/La Escuela Rice	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/24/2020
652	898662	9/8/2020	Rice Sch/La Escuela Rice	Academic Apps	itslearning	Teacher is missing students in MWF classes in the Hub	Closed	9/24/2020
653	898898	9/8/2020	Garden Oaks Montessori	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/24/2020
654	898951	9/8/2020	Garden Oaks Montessori	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/24/2020
655	898969	9/8/2020	Garden Oaks Montessori	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/24/2020
656	898989	9/8/2020	East Early College High School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/24/2020
657	898999	9/8/2020		Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/24/2020
658	897566	9/8/2020	High School for Performing	Academic Apps	itslearning	HUB not working	Closed	9/23/2020
659	897676	9/8/2020	Holland Middle School	Academic Apps	itslearning	Holland MS - users are not able to access HUB	Closed	9/23/2020
660	898031	9/8/2020	Waltrip High School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/23/2020
661	898059	9/8/2020		Academic Apps	itslearning	HUB Classes Missing	Closed	9/23/2020
662	898067	9/8/2020		Academic Apps	itslearning	HUB Student Account Locked	Closed	9/23/2020
663	898224	9/8/2020		Academic Apps	itslearning	HUB Student Account Locked	Closed	9/23/2020
664	898282	9/8/2020		Academic Apps	itslearning	HUB Classes Missing	Closed	9/23/2020
665	898382	9/8/2020	Long Academy	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/23/2020
666	898394	9/8/2020	Waltrip High School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/23/2020
667	898668	9/8/2020	Waltrip High School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/23/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
668	899013	9/8/2020	Hines-Caldwell Elementary	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/23/2020
669	898073	9/8/2020	Fondren Elementary School	Academic Apps	itslearning	course issue	Closed	9/23/2020
670	898947	9/8/2020	Bonner Elementary School	Academic Apps	itslearning	HUB Merge / Unmerge Courses	Closed	9/23/2020
671	898104	9/8/2020	Meyerland Middle School	Academic Apps	itslearning	Classes missing	Closed	9/23/2020
672	897570	9/8/2020	Hattie Mae White	Academic Apps	Third Party Apps.	Student Cannot load teams -just gets a blue screen - [REDACTED]	Open	
673	898054	9/8/2020	[REDACTED] High School	Academic Apps	Digital Textbooks	A student attending [REDACTED] is assigned to [REDACTED] on Clever	Open	
674	898435	9/8/2020	Burrus Elementary School	Academic Apps	Third Party Apps.	Missing digital resources	Closed	9/22/2020
675	898440	9/8/2020	Burrus Elementary School	Academic Apps	Third Party Apps.	Missing digital resources	Closed	9/17/2020
676	898904	9/8/2020	Revere Middle School	Academic Apps	Third Party Apps.	Go Math Resources	Closed	9/10/2020
677	897410	9/8/2020	Deady Middle School	Academic Apps	itslearning	Teacher has unmerged courses that have not yet unmerged	Closed	9/21/2020
678	898077	9/8/2020	DeBakey High School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/21/2020
679	898925	9/8/2020	Bellaire High School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/21/2020
680	897298	9/8/2020	Lamar High School	Academic Apps	itslearning	User is not seeing all his students in his HUB class that not matching the Power Teacher Pro class period numbers.	Closed	9/18/2020
681	897915	9/8/2020	Liberty High School	Academic Apps	itslearning	Students missing from classes in the Hub	Closed	9/18/2020
682	898935	9/8/2020	Briargrove Elementary School	Academic Apps	itslearning	HUB Copy Has Failed	Closed	9/18/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
683	899012	9/8/2020	Cornelius Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/18/2020
684	897296	9/8/2020		Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/17/2020
685	897529	9/8/2020	Hattie Mae White	Academic Apps	itslearning	MASTER TICKET: HUB SLOW SPEEDS	Closed	9/17/2020
686	897621	9/8/2020	Westbury High School	Academic Apps	itslearning	Is the HUB and Office 365 Down?	Closed	9/17/2020
687	898754	9/8/2020		Academic Apps	itslearning	Student HUB acct locked	Closed	9/17/2020
688	898824	9/8/2020	Briargrove Elementary School	Academic Apps	itslearning	HUB Lessons Missing for Students	Closed	9/17/2020
689	898861	9/8/2020	Osborne Elementary School	Academic Apps	itslearning	HUB Copy Failed Error Message When Clicking Links	Closed	9/17/2020
690	897568	9/8/2020		Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/15/2020
691	898939	9/8/2020	Travis Elementary School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/15/2020
692	897865	9/8/2020		Academic Apps	itslearning	Cannot connect to Google Drive	Closed	9/14/2020
693	898735	9/8/2020	Williams Middle School	Academic Apps	itslearning	HUB Merge issues	Closed	9/14/2020
694	899011	9/8/2020	DeChaumes Elementary School	Academic Apps	itslearning	HUB Students Unable to See Assignments	Closed	9/14/2020
695	898256	9/8/2020		Academic Apps	itslearning	Login	Closed	9/12/2020
696	898746	9/8/2020		Academic Apps	itslearning	Classes in Hub for wrong grade	Closed	9/12/2020
697	898351	9/8/2020		Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/11/2020
698	898753	9/8/2020		Academic Apps	itslearning	PowerUp Hub	Closed	9/10/2020
699	898767	9/8/2020		Academic Apps	itslearning	Is the HUB still down?	Closed	9/10/2020
700	898768	9/8/2020		Academic Apps	itslearning	Is the HUB Still Down?	Closed	9/10/2020
701	898780	9/8/2020	Elrod Elementary School	Academic Apps	itslearning	Unable to connect to its learning and HUB	Closed	9/10/2020
702	898801	9/8/2020		Academic Apps	itslearning	Is the HUB still down?	Closed	9/10/2020
703	898808	9/8/2020	Furr High School	Academic Apps	itslearning	HUB	Closed	9/10/2020
704	898981	9/8/2020	Berry Elementary School	Academic Apps	itslearning	Hub - Courses have disappeared after Teacher merged courses	Closed	9/10/2020
705	898890	9/8/2020	Briargrove Elementary School	Academic Apps	itslearning	HUB Course Content Not Loading / Empty	Closed	9/9/2020

