

Shirley Hills Technology Support

This technology support document provides first contacts for various technology, curriculum and 1:1 device assistance requests.

Critical Priority - Widespread Impact

Tech support will review and provide update within 1 hour

Category	Problem	First Contact
District Network Issues	Any major network, cabling, WiFi or connectivity question	Westonka Tech Support Form or if unable to access Internet contact Kaley Bell bellk@westonka.k12.mn.us x8582
Internet Outage	Widespread Google, Schoology, Skyward, Destiny, state testing issue	
Operational Issues	Building/district phone, power, cooling, HVAC or environment issue	

High Priority - Affects Classroom or Principal/Department Head

Tech support will review and provide update within 4 working hours

Category	Problem	First Contact
Login Issue (not Skyward)	I am unable to log into my computer, Schoology, Google, etc.	Westonka Tech Support Form or if unable to login contact Kaley Bell bellk@westonka.k12.mn.us x8582
Internet Access	Several of my students are unable to access a web page or Internet	
Classroom Teaching Equipment Issue (SMART Board, projector, etc.)	For whatever reason, my SMART board is not working properly; my projector bulb is burned out, discolored or fading; etc.	
Computer Virus/Infection	I suspect my computer has a virus	
Critical Application Issue	A critical application/program is not working and I am losing productivity	
Server Outage	I am unable to connect to the server	
Computer Unusable	For whatever reason, my computer is unusable	

Normal Priority - Degradation in Service

Update provided within 1 business day

Category	Problem	First Contact
Skyward Login Issue	I am unable to log into Skyward	Contact Jared Chapman, District Operations Specialist at chapmanj@westonka.k12.mn.us x8083
Software Applications Questions and Support	IT questions about my software application set-up or it is not working properly	Contact Jared Chapman, District Operations Specialist at chapmanj@westonka.k12.mn.us x8083

Software Applications - "How do I . . .?"	Curriculum requests that involve the use of a software application for classes/students	Contact a Shirley Hills TILT member: Jenny Naslund naslundj@westonka.k12.mn.us
Blocked Website/Internet Content Filter	When trying to open a website, we receive a "block" page	Complete Override/Request Access questions on blocked page
Email Access	I am unable to access or read my email messages	Westonka Tech Support Form or if unable to access Internet contact Kaley Bell bellk@westonka.k12.mn.us x8582
Computer (Desktop or Laptop) Slowness or Other Issue	My computer is responding slowly or something's not working right	
1:1 Student Devices (iPad/Chromebook)	Student device is not working, damaged, does not have application installed or is unable to connect	
Phone & Voicemail Issues - unable to send/receive calls or access voicemail	I am unable to send/receive calls or access voicemail	
Printing Issue	I am unable to print or printing incorrectly	
File/Folder Recovery	I accidentally deleted a file/folder	

Low Priority - Affects Individual

Updated provided within 2-3 business days

Category	Problem	First Contact
iPad - installation of App onto Student iPad	I'd like to install a free or paid app onto my student iPad(s)	Complete App Request Form
iPad App - How Do I Use this App with Students?	I need help using an app in my classes!	Contact a Shirley Hills TILT member: Jenny Naslund naslundj@westonka.k12.mn.us
New Employee Setups and Support	Setting up accounts, hardware and software for new employees	Westonka Tech Support Form or if unable to access Internet contact Kaley Bell bellk@westonka.k12.mn.us x8582
New Software Installs	I need new software installed	
Email Use	How do I setup my out of office message, how can I change the way mailbox looks, what is a label, how do I create a label?	
SchoolWires Website	My website needs to be moved to a different grade level/area, something is missing or incorrect on our website, I don't have a web page, etc.	
Unessential Application/Program Not Working	An application/program not working, but there is no loss in productivity	

