



Information Technology Department

529 Hurffville - Cross Keys Road • Sewell, New Jersey 08080
856.589.8500, ext. 7313 @WTPS_Technology

May 20, 2020

Dear Washington Township Families and Staff,

First, I am writing to you to provide an update regarding the delays that AOL, Yahoo, and Verizon accounts were experiencing with receiving wtps.org emails. It appears that the issue has finally been resolved. However, there is always the potential that the problem could resurface. Please continue to check your junk/spam folder to ensure that our emails are not being incorrectly categorized by those services.

Additionally, I am writing to ask for your assistance in keeping our laptops and your information/data healthy and secure by completing important software updates. Completing these updates benefits everyone by ensuring the programs work better, that software improvements are installed, and that security patches are applied.

Unfortunately, IT is not able to do this remotely for the vast majority of our users. We started to implement the ability to do so remotely just before the closing of the school buildings. Once the devices are all back in district, further implementing this capability will be one of our top priorities.

Attached to this letter, please find comprehensive directions for completing the updates needed for Windows 10, Office, Microsoft Store Apps, and OneNote (only needed for those using it).

Should you have any questions, concerns, or experience any difficulties with this or anything technology related, please be assured that my team is available and eager to help you! My Support Team may be reached via telephone by calling any of the school phone numbers, pressing 9, and then entering extension 4357 (spells HELP) or via email at studenthelp@wtps.org. Our support hours are Monday - Friday 8:00am - 4:30pm. We also have many resources on our main technology website, www.wtps.org/technology and www.wtps.org/covid19tech containing resources, tutorials, and information pertaining to COVID-19 and the technologies we are supporting.

Thank you in advance for your assistance,

A handwritten signature in black ink, appearing to read 'M. Joseph Konecki', written in a cursive style.