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706	898984	9/8/2020	Kennedy Elementary School	Academic Apps	itslearning	HUB Course Content Not Loading / Empty	Closed	9/9/2020
707	898918	9/8/2020		Academic Apps	Clever (Vendor)	Clever Access Issues	Closed	9/22/2020
708	897597	9/8/2020	Hattie Mae White	Academic Apps	itslearning	MASTER TICKET: THE HUB IS UNAVAILABLE	Closed	9/8/2020
709	897702	9/8/2020		Academic Apps	itslearning	HUB - Unable to access the site	Closed	9/8/2020
710	897774	9/8/2020	Hattie Mae White	Academic Apps	itslearning	Student can't log into the HUB	Closed	9/8/2020
711	898406	9/8/2020	Hattie Mae White	Academic Apps	itslearning	Student's courses are missing in the HUB	Closed	9/8/2020
712	898568	9/8/2020	Hattie Mae White	Academic Apps	itslearning	Parent calling about Hub downtime	Closed	9/8/2020
713	898661	9/8/2020	Hattie Mae White	Academic Apps	itslearning	Student can't log into the HUB	Closed	9/8/2020
714	898702	9/8/2020	Hattie Mae White	Academic Apps	itslearning	Parent calling about the Hub being down	Closed	9/8/2020
715	898804	9/8/2020	Hattie Mae White	Academic Apps	itslearning	Student can't log into the HUB	Closed	9/8/2020
716	897538	9/8/2020	Hattie Mae White	Academic Apps	itslearning	MASTER TICKET: HUB CLOUD FLARE/ ERROR 504/505	Open	
717	897559	9/8/2020	Hattie Mae White	Academic Apps	itslearning	MASTER TICKET: COURSES MISSING OR IN INCORRECT HIERARCHY AFTER UNMERGE	Vendor Hold	
718	897645	9/8/2020	School at St. George Place	Academic Apps	itslearning	Sections are not showing up correctly for [REDACTED] for Life	Open	
719	897924	9/8/2020	Williams Middle School	Academic Apps	itslearning	HUB Merge / Unmerge Courses	Need Information	
720	898047	9/8/2020	Online	Academic Apps	itslearning	Correction of HUB Class Assignment	In Progress	
721	900005	9/9/2020		Academic Apps	itslearning	HUB Schedule Error/Class Access	Closed	9/30/2020
722	900377	9/9/2020	Harvard Elementary School	Academic Apps	itslearning	HUB Missing Student	Closed	9/29/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
723	900015	9/9/2020	Valley West Elementary School	Academic Apps	itslearning	HUB Missing Students	Closed	9/28/2020
724	899044	9/9/2020	Fonville Middle School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/24/2020
725	899108	9/9/2020	T. H. Rogers School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/24/2020
726	899240	9/9/2020		Academic Apps	itslearning	HUB Classes Missing	Closed	9/24/2020
727	899252	9/9/2020	Meyerland Middle School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/24/2020
728	899469	9/9/2020	Hilliard Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/24/2020
729	899531	9/9/2020	Young Women's College Prep	Academic Apps	itslearning	HUB Classes Missing	Closed	9/24/2020
730	899590	9/9/2020	The Rusk School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/24/2020
731	899608	9/9/2020	Baylor College of Medicine Acd	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/24/2020
732	899745	9/9/2020	online	Academic Apps	itslearning	HUB Teacher Not Listed, Students Not Assigned	Closed	9/24/2020
733	899902	9/9/2020	T. H. Rogers School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/24/2020
734	899993	9/9/2020	Westside High School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/24/2020
735	900037	9/9/2020		Academic Apps	itslearning	HUB Student Missing Courses	Closed	9/24/2020
736	900045	9/9/2020	Hamilton Middle School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/24/2020
737	900160	9/9/2020		Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/24/2020
738	900463	9/9/2020	T. H. Rogers School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/24/2020
739	900538	9/9/2020	Cornelius Elementary School	Academic Apps	itslearning	HUB Missing Courses	Closed	9/24/2020
740	900602	9/9/2020		Academic Apps	itslearning	HUB Student Unable to Access Courses and Content	Closed	9/24/2020
741	900629	9/9/2020	Hattie Mae White	Academic Apps	itslearning	Master Ticket - Copy Error in HUB	Closed	9/24/2020
742	900675	9/9/2020	Ross Elementary School	Academic Apps	itslearning	HUB Missing Courses	Closed	9/24/2020
743	899629	9/9/2020	Bush Elementary School	Academic Apps	itslearning	HUB Issue	Closed	9/23/2020
744	900510	9/9/2020		Academic Apps	itslearning	HUB Classdojo Tab Missing for Students	Closed	9/23/2020
745	899391	9/9/2020	Madison High School	Academic Apps	itslearning	HUB Copy Has Failed	Closed	9/23/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
746	900468	9/9/2020	Osborne Elementary School	Academic Apps	itslearning	HUB Copy Has Failed	Closed	9/23/2020
747	899098	9/9/2020	Lamar High School	Academic Apps	itslearning	HUB Merge / Unmerge Courses	Closed	9/23/2020
748	899211	9/9/2020	Lamar High School	Academic Apps	itslearning	HUB Merge / Unmerge Courses	Closed	9/23/2020
749	899377	9/9/2020	East Early College High School	Academic Apps	itslearning	HUB Merge / Unmerge Courses	Closed	9/23/2020
750	899766	9/9/2020	Westside High School	Academic Apps	itslearning	HUB Merge / Unmerge Courses	Closed	9/23/2020
751	899886	9/9/2020	Scarborough Elementary School	Academic Apps	itslearning	HUB - Students are unable to see activities created by the teacher	Closed	9/23/2020
752	899425	9/9/2020		Academic Apps	itslearning	Student or parent called for assistance with the HUB including sign-in, navigation and features.	Closed	9/22/2020
753	900247	9/9/2020	Northline Elementary School	Academic Apps	itslearning	HUB Activities Not Showing in Learning Plan	Closed	9/22/2020
754	900648	9/9/2020	Rodriguez Elementary School	Academic Apps	itslearning	HUB Missing Content	Closed	9/22/2020
755	900661	9/9/2020	Energized Elementary School	Academic Apps	itslearning	Access to HUB Courses	Closed	9/22/2020
756	900671	9/9/2020	Shadydale Elementary	Academic Apps	itslearning	HUB Missing Content	Closed	9/22/2020
757	900696	9/9/2020	Bush Elementary School	Academic Apps	itslearning	HUB Learning Path Issue	Closed	9/22/2020
758	900703	9/9/2020	Ketelsen Elementary School	Academic Apps	itslearning	HUB Error Message When Making Resources Available	Closed	9/22/2020
759	899095	9/9/2020	Crespo Elementary School	Academic Apps	Third Party Apps.	DR-In Imagine Math	Closed	9/16/2020
760	899292	9/9/2020		Academic Apps	Clever (Vendor)	RE: access to Hub denied	Closed	9/9/2020
761	899338	9/9/2020	Hattie Mae White	Academic Apps	Third Party Apps.	Master Ticket - Pear Deck Issues	Closed	9/22/2020
762	899421	9/9/2020		Academic Apps	Clever (Vendor)	Student can't access Clever	Closed	9/17/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
763	899457	9/9/2020		Academic Apps	Third Party Apps.	348 HAIS/Early College campus needs HCC "Password change" page unblocked for students.	In Progress	
764	899208	9/9/2020	High School for Performing	Academic Apps	itslearning	STudents missing in HUB	Closed	9/21/2020
765	899354	9/9/2020		Academic Apps	itslearning	Can't see some of my classes on the HUB	Closed	9/21/2020
766	899538	9/9/2020	Shadowbriar Elementary Scho	Academic Apps	Third Party Apps.	dr- missing dr	Closed	9/23/2020
767	899376	9/9/2020	Tijerina Elementary School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/21/2020
768	899564	9/9/2020	Lewis Elementary School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/21/2020
769	899568	9/9/2020		Academic Apps	Clever (Vendor)	Student is having issues accessing Clever [REDACTED] this student is still listed as inactive in Powerschool	In Progress	
770	899734	9/9/2020		Academic Apps	itslearning	HUB Missing Student	Closed	9/21/2020
771	900076	9/9/2020	Field Elementary School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/21/2020
772	900165	9/9/2020	The Rusk School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/21/2020
773	900301	9/9/2020	High School for Performing	Academic Apps	itslearning	Student Missing from HUB classes	Closed	9/21/2020
774	900364	9/9/2020	High School for Performing	Academic Apps	itslearning	HUB class not populated	Closed	9/21/2020
775	900436	9/9/2020	Houston Academy	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/21/2020
776	900506	9/9/2020		Academic Apps	itslearning	HUB Classes Missing	Closed	9/21/2020
777	899827	9/9/2020	Laurenzo Early Childhood Ctr	Academic Apps	Third Party Apps.	My clever page shows students from Other classes [REDACTED]	Closed	10/2/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
778	900320	9/9/2020		Academic Apps	Third Party Apps.	Hello I'm was trying to log in on OneNote today but it says "Sorry, this notebook can't be opened for editing" and I would like to log in because I have an assignment due for today. I wouldn't like a zero on my first rep	Closed	9/24/2020
779	900325	9/9/2020	Frost Elementary School	Academic Apps	Third Party Apps.	HUB	Closed	9/9/2020
780	899021	9/9/2020	Poe Elementary School	Academic Apps	itslearning	HUB Missing Content and Copy Failed Error	Closed	9/18/2020
781	899081	9/9/2020	Harris R. P. Elementary School	Academic Apps	itslearning	HUB Incorrect Courses for Teacher	Closed	9/18/2020
782	900198	9/9/2020	Cunningham Elementary School	Academic Apps	itslearning	HUB Unable to Assign Classwork	Closed	9/18/2020
783	900416	9/9/2020	MacGregor Elementary School	Academic Apps	itslearning	HUB Math Lessons Not Loading for Students	Closed	9/18/2020
784	900467	9/9/2020	Lyons Elementary School	Academic Apps	itslearning	HUB Missing Courses and Students Missing Content	Closed	9/18/2020
785	900549	9/9/2020	Windsor Village Elementary	Academic Apps	itslearning	HUB Students Unable to Complete Assignments	Closed	9/18/2020
786	900578	9/9/2020	Worthing High School	Academic Apps	itslearning	HUB Missing Courses	Closed	9/18/2020
787	900669	9/9/2020	Revere Middle School	Academic Apps	Third Party Apps.	Student not able to access any Teams Meetings ERROR dynamicImport::recover::scriptevalerror	Closed	9/18/2020
788	899669	9/9/2020	Elrod Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/17/2020
789	899963	9/9/2020	Ray K. Daily Elementary School	Academic Apps	itslearning	HUB - Imagine Learning isn't showing for her or her students	Closed	9/17/2020
790	900324	9/9/2020		Academic Apps	itslearning	Student [REDACTED] is having issues signing into the HUB	Closed	9/17/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
791	900349	9/9/2020	Bonham Elementary School	Academic Apps	itslearning	Resources and Activities Missing within the Student View for Cycle 1 in Grade 5 Science.	Closed	9/17/2020
792	900418	9/9/2020	Lyons Elementary School	Academic Apps	itslearning	HUB Curriculum Resources	Closed	9/17/2020
793	900456	9/9/2020	Elmore Elementary School	Academic Apps	itslearning	Wrong Campus	Closed	9/17/2020
794	900571	9/9/2020	White E Elementary School	Academic Apps	itslearning	HUB - issues	Closed	9/17/2020
795	899201	9/9/2020		Academic Apps	itslearning	HUB Student Account Locked	Closed	9/17/2020
796	899205	9/9/2020		Academic Apps	itslearning	HUB Student Account Locked	Closed	9/17/2020
797	899584	9/9/2020	School at St. George Place	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/16/2020
798	899826	9/9/2020	Waltrip High School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/16/2020
799	900088	9/9/2020	Marshall Middle School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/16/2020
800	900469	9/9/2020	Carnegie Vanguard High School	Academic Apps	itslearning	HUB Student's Schedule Change Not Updated	Closed	9/16/2020
801	900618	9/9/2020	Waltrip High School	Academic Apps	itslearning	Student Rosters Not Correct	Closed	9/16/2020
802	899162	9/9/2020	The Rusk School	Academic Apps	itslearning	Hub access	Closed	9/15/2020
803	899191	9/9/2020	Westside High School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/15/2020
804	899713	9/9/2020		Academic Apps	itslearning	HUB Missing Student	Closed	9/15/2020
805	899768	9/9/2020	High School for Performing	Academic Apps	itslearning	HUB Missing Students	Closed	9/15/2020
806	900382	9/9/2020	High School for Performing	Academic Apps	itslearning	HUB Missing Students	Closed	9/15/2020
807	900397	9/9/2020	High School for Performing	Academic Apps	itslearning	HUB Missing Students	Closed	9/15/2020
808	900637	9/9/2020	Stevens Elementary School	Academic Apps	itslearning	HUB	Closed	9/15/2020
809	899760	9/9/2020		Academic Apps	itslearning	Calendar Issue	Closed	9/13/2020
810	899054	9/9/2020	Northside High School	Academic Apps	itslearning	HUB says	Closed	9/12/2020
811	899055	9/9/2020	Northside High School	Academic Apps	itslearning	HUB says	Closed	9/12/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
812	899104	9/9/2020		Academic Apps	itslearning	RE: We'd like your feedback on our Service!	Closed	9/12/2020
813	899151	9/9/2020	Hattie Mae White	Academic Apps	itslearning	IT Issue or Request	Closed	9/12/2020
814	899319	9/9/2020		Academic Apps	itslearning	Locked account	Closed	9/12/2020
815	899340	9/9/2020		Academic Apps	itslearning	██████████ Hartman middle school	Closed	9/12/2020
816	899656	9/9/2020	Energized Elementary School	Academic Apps	itslearning	No Subject Entered	Closed	9/12/2020
817	899665	9/9/2020		Academic Apps	itslearning	No Subject Entered	Closed	9/12/2020
818	899953	9/9/2020	Austin High School	Academic Apps	itslearning	HUB Missing Courses	Closed	9/11/2020
819	900212	9/9/2020	Burnet Elementary School	Academic Apps	itslearning	HUB Copy Has Failed	Closed	9/11/2020
820	900028	9/9/2020	Garden Oaks Montessori	Academic Apps	itslearning	HUB Student Missing Courses	Closed	9/10/2020
821	900355	9/9/2020	Houston Academy	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/10/2020
822	900457	9/9/2020	Madison High School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/10/2020
823	899043	9/9/2020	Burnet Elementary School	Academic Apps	itslearning	Hub is empty for my students for subjects: Reading, Reading-Spanish, Math	Closed	9/9/2020
824	899071	9/9/2020		Academic Apps	itslearning	Student can't log into the HUB	Closed	9/9/2020
825	899088	9/9/2020	Montgomery Elementary School	Academic Apps	itslearning	Courses aren't loading in the HUB	Closed	9/9/2020
826	899261	9/9/2020	Worthing High School	Academic Apps	itslearning	Unable to view Hub classes	Closed	9/9/2020
827	899356	9/9/2020	High School for Performing	Academic Apps	itslearning	Student misisng form HUB	Closed	9/9/2020
828	899374	9/9/2020	Elmore Elementary School	Academic Apps	itslearning	HUB Course Content Not Loading / Empty	Closed	9/9/2020
829	899375	9/9/2020	Furr High School	Academic Apps	itslearning	HUB - Merged Courses (Errors)	Closed	9/9/2020
830	899566	9/9/2020	Briargrove Elementary School	Academic Apps	itslearning	HUB Merge / Unmerge Courses	Closed	9/9/2020
831	899592	9/9/2020	Hattie Mae White	Academic Apps	itslearning	Student can't log into the HUB	Closed	9/9/2020
832	899614	9/9/2020	Hattie Mae White	Academic Apps	itslearning	Student can't log into the HUB	Closed	9/9/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
833	899753	9/9/2020	High School for Performing	Academic Apps	itslearning	Student missing from HUB course	Closed	9/9/2020
834	899815	9/9/2020		Academic Apps	itslearning	Student can't log into the HUB	Closed	9/9/2020
835	899852	9/9/2020		Academic Apps	itslearning	Student can't log into the HUB	Closed	9/9/2020
836	900392	9/9/2020	Fonville Middle School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/9/2020
837	900415	9/9/2020		Academic Apps	itslearning	Student's courses are missing in the HUB	Closed	9/9/2020
838	900630	9/9/2020	Hattie Mae White	Academic Apps	itslearning	HUB Copy Error Message	Closed	9/9/2020
839	899024	9/9/2020	Gregory-Lincoln Ed Ctr	Academic Apps	itslearning	Missing classes in the HUB	Vendor Hold	
840	899389	9/9/2020		Academic Apps	itslearning	HUB - Student Synchronization Key missing [REDACTED]	Vendor Hold	
841	900707	9/10/2020	Barrick Elementary School	Academic Apps	itslearning	HUB Courses in Wrong Language	Closed	10/6/2020
842	901448	9/10/2020	Bellaire High School	Academic Apps	itslearning	HUB Classes Missing	Closed	10/2/2020
843	901391	9/10/2020	Patterson Elementary School	Academic Apps	itslearning	Students are not able to see Resources/Activities for particular courses	Closed	10/2/2020
844	901702	9/10/2020	Golfcrest Elementary School	Academic Apps	itslearning	Unable to upload in the HUB	Closed	10/1/2020
845	901824	9/10/2020	Carnegie Vanguard High School	Academic Apps	itslearning	Carnegie Vanguard High School #322 - Teacher [REDACTED] can no longer see her French textbooks on the HUB in Digital resources	Closed	10/1/2020
846	901313	9/10/2020		Academic Apps	itslearning	SD: HUB Content Issue	Closed	9/30/2020
847	900888	9/10/2020	Garcia Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/29/2020
848	901021	9/10/2020	Mandarin Chinese Lang. Magnet	Academic Apps	itslearning	HUB Merge / Unmerge Courses	Closed	9/29/2020
849	901125	9/10/2020	Chavez High School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/29/2020
850	901884	9/10/2020	Williams Middle School	Academic Apps	itslearning	HUB Merge / Unmerge Courses	Closed	9/29/2020
851	901901	9/10/2020		Academic Apps	itslearning	HUB Merge / Unmerge Courses	Closed	9/29/2020

