

Grandview 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	Westonka Tech Support Form or if unable to access Internet contact Cheryl Mahoney mahoneyc@westonka.k12.mn.us x8341
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 access Internet contact Cheryl Mahoney mahoneyc@westonka.k12.mn.us x8341
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 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 GMS Tech Task Force/First Stop Members Schoology - Jared Chapman Newsela - Brenda Hoogeveen IXL - Eric Rodelius TCI - Jean Yerhot We Video - Rebecca Matthews APEX -Chris Conway, Dane Warming Skyward - Christy Zachow

		Flex Scheduler - Christy Zachow Scootpad - Julie Thomas Whoos Reading - Katie Seehusen
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 Cheryl Mahoney mahoneyc@westonka.k12.mn.us x8341
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
Instructional Device/Software Tool Request	How do I go about requesting an instructional device or software application for classroom use?	Complete the following form: Instructional Device/Software Tool Request Evaluation
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 Cheryl Mahoney mahoneyc@westonka.k12.mn.us x8341
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?	
Software Acquisition Question	Is this software compatible with our computers or network?	
SchoolWires Website	My website needs to be moved to a different 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	

