



## Information Technology Department

529 Hurffville - Cross Keys Road Sewell, New Jersey, 08080

856.589.8500, ext 7313

[www.wtps.org/technology](http://www.wtps.org/technology)

[@WTPS\\_Technology](#)

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 2022-2023 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 urge 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. Ideally, this 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. 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. Directions can be found [here](#).

### **Reporting Damage/Software Issues/Summer Tech Support**

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. If your child has summer work to complete, we have plenty of loaners available to provide to them while their assigned device is being repaired.

For tech support, please submit a ticket here: [wtps.incidentiq.com](http://wtps.incidentiq.com). Your student will need to login using their normal Microsoft username and password. A tutorial is provided when you first login. We may also be reached at 856.589.8500 ext 4357. More information can be found here: [wtps.org/onetoone](http://wtps.org/onetoone)

### **Device Distribution and Collection**

All students, except for graduating 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 Wednesday, June 15<sup>th</sup>. 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.

Due to continued supply chain constrains, it is possible new devices may not arrive in time for the start of school. As soon as a timeline for pickup is available, that information will be shared. Students entering 2nd grade, 4th grade, and 9th grade will be receiving new devices.

Thank you,

M. Joseph Konecki, Director of IT