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852	901215	9/10/2020	Meyerland Middle School	Academic Apps	itslearning	HUB Access Request for Master Course for the Planner	Closed	9/28/2020
853	901422	9/10/2020	Sanchez Elementary School	Academic Apps	itslearning	Math 5th Grade itslearning hub issue	Closed	9/25/2020
854	900811	9/10/2020	Sharpstown High School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/24/2020
855	900838	9/10/2020	Love Elementary School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/24/2020
856	900895	9/10/2020	Seguin Elementary School	Academic Apps	itslearning	Two Students Cannot Access Placement Tool in Learning A-Z : They get a page that says "Restricted Site"	Closed	9/24/2020
857	900968	9/10/2020		Academic Apps	itslearning	HUB Classes Missing	Closed	9/24/2020
858	901026	9/10/2020	Marshall Middle School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/24/2020
859	901198	9/10/2020	Davila Elementary School	Academic Apps	itslearning	3rd grade Math Lessons	Closed	9/24/2020
860	901218	9/10/2020	Meyerland Middle School	Academic Apps	itslearning	HUB Teacher Planner-----*20-21 Fine Arts SEC Dance Master Course is missing...	Closed	9/24/2020
861	901224	9/10/2020	Sharpstown International	Academic Apps	itslearning	HUB Issue for Students Accessing Master Course	Closed	9/24/2020
862	901349	9/10/2020		Academic Apps	itslearning	Student's courses are missing in the HUB	Closed	9/24/2020
863	901375	9/10/2020	Bellaire High School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/24/2020
864	901402	9/10/2020	Almeda Elementary School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/24/2020
865	901431	9/10/2020	Crockett Elementary School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/24/2020
866	901447	9/10/2020	Eliot Elementary School	Academic Apps	itslearning	Employee ██████████ is having issues with Student's assignments showing up with a password	Closed	9/24/2020
867	901488	9/10/2020	Young Elementary School	Academic Apps	itslearning	HUB Student Issues with Let's Explore	Closed	9/24/2020
868	901598	9/10/2020		Academic Apps	itslearning	HUB ACCESS for student	Closed	9/24/2020

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869	901665	9/10/2020		Academic Apps	itslearning	Student cannot login to the HUB	Closed	9/24/2020
870	901698	9/10/2020	Woodson School	Academic Apps	itslearning	Change Course Name in the HUB	Closed	9/24/2020
871	901774	9/10/2020	Field Elementary School	Academic Apps	itslearning	HUB Issues Accessing Activities and Resources	Closed	9/24/2020
872	901854	9/10/2020	Memorial Elementary School	Academic Apps	itslearning	Go Math Access	Closed	9/24/2020
873	901858	9/10/2020	Waltrip High School	Academic Apps	itslearning	HUB Copy Has Failed	Closed	9/24/2020
874	901885	9/10/2020	Sharpstown International	Academic Apps	itslearning	User reports students not able to see google slides uploaded to the HUB	Closed	9/24/2020
875	901946	9/10/2020		Academic Apps	itslearning	SD: HUB Content Incorrect Language	Closed	9/24/2020
876	901947	9/10/2020	Henderson J.P. Elementary	Academic Apps	itslearning	itslearningProblem - Technical " do not remove this text	Closed	9/24/2020
877	901956	9/10/2020	DeAnda Elementary	Academic Apps	itslearning	SD: HUB Content Incorrect Language	Closed	9/24/2020
878	902038	9/10/2020	Rodriguez Elementary School	Academic Apps	itslearning	HUB Issue with Pathway and Needing Resources in Spanish	Closed	9/24/2020
879	901683	9/10/2020		Academic Apps	itslearning	Hub crashing	Closed	9/23/2020
880	900709	9/10/2020	Revere Middle School	Academic Apps	itslearning	HUB Copy Has Failed	Closed	9/23/2020
881	900781	9/10/2020	DeChaumes Elementary School	Academic Apps	itslearning	HUB Missing Assignments	Closed	9/23/2020
882	900955	9/10/2020	Barrick Elementary School	Academic Apps	itslearning	HUB Student's View in Different Language	Closed	9/23/2020
883	901043	9/10/2020	Hattie Mae White	Academic Apps	itslearning	Master Ticket - Merging/Unmerging Courses	Closed	9/23/2020
884	901111	9/10/2020	White M Elementary School	Academic Apps	itslearning	HUB Unable to Add Resources	Closed	9/23/2020
885	901184	9/10/2020	Whidby Elementary School	Academic Apps	itslearning	HUB courses	Closed	9/23/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
886	901216	9/10/2020	Meyerland Middle School	Academic Apps	itslearning	HUB Access Request for Master Course for the Planner	Closed	9/23/2020
887	901542	9/10/2020		Academic Apps	itslearning	Incorrect School on the HUB	Closed	9/23/2020
888	901565	9/10/2020		Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/23/2020
889	901671	9/10/2020		Academic Apps	itslearning	HUB Classes Missing	Closed	9/23/2020
890	901804	9/10/2020		Academic Apps	itslearning	Unable to see assignments within the HUB	Closed	9/23/2020
891	902006	9/10/2020		Academic Apps	itslearning	Student is getting issues with HUB stating her account does not exist	Closed	9/23/2020
892	901706	9/10/2020	White E Elementary School	Academic Apps	itslearning	HUB Classes Missing contact: [REDACTED]	Closed	9/23/2020
893	901992	9/10/2020	Thompson Elementary School	Academic Apps	itslearning	HUB Classes Missing Contact: [REDACTED]	Closed	9/23/2020
894	902040	9/10/2020	White M Elementary School	Academic Apps	itslearning	HUB Issues	Closed	9/23/2020
895	901153	9/10/2020	Benavidez Elementary School	Academic Apps	itslearning	HUB Issues Accessing District Content (Copy Error)	Closed	9/22/2020
896	901282	9/10/2020	Young Elementary School	Academic Apps	itslearning	HUB Assignments Not Loading	Closed	9/22/2020
897	901332	9/10/2020	Golfcrest Elementary School	Academic Apps	itslearning	HUB Copy Has Failed	Closed	9/22/2020
898	901333	9/10/2020	Kelso Elementary School	Academic Apps	itslearning	HUB Empty Resources	Closed	9/22/2020
899	901479	9/10/2020		Academic Apps	itslearning	goggle and hub logins	Closed	9/22/2020
900	901538	9/10/2020	Texas Connections Academy	Academic Apps	itslearning	itslearning Problem - Technical	Closed	9/22/2020
901	901669	9/10/2020	Thompson Elementary School	Academic Apps	itslearning	HUB Class work Missing Contact: [REDACTED]	Closed	9/22/2020
902	901689	9/10/2020	DeChaumes Elementary School	Academic Apps	itslearning	HUB Empty Folders	Closed	9/22/2020
903	901727	9/10/2020	Helms Elementary School	Academic Apps	itslearning	HUB Course Plan Not Available to Students	Closed	9/22/2020
904	901784	9/10/2020	Lyons Elementary School	Academic Apps	itslearning	HUB access issue	Closed	9/22/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
905	901800	9/10/2020	Cunningham Elementary School	Academic Apps	itslearning	Error message in the HUB	Closed	9/22/2020
906	901923	9/10/2020	Energized Elementary School	Academic Apps	itslearning	██████████ don't have access to Studies Weekly in StudentHISD PowerHub/Clever	Closed	9/22/2020
907	901931	9/10/2020		Academic Apps	itslearning	Student is missing HUB apps	Closed	9/22/2020
908	901993	9/10/2020	Stevenson Middle School	Academic Apps	itslearning	User is having issues with lesson plans not showing up for students	Closed	9/22/2020
909	901999	9/10/2020	Eliot Elementary School	Academic Apps	itslearning	Missing hub lesson assignments	Closed	9/22/2020
910	902035	9/10/2020	Sanchez Elementary School	Academic Apps	itslearning	HUB Learning Path Issue	Closed	9/22/2020
911	902083	9/10/2020	Berry Elementary School	Academic Apps	itslearning	HUB Missing Assignments	Closed	9/22/2020
912	900767	9/10/2020	Energized Elementary School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/21/2020
913	900810	9/10/2020	Walnut Bend Elementary School	Academic Apps	itslearning	Course/Section not appearing on the HUB	Closed	9/21/2020
914	901285	9/10/2020		Academic Apps	itslearning	Student HUB account locked	Closed	9/21/2020
915	901512	9/10/2020		Academic Apps	itslearning	Student cannot login to the HUB	Closed	9/21/2020
916	901494	9/10/2020	Madison High School	Academic Apps	itslearning	User is unable to sign into the HUB	Closed	9/18/2020
917	901643	9/10/2020	Harvard Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/18/2020
918	901805	9/10/2020	Bellfort Early Childhood Ctr	Academic Apps	itslearning	HUB COURSES - Employee states she does not see her courses in the HUB and also no information shows in Imagine Learning CONTACT ██████████	Closed	9/18/2020
919	901969	9/10/2020	Briarmeadow ES-MS	Academic Apps	itslearning	HUB Classes Missing Contact: ██████████	Closed	9/18/2020
920	900742	9/10/2020	Mading Elementary School	Academic Apps	Third Party Apps.	Google Docs	In Progress	

