



## San José Mayor Launches Free Tech Support Helpline To Assist Residents in the Digital Inclusion Program

FOR IMMEDIATE RELEASE July 23, 2021

Media Contact: Rachel Davis, Press Secretary, 408.712.9149, [rachel.davis@sanjoseca.gov](mailto:rachel.davis@sanjoseca.gov)

SAN JOSÉ, CA — Today San José Mayor Sam Liccardo announced the launch of the Tech Support Helpline Pilot, a free support line to help [San José Digital Inclusion Fund](#) participants with their computers and internet access.

The Tech Support Helpline is the latest initiative of the San José Digital Inclusion Partnership, a collaboration between the City of San José, the [Mayor's Office of Technology and Innovation](#) (MOTI), and the [California Emerging Technology Fund](#) (CETF), which aids under-connected San Joséans in accessing internet connectivity, obtaining devices, and building digital literacy skills.

“The Tech Support Helpline is an example of a community-developed solution that will provide a new layer of resident assistance to further bridge the digital divide in San José,” said Mayor Liccardo. “By providing free technical support, the helpline will help prevent internet and computer pain points from becoming barriers to San Joséans' digital access.”

Current Digital Inclusion Program participants can receive support in English or Spanish by calling the Tech Support Helpline at (408) 753-0822. Support through the Helpline is provided by interns with San José Works, a youth employment initiative, who are trained to be Technology Support Specialists by volunteer mentors from the Institute of Electrical and Electronics Engineers (IEEE).

“By providing free, convenient technical support, our SJ Works interns help program participants retain meaningful access to internet technology while building skills to become the next generation of San José innovators,” said Jordan Sun, Chief Innovation Officer. “We applaud SJ Works and our SJ Works interns, the IEEE mentors, and our partners at the California Emerging Technology Fund on their innovative ‘for San José, by San José’ vision.”

To learn more about the San José Digital Inclusion Fund, visit [here](#).

###

About the City of San José

With more than 1 million residents, San José comprises the 10th largest city in the United States, and one of its most diverse cities. San José's transformation into a global innovation center in the heart of Silicon Valley has resulted in the world's greatest concentration of technology talent and development.

[Return to full list >>](#)