M. Joseph Konecki
Director of Information Technology

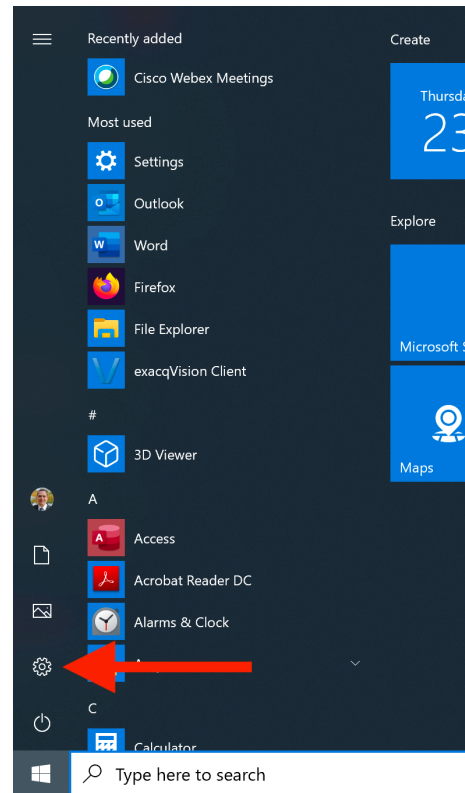


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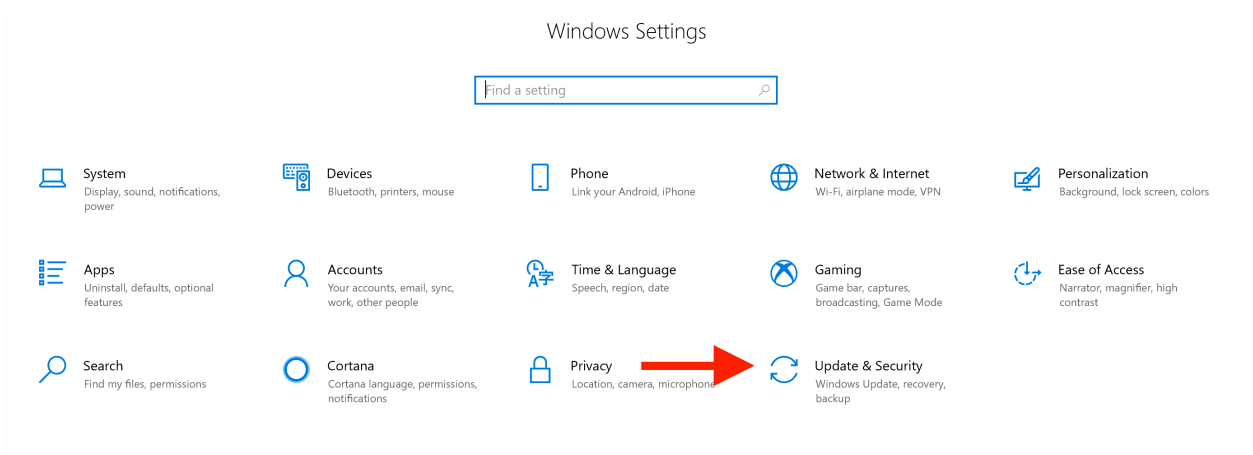
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Updating Microsoft Windows 10

1. Plug the charging cord into the laptop. Do this at the end of your day because it can take awhile to do complete all of the updates.
2. Go to the Windows logo, then click on the Gear icon



3. This will bring up the Setting window, click on Update and Security





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4. On the next window, click on Check for updates and install updates. When all updates are installed it will ask you to restart.
5. Do not shut down the computer during the update process or when it is in the process of restarting while updates are installing. The computer might restart multiple times during the installation process. Log back in and repeat this process until no updates are available.

Windows Update

*Some settings are managed by your organization
[View configured update policies](#)

You're up to date
Last checked: Today, 2:00 PM

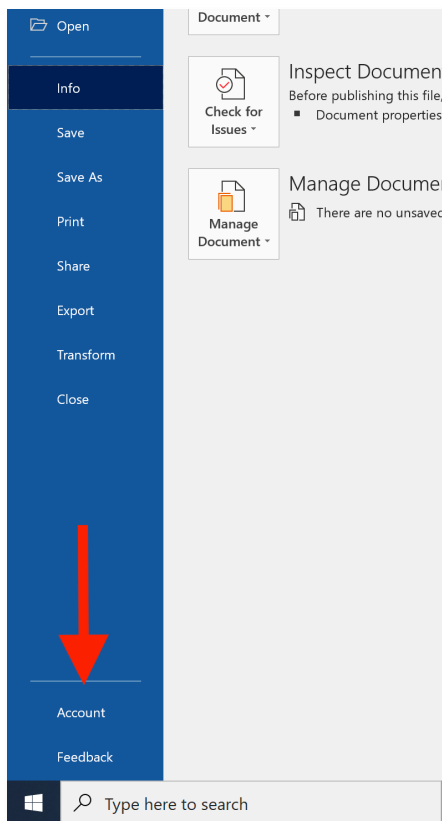
Check for updates



*Your organization has turned off automatic updates

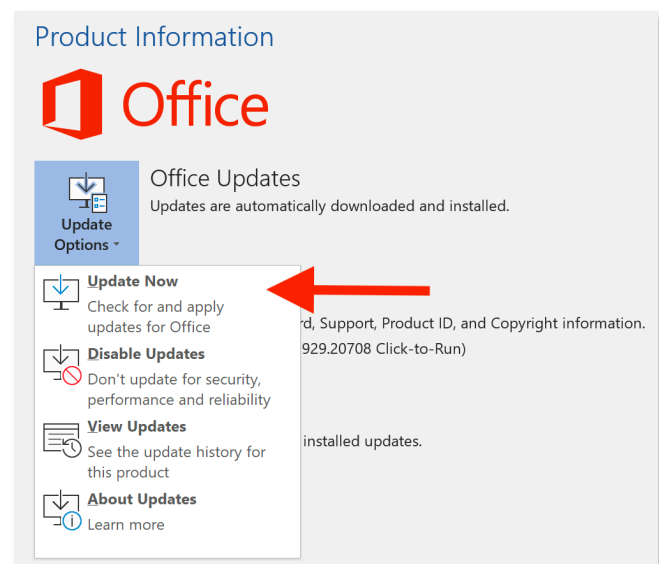
- Pause updates for 7 days
Visit Advanced options to change the pause period
- Change active hours
Currently 8:00 AM to 5:00 PM
- View update history
See updates installed on your device
- Advanced options
Additional update controls and settings