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
921	901007	9/10/2020	Lamar High School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/17/2020
922	901779	9/10/2020	Golfcrest Elementary School	Academic Apps	itslearning	Under Intervention Assistance Team Unable to upload my documents	Closed	9/17/2020
923	900928	9/10/2020		Academic Apps	itslearning	HUB Student Account Disabled	Closed	9/17/2020
924	901186	9/10/2020	Law Elementary School	Academic Apps	Third Party Apps.	Teams has a black screen	Closed	9/10/2020
925	901290	9/10/2020	Hattie Mae White	Academic Apps	Third Party Apps.	Google Classroom - Anabel to logon to Forms	Closed	9/10/2020
926	901337	9/10/2020	Hattie Mae White	Academic Apps	Third Party Apps.	HISD google Account	Closed	9/22/2020
927	901245	9/10/2020	Bonham Elementary School	Academic Apps	itslearning	Parent having trouble getting on Imagine literacy	Closed	9/16/2020
928	901535	9/10/2020	Briarmeadow ES-MS	Academic Apps	itslearning	Approval MSHP	Closed	9/16/2020
929	901386	9/10/2020		Academic Apps	Third Party Apps.	Edison MS - Student unable to see teacher classes in Teams	Closed	9/24/2020
930	901575	9/10/2020	Rice Sch/La Escuela Rice	Academic Apps	itslearning	The user is not seeing any of her students or her lesson plans While in the HUB .	Closed	9/16/2020
931	902032	9/10/2020	Worthing High School	Academic Apps	itslearning	May I request to have my ELAR classes on the HUB combined?	Closed	9/16/2020
932	901588	9/10/2020	Rice Sch/La Escuela Rice	Academic Apps	Third Party Apps.	A student is not in the digital resources roster - she cannot use any application	Closed	9/22/2020
933	901718	9/10/2020	Anderson Elementary School	Academic Apps	Third Party Apps.	The user has several students in her class that does not have Imagine learning showing up in their digital resources.	Closed	9/29/2020
934	901744	9/10/2020	Fonville Middle School	Academic Apps	Third Party Apps.	BrainPop through Clever does not contain my Period4A from HUB	Closed	10/1/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
935	901822	9/10/2020	Braeburn Elementary School	Academic Apps	Third Party Apps.	peardeck add in for powerpoint	Closed	9/17/2020
936	901004	9/10/2020	Pilgrim Academy	Academic Apps	itslearning	SIS PowerSchool Courses	Closed	9/15/2020
937	901259	9/10/2020		Academic Apps	itslearning	Student can't access Imagine Learning	Closed	9/15/2020
938	901925	9/10/2020	Harris J.R. Elementary School	Academic Apps	Third Party Apps.	Digital Resources - Studies Weekly access for admin	Closed	9/29/2020
939	901973	9/10/2020	Bonham Elementary School	Academic Apps	Third Party Apps.	ReThink ED in Clever "Account Not Found"	Closed	9/30/2020
940	900870	9/10/2020	Young Scholars Academy	Academic Apps	itslearning	User ██████████ is unable to sign into HUB, says account does not exist	Closed	9/14/2020
941	901553	9/10/2020	Marshall Middle School	Academic Apps	itslearning	HUB Merge issue	Closed	9/14/2020
942	901630	9/10/2020	Pershing Middle School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/14/2020
943	901714	9/10/2020	Washington High School	Academic Apps	itslearning	Missing courses in the HUB	Closed	9/14/2020
944	901722	9/10/2020	Chavez High School	Academic Apps	itslearning	Unable to login to the HUB	Closed	9/14/2020
945	900852	9/10/2020		Academic Apps	itslearning	Student schedule/classes missing in the HUB	Closed	9/11/2020
946	901742	9/10/2020		Academic Apps	itslearning	Student locked out of the HUB	Closed	9/11/2020
947	900724	9/10/2020		Academic Apps	itslearning	itslearning states student account is locked	Closed	9/10/2020
948	900822	9/10/2020	Hattie Mae White	Academic Apps	itslearning	Student can't access app	Closed	9/10/2020
949	900900	9/10/2020	Hattie Mae White	Academic Apps	itslearning	HUB Course Content Not Loading / Empty	Closed	9/10/2020
950	901062	9/10/2020	Hattie Mae White	Academic Apps	itslearning	Can't get Imagine Learning to load	Closed	9/10/2020
951	901118	9/10/2020	Piney Point Elementary School	Academic Apps	itslearning	Google Slides Permission	Closed	9/10/2020
952	901144	9/10/2020	Worthing High School	Academic Apps	itslearning	Can't log into the HUB remotely	Closed	9/10/2020
953	901205	9/10/2020		Academic Apps	itslearning	HUB account is locked	Closed	9/10/2020
954	901334	9/10/2020		Academic Apps	itslearning	Student can't log into the HUB	Closed	9/10/2020
955	901520	9/10/2020		Academic Apps	itslearning	User is unable to login to the HUB	Closed	9/10/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
956	901529	9/10/2020	Montgomery Elementary School	Academic Apps	itslearning	Can't get the HUB to load	Closed	9/10/2020
957	901833	9/10/2020		Academic Apps	itslearning	Student's courses are missing in the HUB	Closed	9/10/2020
958	901935	9/10/2020	Reagan K-8 Educational Center	Academic Apps	itslearning	HUB Classes Missing	Closed	9/10/2020
959	901964	9/10/2020	Hattie Mae White	Academic Apps	itslearning	Student can't log into the HUB	Closed	9/10/2020
960	901965	9/10/2020	Hattie Mae White	Academic Apps	itslearning	Students are missing apps in the HUB	Closed	9/10/2020
961	901491	9/10/2020	Mading Elementary School	Academic Apps	itslearning	Learning path stopping half way in	In Progress	
962	901684	9/10/2020	Hattie Mae White	Academic Apps	itslearning	HUB - Merge error - ██████████ (SEE TECH NOTES)	In Progress	
963	902036	9/10/2020	Lyons Elementary School	Academic Apps	itslearning	ITSLEARNING HUB	In Progress	
964	902638	9/11/2020	Baylor College of Medicine Acd	Academic Apps	itslearning	Re: Science Teachers Unable to Access STEMScopes_Baylor College of Medicine Academy@Ryan	Closed	10/6/2020
965	902544	9/11/2020	Liberty High School	Academic Apps	itslearning	HUB Classes Missing	Closed	10/2/2020
966	902740	9/11/2020	Bonner Elementary School	Academic Apps	itslearning	Classes are missing in the HUB	Closed	10/1/2020
967	903310	9/11/2020	Smith Elementary School	Academic Apps	itslearning	HUB assistance	Closed	10/1/2020
968	902315	9/11/2020	Frost Elementary School	Academic Apps	itslearning	Cannot access HMH or Science fusion in the HUB	Closed	9/29/2020
969	902418	9/11/2020	Patterson Elementary School	Academic Apps	itslearning	HUB Student Missing Assignments	Closed	9/29/2020
970	903089	9/11/2020	Sharpstown High School	Academic Apps	itslearning	HUB- lost all lesson plans	Closed	9/29/2020
971	903102	9/11/2020	Carnegie Vanguard High School	Academic Apps	itslearning	Carnegie Vanguard High School #322 - Teacher ██████████ class in the HUB is malfunctioning.	Closed	9/29/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
972	903137	9/11/2020	Black Middle School	Academic Apps	itslearning	Co-Teacher is unable to view PearDeck presentations in itslearning	Closed	9/25/2020
973	902302	9/11/2020	Gregory-Lincoln Ed Ctr	Academic Apps	itslearning	Fw: Lesson Plan Submission-HUB Due Today	Closed	9/24/2020
974	902521	9/11/2020		Academic Apps	itslearning	Student can't access the HUB	Closed	9/24/2020
975	902549	9/11/2020	Mitchell Elementary School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/24/2020
976	902626	9/11/2020		Academic Apps	itslearning	SD: HUB Content Incorrect Language	Closed	9/24/2020
977	902704	9/11/2020	Osborne Elementary School	Academic Apps	itslearning	HUB Students Unable to Access Assignments	Closed	9/24/2020
978	902820	9/11/2020	Wharton K-8 Dual Language Acad	Academic Apps	itslearning	HUB Plans Missing	Closed	9/24/2020
979	902906	9/11/2020		Academic Apps	itslearning	Unable to login to Brain Pop	Closed	9/24/2020
980	903002	9/11/2020	Rodriguez Elementary School	Academic Apps	itslearning	Go Math Resources	Closed	9/24/2020
981	903020	9/11/2020	Eliot Elementary School	Academic Apps	itslearning	HUB missing items/ Curriculum.	Closed	9/24/2020
982	903065	9/11/2020	Parker Elementary School	Academic Apps	itslearning	Hub Courses student viewing	Closed	9/24/2020
983	903172	9/11/2020	Piney Point Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/24/2020
984	903209	9/11/2020	Madison High School	Academic Apps	itslearning	Please Restore Unit 1 for Teacher HUB assignments ---DDEAL1	Closed	9/24/2020
985	903252	9/11/2020	Neff Elementary School	Academic Apps	itslearning	HUB Creating a Copy Failed Error	Closed	9/24/2020
986	903267	9/11/2020	Smith Elementary School	Academic Apps	itslearning	SD: HUB Content Incorrect Language	Closed	9/24/2020
987	903317	9/11/2020	Shearn Elementary School	Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	Closed	9/24/2020
988	902201	9/11/2020		Academic Apps	itslearning	Student HUB account locked	Closed	9/23/2020
989	902619	9/11/2020	Lockhart Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/23/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
990	902827	9/11/2020	Helms Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/23/2020
991	902876	9/11/2020	Mandarin Chinese Lang. Magnet	Academic Apps	itslearning	HUB Classes Missing	Closed	9/23/2020
992	902935	9/11/2020		Academic Apps	itslearning	The parent is trying to access the Digital Resource BrainPop but is getting a error message each time.	Closed	9/23/2020
993	902965	9/11/2020		Academic Apps	itslearning	HUB Classes Missing	Closed	9/23/2020
994	902997	9/11/2020	MacGregor Elementary School	Academic Apps	itslearning	HUB Classes Missing for teacher-- MCOLLI11	Closed	9/23/2020
995	903010	9/11/2020	MacGregor Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/23/2020
996	903022	9/11/2020	Benbrook Elementary School	Academic Apps	itslearning	My kinder students in the hub have assigned 3rd grade work from Imagine language & literacy & myon.	Closed	9/23/2020
997	903069	9/11/2020		Academic Apps	itslearning	HUB has incorrect student email	Closed	9/23/2020
998	902705	9/11/2020	Piney Point Elementary School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/23/2020
999	903182	9/11/2020		Academic Apps	itslearning	HUB - Student cannot see assignments	Closed	9/23/2020
1000	903257	9/11/2020	Kolter Elementary School	Academic Apps	itslearning	FW: Still have weird stuff on HUB home	Closed	9/23/2020
1001	903273	9/11/2020	West University Elementary	Academic Apps	itslearning	HUB Plans Missing	Closed	9/23/2020
1002	903122	9/11/2020	Rodriguez Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/21/2020
1003	902802	9/11/2020		Academic Apps	itslearning	Student [REDACTED] is locked out of the HUB	Closed	9/21/2020
1004	902208	9/11/2020	Alameda Elementary School	Academic Apps	itslearning	OSM (#) - one source on line training - Food Allergies Exam	Closed	9/20/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
1005	902508	9/11/2020	Garden Villas Elementary	Academic Apps	itslearning	FW: The hub (My Plans are disappearing)	Closed	9/18/2020
1006	902635	9/11/2020	Ashford Elementary School	Academic Apps	itslearning	The is missing courses in the HUB for her classes.	Closed	9/18/2020
1007	902337	9/11/2020	Crespo Elementary School	Academic Apps	itslearning	I am trying to find [REDACTED] to sign up for a training on the Hub . I cannot find her in the directory, I recently took a course from her. Where Fo I go to sign up for help for after school on the Hub.	Closed	9/16/2020
1008	902340	9/11/2020	Gregory-Lincoln Ed Ctr	Academic Apps	itslearning	HUB Concerns-Gregory-Lincoln Education Center	Closed	9/16/2020
1009	902582	9/11/2020	Challenge Early College High	Academic Apps	itslearning	HUB Classes Missing	Closed	9/16/2020
1010	902450	9/11/2020	West Briar Middle School	Academic Apps	itslearning	Compliance Training Issue	Closed	9/15/2020
1011	902679	9/11/2020	Martinez R. Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/15/2020
1012	903013	9/11/2020	Elmore Elementary School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/15/2020
1013	903110	9/11/2020	Edison Middle School	Academic Apps	itslearning	Digital Data Safety Video	Closed	9/15/2020
1014	903119	9/11/2020	Berry Elementary School	Academic Apps	itslearning	HUB - Student Rosters Not Correct - Assigned Class That Is Not Mine	Closed	9/15/2020
1015	902213	9/11/2020	Garden Oaks Montessori	Academic Apps	Third Party Apps.	IBOSS Error Certify Log In	Closed	9/17/2020
1016	902387	9/11/2020	High School for Law and Justice	Academic Apps	Third Party Apps.	RESPx3 LAW 034 : Unavailable content in Collegeboard's AP classroom	Closed	9/23/2020
1017	902410	9/11/2020		Academic Apps	Third Party Apps.	Student is unable to login to imagine Math	Closed	9/18/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
1018	902428	9/11/2020	Neff Elementary School	Academic Apps	Third Party Apps.	Davis Digital Books for Art Elementary on Clever is not listed on my resources for Fine Arts	Closed	9/16/2020
1019	903123	9/11/2020	Rodriguez Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/14/2020
1020	902799	9/11/2020	Wharton K-8 Dual Language A	Academic Apps	Third Party Apps.	Approving an add-on for google slides in HISD Google Account	Open	
1021	902324	9/11/2020	Milne Elementary School	Academic Apps	itslearning	HUB Course Content Not Loading / Empty	Closed	9/13/2020
1022	903113	9/11/2020		Academic Apps	Third Party Apps.	Fw: Digital Textbook	Closed	9/24/2020
1023	903207	9/11/2020	Carnegie Vanguard High School	Academic Apps	Third Party Apps.	Digital Resources - Carnegie Vanguard High School #322 - 3 Students get error message when they access textbook	In Progress	
1024	903282	9/11/2020		Academic Apps	Third Party Apps.	New Student Error accessing Google Account using [REDACTED]	Closed	9/24/2020
1025	902117	9/11/2020		Academic Apps	itslearning	HUB - Missing Content	Closed	9/11/2020
1026	902194	9/11/2020	Walnut Bend Elementary School	Academic Apps	itslearning	HUB Assignments - visibility to students feature is not working	Closed	9/11/2020
1027	902332	9/11/2020		Academic Apps	itslearning	Student unable to login to the HUB	Closed	9/11/2020
1028	902622	9/11/2020		Academic Apps	itslearning	HUB Classes Missing	Closed	9/11/2020
1029	902892	9/11/2020	North Forest High School	Academic Apps	itslearning	Request for 1 on 1 instruction	Closed	9/11/2020
1030	903012	9/11/2020	Benbrook Elementary School	Academic Apps	itslearning	Clever error message: Student is not associated with teacher	Closed	9/11/2020
1031	903196	9/11/2020	Hattie Mae White	Academic Apps	itslearning	Student can't access apps under Digital Resources	Closed	9/11/2020
1032	903237	9/11/2020	Hattie Mae White	Academic Apps	itslearning	Student can't access the HUB	Closed	9/11/2020
1033	903246	9/11/2020	Hattie Mae White	Academic Apps	itslearning	Student can't access Accelerated Reader	Closed	9/11/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
1034	903264	9/11/2020	Hattie Mae White	Academic Apps	itslearning	Student needs session code	Closed	9/11/2020
1035	902442	9/11/2020	Benbrook Elementary School	Academic Apps	Clever (Vendor)	RE: Clever Access New Student - [REDACTED]	Closed	9/21/2020
1036	902886	9/11/2020		Academic Apps	Clever (Vendor)	Clever Access Issues	Closed	10/5/2020
1037	902152	9/11/2020	High School for Performing	Academic Apps	itslearning	Student Missing from HUB classes	In Progress	
1038	902338	9/11/2020	North Forest High School	Academic Apps	itslearning	HUB Classes Missing	In Progress	
1039	902805	9/11/2020	Washington High School	Academic Apps	itslearning	HUB Classes Missing Contact: [REDACTED]	In Progress	
1040	903142	9/11/2020	Bellaire High School	Academic Apps	itslearning	HUB Classes Missing 5 and 1 is missing - The 360 Report is not showing all 5, missing	In Progress	
1041	903284	9/11/2020	River Oaks Elementary School	Academic Apps	itslearning	HUB Unable to Access Content (Copy Failed Error)	In Progress	
1042	903364	9/12/2020	Hattie Mae White	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/24/2020
1043	903380	9/12/2020	Energized Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/24/2020
1044	903373	9/12/2020	Mandarin Chinese Lang. Magnet	Academic Apps	itslearning	HUB Merge / Unmerge Courses	Closed	9/23/2020
1045	903367	9/12/2020	Walnut Bend Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/21/2020
1046	903352	9/12/2020	Bonner Elementary School	Academic Apps	itslearning	Students missing activities in the HUB	Closed	9/18/2020
1047	903340	9/12/2020		Academic Apps	Third Party Apps.	Imagine learning not working on iPad	Closed	9/24/2020
1048	903349	9/12/2020	Pilgrim Academy	Academic Apps	Third Party Apps.	Missing Social Studies program in Digital Resources, HUB	Closed	9/17/2020
1049	903384	9/12/2020	Burbank Middle School	Academic Apps	Third Party Apps.	Acceso a Britannica Escolar	Open	

