

## MWHS Technology Support

This 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	<a href="#">Westonka Tech Support Form</a> or if unable to access Internet contact Lisa Matson <a href="mailto:matsonl@westonka.k12.mn.us">matsonl@westonka.k12.mn.us</a> x8112
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.	<a href="#">Westonka Tech Support Form</a> or if unable to access Internet contact Lisa Matson <a href="mailto:matsonl@westonka.k12.mn.us">matsonl@westonka.k12.mn.us</a> x8112
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, 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 <a href="mailto:chapmanj@westonka.k12.mn.us">chapmanj@westonka.k12.mn.us</a> x8083
Software Applications Questions and Support - "Login/Data Issues"	IT questions about my software application set-up or it is not working properly	Contact Jared Chapman, District Operations Specialist at <a href="mailto:chapmanj@westonka.k12.mn.us">chapmanj@westonka.k12.mn.us</a> x8083
Software Applications - "How do I . . .?"	Curriculum requests that involve the use of a software application for classes/students	Contact Anitra Trapp, MWHS Media Specialist at <a href="mailto:trappa@westonka.k12.mn.us">trappa@westonka.k12.mn.us</a> x8110
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	<a href="#">Westonka Tech Support Form</a>

<b>Computer (Desktop or Laptop) Slowness or Other Issue</b>	My computer is responding slowly or something's not working right	or if unable to access Internet contact Lisa Matson <a href="mailto:matsonl@westonka.k12.mn.us">matsonl@westonka.k12.mn.us</a> x8112
<b>1:1 Student Devices (iPad/Chromebook)</b>	Student device is not working, damaged, does not have application installed or is unable to connect	
<b>Phone &amp; Voicemail Issues - unable to send/receive calls or access voicemail</b>	I am unable to send/receive calls or access voicemail	
<b>Printing Issue</b>	I am unable to print or printing incorrectly	
<b>File/Folder Recovery</b>	I accidentally deleted a file/folder	

### Low Priority - Affects Individual

Updated provided within 2-3 business days

Category	Problem	First Contact
<b>Instructional Device/Software Tool Request</b>	How do I go about requesting an instructional device or software application for classroom use?	Complete the following form: <a href="#">Instructional Device/Software Tool Request Evaluation</a>
<b>New Employee Setups and Support</b>	Setting up accounts, hardware and software for new employees	<a href="#">Westonka Tech Support Form</a>  or if unable to access Internet contact Lisa Matson <a href="mailto:matsonl@westonka.k12.mn.us">matsonl@westonka.k12.mn.us</a> x8112
<b>New Software Installs</b>	I need new software installed	
<b>Email Use</b>	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?	
<b>SchoolWires Website</b>	My website needs to be moved to a different area, something is missing or incorrect on our website, I don't have a webpage, etc.	
<b>Unessential Application/Program Not Working</b>	An application/program not working, but there is no loss in productivity	