Updating Microsoft Office



1. Open Word, go to File and click on Account

2. Click on the arrow under Update Options and select Update Now. Close Word once the updates start loading. Once completed, reopen Word and repeat the process until all updates are completed.



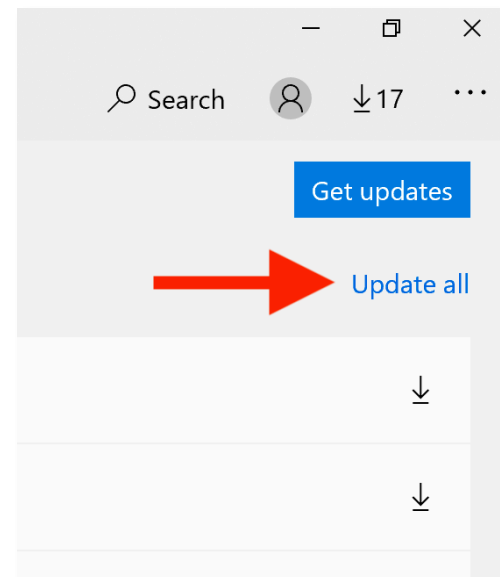
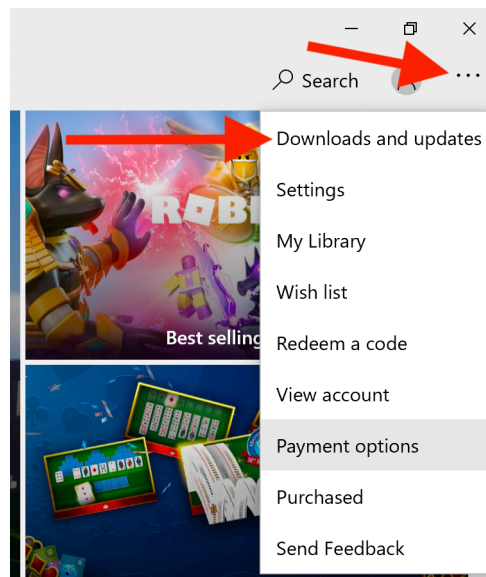
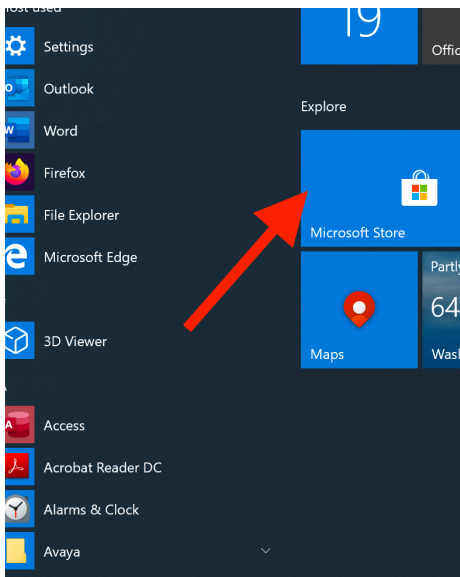


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Updating Windows Store Apps

1. Open Microsoft Store
2. Click on the 3 dots at the top right side of the window and click on Downloads and updates
3. Click on Get Updates and Update all



Installing Class Notebook Add-in for OneNote app

This update is only important if you are a OneNote user as it addresses many problems and enables additional helpful features.

1. Download the add-in by [clicking on this link here](#)
2. Save **ClassNotebook.Setup.exe** and then select Run. Follow the directions on your screen to complete the installation