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
1050	903418	9/13/2020	Elrod Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/29/2020
1051	903425	9/13/2020	T. H. Rogers School	Academic Apps	itslearning	HUB Merge / Unmerge Courses	Closed	9/25/2020
1052	903429	9/13/2020	Tijerina Elementary School	Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	Closed	9/25/2020
1053	903431	9/13/2020	DeChaumes Elementary School	Academic Apps	itslearning	HUBProblem - Technical â€” do not remove this text	Closed	9/25/2020
1054	903448	9/13/2020	Paige Elementary School	Academic Apps	itslearning	SD: HUB Content Incorrect Language	Closed	9/25/2020
1055	903502	9/13/2020	Herod Elementary School	Academic Apps	itslearning	FW: English Plans HUB	Closed	9/25/2020
1056	903505	9/13/2020	Burnet Elementary School	Academic Apps	itslearning	HUB - English Reading	Closed	9/25/2020
1057	903509	9/13/2020	Wheatley High School	Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	Closed	9/25/2020
1058	903514	9/13/2020	Ray K. Daily Elementary School	Academic Apps	itslearning	Math learning paths	Closed	9/25/2020
1059	903481	9/13/2020	Parker Elementary School	Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	Closed	9/24/2020
1060	903507	9/13/2020	Crockett Elementary School	Academic Apps	itslearning	HUB	Closed	9/24/2020
1061	903513	9/13/2020	Elmore Elementary School	Academic Apps	itslearning	Social Studies Not Working	Closed	9/23/2020
1062	903456	9/13/2020	T. H. Rogers School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/16/2020
1063	903450	9/13/2020	Sinclair Elementary School	Academic Apps	Third Party Apps.	Re: Epic app on HISD ipads?	Closed	9/28/2020
1064	903512	9/13/2020		Academic Apps	Third Party Apps.	help with elementary student Google Docs	Closed	9/29/2020
1065	903393	9/13/2020	Field Elementary School	Academic Apps	Clever (Vendor)	Clever Access Issues	Closed	9/22/2020
1066	903411	9/13/2020		Academic Apps	Clever (Vendor)	HUB Students Unable to Access Clever	Closed	9/21/2020
1067	903397	9/13/2020	Neff Elementary School	Academic Apps	itslearning	Remove Courses on the HUB	In Progress	

