Dear Parents,

As we enter the final week of school, I'd like to bring to your attention several important technology related items to help ensure your child(ren)'s device is in prime condition for the start of the 2021-2022 academic year.

Software Updates

All devices are set up to receive critical security and feature updates automatically. In order to receive these and ensure that there isn't a backlog of necessary updates needing to be installed before returning to school, I kindly request families to periodically turn on their device while connected to power and the internet for them to install. Devices should be left on for 24 hours to allow sufficient time for updates to process and install as it may require several hours with multiple restarts. Under ideal conditions, this all happens automatically, however, there are times where it doesn't and needs to be done manually.

For students with Windows devices (grades 4+) please go to Settings>Update & Security to manually check for and install available updates. After updates are installed, please restart the device, log in again, and go back to recheck to ensure additional updates are not needed. Detailed directions can be found here.

For students with iPads (pre-K-2 and some Special Ed students), please go to the Settings app > General>Software Update and install the update. Due to security features, if your child has a passcode set on his/her iPad, we cannot force updates without user interaction. Directions can be found here.

Families needing help with this process or who would like us to remotely complete it for them (minimal user interaction is required) are asked to contact my Support Team at studenthelp@wtps.org

Reporting Damage/Software Issues

The first few weeks and months of a new school year are always especially challenging for my team with significant increased requests for support. Our goal is always to provide support as quickly as possible. Please help us help you and the thousands of other users we support by using the summer to resolve outstanding issues and/or address repair needs. The most common issues to look for are loose/separated/damaged hinges, missing keys, keyboard/touchpad problems, missing screws, damaged screens, etc. Linked here are images of what to look for specifically. If your child has any kind of summer work to complete, we have plenty of loaners available to provide to them while their assigned device is being repaired. Information on summer support is provided in another section of this letter.

Device Distribution and Collection

All students, except for current seniors, will keep their devices over the summer. Families who already know that their child(ren) will not be returning to the district in September are kindly asked return their assigned device to their school by Thursday, June 17th at the latest. Families making this decision over the summer are asked to return their child(ren)'s device(s) to Technology located at Washington Township High School. Please see information below regarding summer support.

Students entering 3rd and 9th grade in September will be receiving new district devices. Due to significant global manufacturing and supply chain constraints, while they were ordered several weeks ago, we do not know when they will arrive and be ready for distribution. We certainly hope they will be available for the start of school. Current devices will be collected during the new device pick up process.

Summer Support

All summer support will take place from the High School beginning Monday, June 21st . We are located to the left of the Core main entrance, and to the immediate right of the A8 door. There is a blue awning above our service window. Students are strongly encouraged to call 856.589.8500 ext 4357 (spells HELP) first as many issues can be resolved over the phone or email us at studenthelp@wtps.org from their district email account. Hours for support are Monday – Thursday 7:00 am – 4:00 pm, closed on Fridays. If we need to see your laptop or if a repair is required, we will schedule an appointment with you to ensure someone is available to help when you arrive to minimize your wait time. Our walk-up support hours are Mondays and Wednesdays from 9:30am – 11:00am and Tuesdays and Thursdays from 1:30pm – 3:00pm. Days and times are subject to change based on changing needs and availability, Please check our support site for any potential changes.

Saving to OneDrive

As a reminder, all students should save all work/files to their district provided OneDrive account. It is not uncommon to need to wipe a device during a repair. Saving everything to OneDrive ensures files are not lost.

USB Flash Drives

While not necessary, many families choose to purchase personal flash drives for their students. If you are purchasing a new one, I recommend one that supports both the older but more common USB-A connection and the newer standard USB-C which is quickly replacing the previous standard. Here is an example of one (this is not a product endorsement or recommendation; it is simply to provide a visual example).

District Managed Apple ID

All students, regardless of device, have a district managed Apple ID which provides them with free additional iCloud storage. Students who have been provided with an iPad are strongly encouraged to login to their district Apple ID by going to the Settings app and logging in with their district email account. By default, this will enable iCloud backups, provide additional cloud storage, and additional benefits. Doing so still permits families to login with their personal Apple IDs in the App Store and iTunes Stores to have access to personal apps and other personal purchases.

Wishing you and your families a relaxing, healthy, and safe summer,

M. Joseph Konecki
Director of IT