



Information Technology Department

529 Hurffville - Cross Keys Road • Sewell, New Jersey 08080
856.589.8500, ext. 7310

Technology Support Options and Procedures During District Closure

The IT Department will continue to provide support to our students, teachers, and staff while the District is closed through virtual means. Our hours of operation will remain the same from 8:00am - 4:30pm Monday through Friday.

For Staff and Teachers:

- Please continue to submit Help Desk tickets as you normally would at: <https://wtps.incidentiq.com>

For Students and Families:

- Questions can be emailed to studenthelp@wtps.org

For All Users:

- We will continue to staff our Help Desk virtually, you may call us at 856.589.8500 ext. 4357. If we are busy helping someone else, please leave a voicemail with your name and contact information. When we call back, it will come from a blocked number, if you have these numbers blocked, please temporarily turn this feature off or call back at a later time.
- We will have the ability to remotely control your computer should the need arise. This will happen through WebEx where IT invites you to a virtual meeting via email, during the virtual meeting we will request control of your PC and you will be able to see everything we are doing. Please ensure your camera is OFF for the session. At any time you can end the session. Directions for this will be made available.
- In the event of a hardware issue, we will make arrangements with you to exchange your device for another one during normal business hours.

This document, along with other relevant information can be found by going to www.wtps.org/technology and going to the COVID-19 page.