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
1068	903403	9/13/2020	Kennedy Elementary School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	In Progress	
1069	903497	9/13/2020	Southmayd Elementary School	Academic Apps	itslearning	HUB Content Missing	In Progress	
1070	903526	9/13/2020	Garcia Elementary School	Academic Apps	itslearning	SD: HUB Content Incorrect Language	In Progress	
1071	904330	9/14/2020	Yates High School	Academic Apps	itslearning	HUB Classes Missing	Closed	10/2/2020
1072	903827	9/14/2020	Valley West Elementary School	Academic Apps	itslearning	██████████ Cant access HUB links	Closed	10/2/2020
1073	903931	9/14/2020	Whidby Elementary School	Academic Apps	itslearning	Reading A - Z and Imagine Literacy Apps on Clever	Closed	10/2/2020
1074	904017	9/14/2020		Academic Apps	itslearning	Student can't submit assignments in the HUB	Closed	10/2/2020
1075	904029	9/14/2020		Academic Apps	itslearning	Cannot access student connections	Closed	10/2/2020
1076	904158	9/14/2020	Meyerland Middle School	Academic Apps	itslearning	Meyerland MS - Classes are missing in the HUB	Closed	10/2/2020
1077	904555	9/14/2020	Pugh Elementary School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	10/2/2020
1078	904774	9/14/2020		Academic Apps	itslearning	Google. Files - not uploading to the HUB Student call back ██████████ user is on a MAC	Closed	10/2/2020
1079	904586	9/14/2020	Golfcrest Elementary School	Academic Apps	itslearning	IAT course in the HUB	Closed	10/1/2020
1080	903631	9/14/2020	Park Place Elementary School	Academic Apps	itslearning	Students enrolled in PowerSchool, but they did not roll over into the HUB.	Closed	9/30/2020
1081	903798	9/14/2020		Academic Apps	itslearning	Student HUB account locked	Closed	9/30/2020
1082	903975	9/14/2020		Academic Apps	itslearning	Google issue	Closed	9/29/2020
1083	904305	9/14/2020	Janowski Elementary School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/29/2020
1084	904665	9/14/2020		Academic Apps	itslearning	Unable to open assignments in the HUB	Closed	9/29/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
1085	903856	9/14/2020	Houston Math, Science &	Academic Apps	itslearning	Missing HUB Course	Closed	9/28/2020
1086	903627	9/14/2020	Briargrove Elementary School	Academic Apps	itslearning	access denied	Closed	9/25/2020
1087	903658	9/14/2020	Briargrove Elementary School	Academic Apps	itslearning	HUB Copy Has Failed	Closed	9/25/2020
1088	903665	9/14/2020	Briargrove Elementary School	Academic Apps	itslearning	HUB Copy Has Failed	Closed	9/25/2020
1089	903692	9/14/2020	Garden Oaks Montessori	Academic Apps	itslearning	HUB assignments no appearing for students	Closed	9/25/2020
1090	903767	9/14/2020	Law Elementary School	Academic Apps	itslearning	The Hub - Activities and Student access	Closed	9/25/2020
1091	903809	9/14/2020	Patterson Elementary School	Academic Apps	itslearning	HUB Students Unable to Access Assignments	Closed	9/25/2020
1092	903898	9/14/2020	Herod Elementary School	Academic Apps	itslearning	FW: HUB question	Closed	9/25/2020
1093	903917	9/14/2020	White M Elementary School	Academic Apps	itslearning	Clever- Adding Student	Closed	9/25/2020
1094	904226	9/14/2020	White M Elementary School	Academic Apps	itslearning	Needs two students removed from roster in the HUB	Closed	9/25/2020
1095	904523	9/14/2020	Rice Sch/La Escuela Rice	Academic Apps	itslearning	HUB Merge / Unmerge Courses	Closed	9/25/2020
1096	904816	9/14/2020	MacGregor Elementary School	Academic Apps	itslearning	template	Closed	9/25/2020
1097	904868	9/14/2020	Liberty High School	Academic Apps	itslearning	HUB Missing Plans	Closed	9/25/2020
1098	904886	9/14/2020	Fonville Middle School	Academic Apps	itslearning	Pre Populated Plans in the HUB	Closed	9/25/2020
1099	904894	9/14/2020	Liberty High School	Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	Closed	9/25/2020
1100	904929	9/14/2020	Janowski Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/25/2020
1101	903854	9/14/2020	Ross Elementary School	Academic Apps	itslearning	HUB Overview Page Links to Old Copy of Assignments	Closed	9/24/2020
1102	904108	9/14/2020	Fondren Elementary School	Academic Apps	itslearning	HUB help	Closed	9/24/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
1103	904242	9/14/2020	Stevens Elementary School	Academic Apps	itslearning	HUB Content In the Wrong Language	Closed	9/24/2020
1104	904267	9/14/2020	Eliot Elementary School	Academic Apps	itslearning	HUB Copy Has Failed	Closed	9/24/2020
1105	904447	9/14/2020	Cunningham Elementary School	Academic Apps	itslearning	How to add "latest changes" on "Recent updates" on the Home HUB?	Closed	9/24/2020
1106	904462	9/14/2020	DeChaumes Elementary School	Academic Apps	itslearning	Missing Courses	Closed	9/24/2020
1107	904557	9/14/2020		Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	Closed	9/24/2020
1108	904735	9/14/2020		Academic Apps	itslearning	HUB Classes Missing	Closed	9/24/2020
1109	904743	9/14/2020	E-STEM West Middle School	Academic Apps	itslearning	HUB Issues with Planner	Closed	9/24/2020
1110	904760	9/14/2020	Lyons Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/24/2020
1111	904811	9/14/2020	Rodriguez Elementary School	Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	Closed	9/24/2020
1112	904840	9/14/2020	Crockett Elementary School	Academic Apps	itslearning	Sped Hub help	Closed	9/24/2020
1113	904855	9/14/2020	Brookline Elementary School	Academic Apps	itslearning	Course issues Contact: [REDACTED]	Closed	9/24/2020
1114	904200	9/14/2020	Long Academy	Academic Apps	itslearning	Fw: accessed denied on HUB to a student	Closed	9/23/2020
1115	904236	9/14/2020		Academic Apps	itslearning	HUB Classes Missing	Closed	9/23/2020
1116	904482	9/14/2020	Stevens Elementary School	Academic Apps	itslearning	Access Denied- HUB	Closed	9/23/2020
1117	904761	9/14/2020	Sutton Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/23/2020
1118	904877	9/14/2020	Fondren Middle School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/23/2020
1119	903549	9/14/2020	Briargrove Elementary School	Academic Apps	itslearning	RE: HUB Course_ Briargrove ES_Kindergarten SS	Closed	9/23/2020
1120	903618	9/14/2020	Young Scholars Academy	Academic Apps	itslearning	User is missing courses in the HUB	Closed	9/23/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
1121	903967	9/14/2020	Yates High School	Academic Apps	itslearning	Yates High School Students with HUB - C: [REDACTED]	Closed	9/23/2020
1122	904230	9/14/2020		Academic Apps	itslearning	HUB Classes Missing	Closed	9/23/2020
1123	904605	9/14/2020		Academic Apps	itslearning	HUB Classes Missing	Closed	9/23/2020
1124	904900	9/14/2020	Bonham Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/23/2020
1125	904428	9/14/2020	Milne Elementary School	Academic Apps	itslearning	Students cannot access resources on the HUB.	Closed	9/23/2020
1126	904439	9/14/2020	Stevens Elementary School	Academic Apps	itslearning	Teacher with HUB problems	Closed	9/23/2020
1127	904502	9/14/2020		Academic Apps	itslearning	HUB Classes Missing	Closed	9/23/2020
1128	904537	9/14/2020	Shearn Elementary School	Academic Apps	itslearning	HUB Page Course Social Studies	Closed	9/23/2020
1129	904554	9/14/2020	Piney Point Elementary School	Academic Apps	itslearning	HUB Missing Content and Resources	Closed	9/23/2020
1130	904889	9/14/2020	Heights High School	Academic Apps	itslearning	HUB issue with Tests and Open Answers	Closed	9/23/2020
1131	903918	9/14/2020	Twain Elementary School	Academic Apps	itslearning	HUB ACCESS	Closed	9/21/2020
1132	904780	9/14/2020	Frost Elementary School	Academic Apps	itslearning	HUB - error	Closed	9/21/2020
1133	904385	9/14/2020	South Early College HS	Academic Apps	itslearning	[REDACTED] -- Requesting status on SIS form submitted for change if school	Closed	9/18/2020
1134	903799	9/14/2020	Burrus Elementary School	Academic Apps	itslearning	Imagine Learning is not permitting access from students	Closed	9/17/2020
1135	903819	9/14/2020	MacGregor Elementary School	Academic Apps	itslearning	No Subject Entered	Closed	9/17/2020
1136	904882	9/14/2020	Herrera Elementary School	Academic Apps	itslearning	Archived courses	Closed	9/17/2020
1137	903535	9/14/2020	Frost Elementary School	Academic Apps	itslearning	The user is not able to access some of the digital resources while accessing the HUB.	Closed	9/16/2020
1138	903734	9/14/2020		Academic Apps	itslearning	Itslearning	Closed	9/16/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
1139	903808	9/14/2020	Browning Elementary School	Academic Apps	itslearning	HMH Login error	Closed	9/16/2020
1140	904019	9/14/2020	Westside High School	Academic Apps	itslearning	Westside High School Hub and Teams - ---- problems every time I try and use teams on the school computer it says I have no room for it to run	Closed	9/16/2020
1141	904185	9/14/2020	Stevens Elementary School	Academic Apps	itslearning	HUB Copy Has Failed	Closed	9/16/2020
1142	904344	9/14/2020		Academic Apps	itslearning	Archived Courses on HUB	Closed	9/16/2020
1143	903906	9/14/2020	Jefferson Elementary School	Academic Apps	itslearning	User is unable to sign out of the HUB	Closed	9/15/2020
1144	903585	9/14/2020	Montgomery Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/14/2020
1145	903911	9/14/2020	Wharton K-8 Dual Language Acad	Academic Apps	itslearning	HUB Classes Missing	Closed	9/14/2020
1146	904009	9/14/2020	Yates High School	Academic Apps	itslearning	Ticket status update	Closed	9/14/2020
1147	904763	9/14/2020	Hattie Mae White	Academic Apps	itslearning	Student can't access the HUB	Closed	9/14/2020
1148	904765	9/14/2020	Hattie Mae White	Academic Apps	itslearning	HITT app isn't working	Closed	9/14/2020
1149	904767	9/14/2020	Hattie Mae White	Academic Apps	itslearning	Can't access Imagine apps on iPad	Closed	9/14/2020
1150	904795	9/14/2020	Hattie Mae White	Academic Apps	itslearning	Student can't access apps under Digital Resources	Closed	9/14/2020
1151	904802	9/14/2020	Hattie Mae White	Academic Apps	itslearning	Student can't access apps under Digital Resources	Closed	9/14/2020
1152	903615	9/14/2020	Young Scholars Academy	Academic Apps	Third Party Apps.	User is unable to access digital resources	Closed	9/16/2020
1153	903769	9/14/2020	T. H. Rogers School	Academic Apps	Digital Textbooks	iScience Access	Closed	9/23/2020
1154	903848	9/14/2020	Sharpstown International	Academic Apps	Third Party Apps.	User student are not seeing the digital Resource A to Z Learning while in the HUB.	Closed	9/28/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
1155	903904	9/14/2020	Golfcrest Elementary School	Academic Apps	Third Party Apps.	We were unable to fine a matching user in Clever.	Closed	9/22/2020
1156	904109	9/14/2020	Houston Math, Science &	Academic Apps	Digital Textbooks	Student wrong and missing Digital Resources	Need Information	
1157	904146	9/14/2020	T. H. Rogers School	Academic Apps	Digital Textbooks	Algebra 1 eText	Closed	9/17/2020
1158	904331	9/14/2020	Revere Middle School	Academic Apps	Third Party Apps.	DR- french text	Closed	9/24/2020
1159	904496	9/14/2020	Kashmere High School	Academic Apps	Third Party Apps.	Unable to open Digital textbook in the HUB	Closed	10/2/2020
1160	904592	9/14/2020	Oak Forest Elementary School	Academic Apps	Third Party Apps.	HITT: The Handwriting Interactive Teaching Tool not working	Closed	10/1/2020
1161	904595	9/14/2020	White E Elementary School	Academic Apps	Third Party Apps.	Pear Deck is not accepting her HISD email	Closed	10/6/2020
1162	904749	9/14/2020	Hattie Mae White	Academic Apps	Third Party Apps.	Google Drive - unable to download from Driver to HUB [REDACTED]	Closed	9/14/2020
1163	904901	9/14/2020	Heights High School	Academic Apps	Third Party Apps.	Google doc as an assignment on the hub	Closed	9/25/2020
1164	903868	9/14/2020	Heights High School	Academic Apps	Third Party Apps.	Google Docs and Google slides on the HUB	Closed	9/29/2020
1165	903589	9/14/2020		Academic Apps	Clever (Vendor)	Student is unable to sign into cleaver App	Closed	9/21/2020
1166	904319	9/14/2020		Academic Apps	Clever (Vendor)	Clever Access Issues	Closed	9/21/2020
1167	904642	9/14/2020	Pershing Middle School	Academic Apps	Clever (Vendor)	Clever Access Issues	Closed	10/6/2020
1168	904801	9/14/2020	Energized Elementary School	Academic Apps	Clever (Vendor)	Clever Access Issues	Closed	9/21/2020
1169	904145	9/14/2020		Academic Apps	itslearning	HUB Classes Missing	Vendor Hold	

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
1170	904153	9/14/2020		Academic Apps	itslearning	HUB Classes Missing	Vendor Hold	
1171	903804	9/14/2020	Anderson Elementary School	Academic Apps	itslearning	Teacher has missing courses in the hub and has additional courses that aren't theirs	In Progress	
1172	904244	9/14/2020		Academic Apps	itslearning	HUB Classes are ESL for Gen Ed student	In Progress	
1173	904254	9/14/2020	Janowski Elementary School	Academic Apps	itslearning	Class Assignment	In Progress	
1174	904274	9/14/2020	Worthing High School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	In Progress	
1175	904364	9/14/2020	Hattie Mae White	Academic Apps	itslearning	HUB Classes Missing - Able to login missing students courses - see student below	In Progress	
1176	904435	9/14/2020	Sharpstown High School	Academic Apps	itslearning	HUB - Merged courses	Vendor Hold	
1177	904473	9/14/2020		Academic Apps	itslearning	Student does not see courses in the HUB	Open	
1178	904621	9/14/2020	Scarborough Elementary School	Academic Apps	itslearning	Problems with my courses in the HUB	In Progress	
1179	904738	9/14/2020	Ray K. Daily Elementary School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	In Progress	
1180	904872	9/14/2020	Hattie Mae White	Academic Apps	itslearning	MASTER TICKET: HUB STUDENT ACCOUNTS LOCKED	Vendor Hold	
1181	904930	9/14/2020	Baylor College of Medicine Acd	Academic Apps	itslearning	Missing Course B7 from Hub [REDACTED]	Vendor Hold	
1182	904235	9/14/2020	Anderson Elementary School	Academic Apps	itslearning	Clever Apps Missing and Login Issues	In Progress	
1183	905300	9/15/2020	Anderson Elementary School	Academic Apps	itslearning	Science Lab teacher needs admin access to Imagine products	Closed	10/5/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
1184	905049	9/15/2020	Thompson Elementary School	Academic Apps	itslearning	Cannot login to Office 365 from HISD portal	Closed	10/1/2020
1185	905594	9/15/2020	Briargrove Elementary School	Academic Apps	itslearning	HUB - Students are unable to access Merged courses	Closed	10/1/2020
1186	906230	9/15/2020		Academic Apps	itslearning	It's Learning - Is supposed to have permission add his assignments to Its Learning?	Closed	10/1/2020
1187	905963	9/15/2020		Academic Apps	itslearning	uploading images into the hub	Closed	10/1/2020
1188	904988	9/15/2020	Mount Carmel Academy	Academic Apps	itslearning	Student HUB account locked	Closed	9/30/2020
1189	905650	9/15/2020	Martinez R. Elementary School	Academic Apps	itslearning	I am not able to view & select courses in Hub.	Closed	9/30/2020
1190	905835	9/15/2020	Twain Elementary School	Academic Apps	itslearning	HUB	Closed	9/30/2020
1191	906102	9/15/2020	Hines-Caldwell Elementary	Academic Apps	itslearning	Certain parts of learning paths in the Hub are not loading for students, but are visible for the Teacher	Closed	9/30/2020
1192	905054	9/15/2020	Elmore Elementary School	Academic Apps	itslearning	HUB functions missing in courses	Closed	9/29/2020
1193	905118	9/15/2020	Shadowbriar Elementary School	Academic Apps	itslearning	HUB Merge / Unmerge Courses	Closed	9/29/2020
1194	905166	9/15/2020	Clifton Middle School	Academic Apps	itslearning	HUB Question About Plans	Closed	9/29/2020
1195	905213	9/15/2020	Challenge Early College High	Academic Apps	itslearning	HUB Copy Has Failed	Closed	9/29/2020
1196	905606	9/15/2020	Piney Point Elementary School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/28/2020
1197	905838	9/15/2020	Crockett Elementary School	Academic Apps	itslearning	Links on the HUB for 4th Grade Social Studies	Closed	9/28/2020
1198	905968	9/15/2020	Sherman Elementary School	Academic Apps	itslearning	Imagine Math	Closed	9/28/2020
1199	906045	9/15/2020	Browning Elementary School	Academic Apps	itslearning	Browning ES - Students not showing up on roster	Closed	9/28/2020

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1200	906059	9/15/2020	Field Elementary School	Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	Closed	9/28/2020
1201	906087	9/15/2020	Wheatley High School	Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	Closed	9/28/2020
1202	906093	9/15/2020	Black Middle School	Academic Apps	itslearning	HUB lesson plans missing from a single class period	Closed	9/28/2020
1203	906151	9/15/2020	Carnegie Vanguard High School	Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	Closed	9/28/2020
1204	905065	9/15/2020		Academic Apps	itslearning	The parent is trying to access the HMH for Clever	Closed	9/25/2020
1205	905299	9/15/2020	Scarborough High School	Academic Apps	itslearning	No Imagine apps are showing up under Digital Resources	Closed	9/25/2020
1206	905473	9/15/2020	Sharpstown International	Academic Apps	itslearning	ReThink Ed Access	Closed	9/25/2020
1207	905503	9/15/2020	Walnut Bend Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/25/2020
1208	905542	9/15/2020	Tijerina Elementary School	Academic Apps	itslearning	create copy failed	Closed	9/25/2020
1209	905547	9/15/2020	Grissom Elementary School	Academic Apps	itslearning	HUB Lessons Missing in Course	Closed	9/25/2020
1210	905929	9/15/2020	Emerson Elementary School	Academic Apps	itslearning	Planning guide does not show up	Closed	9/25/2020
1211	906217	9/15/2020	Briargrove Elementary School	Academic Apps	itslearning	Some of my students are not able to open assignments using their student ID e-mail address on the HUB	Closed	9/25/2020
1212	905039	9/15/2020	Condit Elementary School	Academic Apps	itslearning	HUB and Clever difficulties logging on. Contact: [REDACTED]	Closed	9/24/2020
1213	905966	9/15/2020	Arabic Immersion Magnet School	Academic Apps	itslearning	Dr- Studies Weekly	Closed	9/24/2020
1214	905302	9/15/2020	Cook Jr Elementary School	Academic Apps	itslearning	The Hub is not working! Please help!	Closed	9/23/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
1215	905392	9/15/2020	Liberty High School	Academic Apps	itslearning	HUB missing course -Period 5 and 9	Closed	9/23/2020
1216	905604	9/15/2020	Hattie Mae White	Academic Apps	itslearning	HUB Classes Missing - Issue Continues	Closed	9/23/2020
1217	905633	9/15/2020	E-STEM Central High School	Academic Apps	itslearning	MISSING STUDENTS	Closed	9/23/2020
1218	905691	9/15/2020	Piney Point Elementary School	Academic Apps	itslearning	HUB - ESL Student Material Deleted	Closed	9/23/2020
1219	905696	9/15/2020	Eliot Elementary School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/23/2020
1220	905836	9/15/2020	North Forest High School	Academic Apps	itslearning	HUB Issues	Closed	9/23/2020
1221	905920	9/15/2020	High School for Performing	Academic Apps	itslearning	Student Missing from HUB class	Closed	9/23/2020
1222	906199	9/15/2020	Emerson Elementary School	Academic Apps	itslearning	HUB Teacher Resources	Closed	9/23/2020
1223	905194	9/15/2020		Academic Apps	itslearning	HUB Classes Missing for [REDACTED]	Closed	9/22/2020
1224	905372	9/15/2020		Academic Apps	itslearning	Student unable to open assignments on the HUB	Closed	9/21/2020
1225	905899	9/15/2020		Academic Apps	itslearning	Student missing assignments on iPad	Closed	9/21/2020
1226	905924	9/15/2020		Academic Apps	itslearning	HUB Assignments Missing for student	Closed	9/21/2020
1227	905445	9/15/2020		Academic Apps	itslearning	Student HUB account locked	Closed	9/18/2020
1228	905472	9/15/2020		Academic Apps	itslearning	HUB CAN'T LOGIN	Closed	9/18/2020
1229	905489	9/15/2020		Academic Apps	itslearning	RE: Login Help	Closed	9/18/2020
1230	905673	9/15/2020		Academic Apps	itslearning	login issues	Closed	9/18/2020
1231	905952	9/15/2020		Academic Apps	itslearning	Trouble logging in	Closed	9/18/2020
1232	905953	9/15/2020		Academic Apps	itslearning	Re: Trouble logging in	Closed	9/18/2020
1233	905970	9/15/2020	Sherman Elementary School	Academic Apps	itslearning	Imagina math	Closed	9/18/2020
1234	906241	9/15/2020	School at St. George Place	Academic Apps	itslearning	Re: Unable to sign in for [REDACTED]	Closed	9/18/2020
1235	905117	9/15/2020		Academic Apps	itslearning	FW: Good evening!	Closed	9/17/2020
1236	905161	9/15/2020		Academic Apps	itslearning	No Subject Entered	Closed	9/17/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
1237	905208	9/15/2020	Berry Elementary School	Academic Apps	itslearning	Teacher unable login as student on Renaissance	Closed	9/17/2020
1238	905678	9/15/2020	Gross Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/17/2020
1239	906028	9/15/2020	Bonham Elementary School	Academic Apps	itslearning	HUB assignments	Closed	9/17/2020
1240	906103	9/15/2020	Wheatley High School	Academic Apps	itslearning	HUB Plans did not populate this week	Closed	9/17/2020
1241	905130	9/15/2020	Roosevelt Elementary School	Academic Apps	itslearning	Customer's students cannot open assignments on iPads	Closed	9/15/2020
1242	905340	9/15/2020	Hattie Mae White	Academic Apps	itslearning	Can't get the HUB to load	Closed	9/15/2020
1243	905828	9/15/2020	Hattie Mae White	Academic Apps	itslearning	Student's courses are missing in the HUB	Closed	9/15/2020
1244	906096	9/15/2020	Hattie Mae White	Academic Apps	itslearning	Student can't access Imagine Learning	Closed	9/15/2020
1245	905272	9/15/2020	Southwest Field Office	Academic Apps	Third Party Apps.	Brainpop Access - [REDACTED]	Closed	9/24/2020
1246	905426	9/15/2020		Academic Apps	Third Party Apps.	Student can't access Digital Resources	Closed	9/22/2020
1247	905037	9/15/2020	White M Elementary School	Academic Apps	Third Party Apps.	Google Account not connecting to itslearning.	Closed	9/29/2020
1248	905760	9/15/2020		Academic Apps	Third Party Apps.	Student is unable to sign into Imagine learning	Closed	9/15/2020
1249	905801	9/15/2020		Academic Apps	Third Party Apps.	Wrong google account is stuck in the HUB	Closed	9/25/2020
1250	905809	9/15/2020	Valley West Elementary School	Academic Apps	Digital Textbooks	STEMScopes - No Access	In Progress	
1251	905917	9/15/2020		Academic Apps	Third Party Apps.	Missing digital resources	Closed	9/15/2020
1252	905939	9/15/2020	Oak Forest Elementary School	Academic Apps	Third Party Apps.	Teams recording not appearing in Stream	Closed	9/25/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
1253	905983	9/15/2020	Osborne Elementary School	Academic Apps	Third Party Apps.	HMH Log on is not working	Closed	9/25/2020
1254	906074	9/15/2020	West University Elementary	Academic Apps	Third Party Apps.	Flipgrid Login Denied	Open	
1255	906091	9/15/2020	Hattie Mae White	Academic Apps	Third Party Apps.	User is unable to access any digital resources	Closed	9/16/2020
1256	906189	9/15/2020	Field Elementary School	Academic Apps	Third Party Apps.	DR- BRAINPOP JR	Closed	9/17/2020
1257	905070	9/15/2020		Academic Apps	Clever (Vendor)	Clever Access Issues	Closed	9/21/2020
1258	905165	9/15/2020	Energized Elementary School	Academic Apps	Clever (Vendor)	DR Clever Access Issues	Closed	9/21/2020
1259	905548	9/15/2020		Academic Apps	Clever (Vendor)	FW: HUB Issue	Closed	9/18/2020
1260	905667	9/15/2020	Bastian Elementary School	Academic Apps	Clever (Vendor)	Clever Access Issues	Closed	9/21/2020
1261	905707	9/15/2020	Mading Elementary School	Academic Apps	Clever (Vendor)	HUB Issues Accessing Digital Resources	Need Information	
1262	905771	9/15/2020		Academic Apps	Clever (Vendor)	Clever Access Issues	Closed	9/21/2020
1263	905860	9/15/2020	Energized Elementary School	Academic Apps	Clever (Vendor)	Student [REDACTED] Clever login fails,	Closed	9/21/2020
1264	906164	9/15/2020	West University Elementary	Academic Apps	Clever (Vendor)	DR- Clever	Closed	9/21/2020
1265	906188	9/15/2020		Academic Apps	Clever (Vendor)	DR- Clever Access	Closed	9/21/2020
1266	906223	9/15/2020		Academic Apps	Clever (Vendor)	Clever Access Issues	Closed	9/21/2020
1267	905247	9/15/2020	High School for Performing	Academic Apps	itslearning	Students unenrolled in HUB classes	In Progress	

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
1268	905643	9/15/2020	Hattie Mae White	Academic Apps	itslearning	MASTER TICKET: GOOGLE SLIDES IN THE HUB	In Progress	
1269	905658	9/15/2020	Hattie Mae White	Academic Apps	itslearning	MASTER TICKET: PLANS, TOPICS, RESOURCES ADDED BY TEACHER SHOW DELETED OR ERROR	Open	
1270	905741	9/15/2020	Fondren Middle School	Academic Apps	itslearning	issues creating assignments in the HUB	In Progress	
1271	905862	9/15/2020	T. H. Rogers School	Academic Apps	itslearning	HUB Help Request - move grades for student	In Progress	
1272	905986	9/15/2020	North Houston Early College HS	Academic Apps	itslearning	8th period English 3A	In Progress	
1273	906023	9/15/2020	Bell Elementary School	Academic Apps	itslearning	HUB Activity for Spanish Reading Grade 3 - 304 and 305 has been deleted	In Progress	
1274	906169	9/15/2020	Chavez High School	Academic Apps	itslearning	The Hub Class Merge	In Progress	
1275	906569	9/16/2020	Furr High School	Academic Apps	itslearning	G-W Online Text Book Issue for Student [REDACTED]	Closed	10/2/2020
1276	906584	9/16/2020	Sharpstown International	Academic Apps	itslearning	HUB Merge / Unmerge Courses	Closed	10/2/2020
1277	907531	9/16/2020	Briargrove Elementary School	Academic Apps	itslearning	Clever Login for Student	Closed	10/2/2020
1278	906978	9/16/2020	Fondren Elementary School	Academic Apps	itslearning	HUB learning pathways	Closed	10/1/2020
1279	907403	9/16/2020	High School Ahead Academy MS	Academic Apps	itslearning	GoMath Error Code	Closed	10/1/2020
1280	906894	9/16/2020	Rucker Elementary School	Academic Apps	itslearning	Access ID	Closed	9/30/2020
1281	907097	9/16/2020	Energized Elementary School	Academic Apps	itslearning	Invalid Imagine Math Login for Student	Closed	9/30/2020
1282	907263	9/16/2020	Rice Sch/La Escuela Rice	Academic Apps	itslearning	Learning A-Z	Closed	9/30/2020
1283	906318	9/16/2020	Sutton Elementary School	Academic Apps	itslearning	itslearningProblem - Technical " do not remove this text	Closed	9/29/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
1284	906387	9/16/2020		Academic Apps	itslearning	The parent is not able to access her child's assignment and Homework while on the HUB.	Closed	9/29/2020
1285	907223	9/16/2020	Deady Middle School	Academic Apps	itslearning	HUB student planners are not available for 7th grade Math	Closed	9/29/2020
1286	907355	9/16/2020	Gregory-Lincoln Ed Ctr	Academic Apps	itslearning	Teacher does not see assignments in the HUB	Closed	9/29/2020
1287	907579	9/16/2020		Academic Apps	itslearning	Spanish resources	Closed	9/29/2020
1288	907582	9/16/2020	Fonville Middle School	Academic Apps	itslearning	Course Cards	Closed	9/29/2020
1289	906338	9/16/2020	Fonville Middle School	Academic Apps	itslearning	HUB Classes Missing -- REWING	Closed	9/28/2020
1290	906840	9/16/2020	Crespo Elementary School	Academic Apps	itslearning	Adding students to Imagine Math	Closed	9/28/2020
1291	907224	9/16/2020	Deady Middle School	Academic Apps	itslearning	HUB students planners are not available for 7th grade	Closed	9/28/2020
1292	906845	9/16/2020	Crespo Elementary School	Academic Apps	itslearning	HMH writing workshop option has been deleted	Closed	9/25/2020
1293	906943	9/16/2020	Jones Futures Academy	Academic Apps	itslearning	Anatomy and Physiology links to Textbook	Closed	9/25/2020
1294	906998	9/16/2020	Benbrook Elementary School	Academic Apps	itslearning	There are no activities on the lessons for my 3rd grade Math Spanish Course	Closed	9/25/2020
1295	907059	9/16/2020	Coop Elementary School	Academic Apps	itslearning	Imagine Learning Campus Designation	Closed	9/25/2020
1296	907072	9/16/2020	Deady Middle School	Academic Apps	itslearning	itslearningProblem - Technical â€œ do not remove this text	Closed	9/25/2020
1297	907235	9/16/2020	Deady Middle School	Academic Apps	itslearning	HUB lesson planners are not available for 7th grade.	Closed	9/25/2020
1298	907318	9/16/2020	Braeburn Elementary School	Academic Apps	itslearning	students do not have Imagine Espanol available to log into	Closed	9/25/2020
1299	907335	9/16/2020		Academic Apps	itslearning	No Subject Entered	Closed	9/25/2020
1300	907367	9/16/2020	Middle College at HCC Fraga	Academic Apps	itslearning	HUB Algebra 1 Course: Files Missing	Closed	9/25/2020

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1301	906517	9/16/2020		Academic Apps	itslearning	[REDACTED] - 7th grade	Closed	9/24/2020
1302	906522	9/16/2020	Crockett Elementary School	Academic Apps	itslearning	Studies weekly	Closed	9/24/2020
1303	906646	9/16/2020	Brookline Elementary School	Academic Apps	itslearning	HUB - Student Rosters Not Correct	Closed	9/24/2020
1304	906725	9/16/2020		Academic Apps	itslearning	Clever student content missing	Closed	9/24/2020
1305	906308	9/16/2020		Academic Apps	itslearning	Assignment disappeared from student hub	Closed	9/23/2020
1306	906515	9/16/2020		Academic Apps	itslearning	HUB Classes Missing	Closed	9/23/2020
1307	906525	9/16/2020		Academic Apps	itslearning	Students unable to open assignments	Closed	9/23/2020
1308	906597	9/16/2020	McNamara Elementary School	Academic Apps	itslearning	Plans/resources not showing in the hub	Closed	9/23/2020
1309	906711	9/16/2020	Young Men's College Prep	Academic Apps	itslearning	HUB Classes Missing - Student getting Error Message after selecting Get Engaged LAb Safety - [REDACTED]	Closed	9/23/2020
1310	906754	9/16/2020		Academic Apps	itslearning	HUB - Student missing resources for course 2020 -- FYT ESL Social Studies GR3-373	Closed	9/23/2020
1311	906973	9/16/2020	Fondren Elementary School	Academic Apps	itslearning	HUB Classes Missing	Closed	9/23/2020
1312	906992	9/16/2020	Deady Middle School	Academic Apps	itslearning	HUB Student Planners are not available for 7th grade Math	Closed	9/23/2020
1313	907265	9/16/2020		Academic Apps	itslearning	Student [REDACTED] is not able to download assignments from any courses in HUB	Closed	9/23/2020
1314	907310	9/16/2020		Academic Apps	itslearning	Student unable to answer assignments	Closed	9/23/2020
1315	907313	9/16/2020	HCC Life Skills Program	Academic Apps	itslearning	HUB Courses	Closed	9/23/2020

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
1316	907314	9/16/2020	Thurgood Marshall Elementary	Academic Apps	itslearning	students denied access to HUB	Closed	9/23/2020
1317	907316	9/16/2020		Academic Apps	itslearning	HUB Assignment Missing	Closed	9/23/2020
1318	907353	9/16/2020	Middle College at HCC Fraga	Academic Apps	itslearning	HUB Geometry Course: Files Missing	Closed	9/23/2020
1319	907404	9/16/2020		Academic Apps	itslearning	HUB Assignments Missing	Closed	9/23/2020
1320	907415	9/16/2020	Jefferson Elementary School	Academic Apps	itslearning	HUB Class - Access Denied	Closed	9/23/2020
1321	906698	9/16/2020	Energized Elementary School	Academic Apps	itslearning	Students need access to imagine learning	Closed	9/23/2020
1322	906886	9/16/2020	Windsor Village Elementary	Academic Apps	itslearning	HUB Classes Missing	Closed	9/23/2020
1323	906924	9/16/2020	Sinclair Elementary School	Academic Apps	itslearning	Brainpop in the Hub?	Closed	9/23/2020
1324	906829	9/16/2020	Long Academy	Academic Apps	itslearning	English II HUB Plan Issues	Closed	9/22/2020
1325	906330	9/16/2020	Anderson Elementary School	Academic Apps	itslearning	SD: HUB Content Incorrect Language	Closed	9/22/2020
1326	906342	9/16/2020	Energized Elementary School	Academic Apps	itslearning	student is unable to log into imagine math	Closed	9/22/2020
1327	906388	9/16/2020		Academic Apps	itslearning	Student is missing Imagine Math app under Digital Resources	Closed	9/22/2020
1328	907352	9/16/2020	Energized Elementary School	Academic Apps	itslearning	Student does not have access to Imagine Math	Closed	9/22/2020
1329	906454	9/16/2020	Gross Elementary School	Academic Apps	itslearning	Need Access to the HUB	Closed	9/21/2020
1330	906598	9/16/2020		Academic Apps	itslearning	HUB Classes Missing - FW: Science plan/assignments - [REDACTED]	Closed	9/21/2020

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1331	907295	9/16/2020	Valley West Elementary School	Academic Apps	itslearning	I have a student, [REDACTED], who does not have access to the 5th Grade Go Math link on Clever. She does however have access to the 4th grade link. I hope you are able to rectify the problem. Thanks	Closed	9/21/2020
1332	907001	9/16/2020	Anderson Elementary School	Academic Apps	itslearning	Clever not available	Closed	9/20/2020
1333	907147	9/16/2020	Travis Elementary School	Academic Apps	itslearning	Adding a teacher in ImagineMath as a co-teacher	Closed	9/20/2020
1334	907490	9/16/2020		Academic Apps	itslearning	Help logging in	Closed	9/19/2020
1335	906311	9/16/2020	Montgomery Elementary School	Academic Apps	itslearning	Re: Student's Clever Imagine Learning and Imagine Math, Renaissance	Closed	9/18/2020
1336	907203	9/16/2020	Pershing Middle School	Academic Apps	itslearning	FW: HUB Administrator/Instructional Support	Closed	9/18/2020
1337	906349	9/16/2020	Energized Elementary School	Academic Apps	itslearning	[REDACTED] - Imagine Language and Literacy	Closed	9/17/2020
1338	907022	9/16/2020	Woodson School	Academic Apps	itslearning	HUB Admin Access	Closed	9/17/2020
1339	907052	9/16/2020	Alcott Elementary School	Academic Apps	itslearning	HUB access principal access	Closed	9/17/2020
1340	906312	9/16/2020		Academic Apps	itslearning	HUB Classes Missing	Closed	9/16/2020
1341	906856	9/16/2020	Sharpstown High School	Academic Apps	itslearning	itsLearning - the HUB - courses not appearing for teachers	Closed	9/16/2020
1342	907233	9/16/2020	Deady Middle School	Academic Apps	itslearning	HUB lesson planners are not available for 7th grade.	Closed	9/16/2020
1343	906345	9/16/2020	Energized Elementary School	Academic Apps	Third Party Apps.	Students in users class are unable to access imagine literacy	Closed	9/16/2020
1344	906542	9/16/2020	Liberty High School	Academic Apps	Third Party Apps.	Student Access to Goodheart-Wilcox Textbooks	Vendor Hold	

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1	Issue Number	Date Submitted	Location	Category (I)	Sub Category (I)	Summary	Status	Date Closed
1345	906544	9/16/2020		Academic Apps	Third Party Apps.	Not able to get into my Anatomy & Physiology Textbook	Open	
1346	906611	9/16/2020		Academic Apps	Clever (Vendor)	MASTER TICKET: CLEVER & DIGITAL RESOURCES	Vendor Hold	
1347	906369	9/16/2020	Energized Elementary School	Academic Apps	Clever (Vendor)	Clever Access Issues	Closed	9/25/2020
1348	906519	9/16/2020		Academic Apps	Clever (Vendor)	HUB - Student Rosters Not Correct	Closed	9/22/2020
1349	906550	9/16/2020		Academic Apps	Clever (Vendor)	Clever Access Issues	Closed	9/21/2020
1350	906641	9/16/2020		Academic Apps	Clever (Vendor)	Student is unable to login to cleaver	Closed	9/21/2020
1351	906772	9/16/2020		Academic Apps	Clever (Vendor)	Clever Access Issues Contact ██████████	Closed	9/28/2020
1352	906854	9/16/2020	Elmore Elementary School	Academic Apps	Clever (Vendor)	Clever Access Issues students cant access - Error UH OH!...unable to find matching user in clever, IPAD"s	Need Information	
1353	906934	9/16/2020	Cook Jr Elementary School	Academic Apps	Clever (Vendor)	HUB user not found	Need Information	
1354	907181	9/16/2020		Academic Apps	Clever (Vendor)	Clever Access Issues for ██████████ ██████████	Closed	9/17/2020
1355	906658	9/16/2020	Hartman Middle School	Academic Apps	Third Party Apps.	051 - Google Account not Active/Found - ████████████████████	In Progress	
1356	906849	9/16/2020	T. H. Rogers School	Academic Apps	Third Party Apps.	Digital Resources Learning A to Z	Closed	9/29/2020
1357	906853	9/16/2020	Red Elementary School	Academic Apps	Third Party Apps.	Red ES - ██████████ having trouble connecting to Its learning and timing out	Closed	9/24/2020

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1358	906921	9/16/2020	Pin Oak Middle School (0337)	Academic Apps	Third Party Apps.	Teacher cannot access meeting options when creating a calendar meeting in MS Teams classes.	Open	
1359	906949	9/16/2020	Ray K. Daily Elementary School	Academic Apps	Third Party Apps.	BrainPOP is not displaying for my students, after I added it to my account.	Closed	9/25/2020
1360	907076	9/16/2020		Academic Apps	Third Party Apps.	HUB Classes Missing - Social Studies Weekly	Closed	9/17/2020
1361	907221	9/16/2020	Sharpstown International	Academic Apps	Digital Textbooks	Vocabulary.com	Closed	10/5/2020
1362	907375	9/16/2020		Academic Apps	Third Party Apps.	Lessons in the HMH digital resource are not loading on an iPad	Closed	9/29/2020
1363	906539	9/16/2020	Sharpstown High School	Academic Apps	itslearning	HUB Course Registration Secondary Choral	In Progress	
1364	906548	9/16/2020	Lamar High School	Academic Apps	itslearning	FW: hub access	In Progress	
1365	906650	9/16/2020	HCC Life Skills Program	Academic Apps	itslearning	HUB - Student Synchronization Key missing [REDACTED]	Vendor Hold	
1366	906815	9/16/2020		Academic Apps	itslearning	HUB Classes Missing	In Progress	
1367	906868	9/16/2020	Patterson Elementary School	Academic Apps	itslearning	student log in	Open	
1368	906913	9/16/2020	Lamar High School	Academic Apps	itslearning	Textbook issue	In Progress	
1369	907185	9/16/2020	Bush Elementary School	Academic Apps	itslearning	studies weekly problem	Open	
1370	907281	9/16/2020	Frost Elementary School	Academic Apps	itslearning	HUB Student Missing Courses and One Has Duplicate Courses	In Progress	
1371	907297	9/16/2020		Academic Apps	itslearning	HUB Classes Missing	In Progress	
1372	907302	9/16/2020	Woodson School	Academic Apps	itslearning	Student's old school is displaying in the Hub	In Progress	

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1373	907309	9/16/2020	Patterson Elementary School	Academic Apps	itslearning	itslearningProblem - Technical â€” do not remove this text	In Progress	
1374	907390	9/16/2020	Golfcrest Elementary School	Academic Apps	itslearning	Go Math and Science Fusion apps in Clever issue	Need Information	
1375	907436	9/16/2020	Ashford Elementary School	Academic Apps	itslearning	Raz- Kids Login	In Progress	
1376	907481	9/16/2020	Wainwright Elementary School	Academic Apps	itslearning	Imagine Learning	Need Information	
1377	907523	9/16/2020	Brookline Elementary School	Academic Apps	itslearning	Unable to Access the Plans in the HUB!	Need Information	