



**March 17, 2020**

Dear Wauwatosa Families,

In an effort to provide the best options for technology support that we can during our period of digital learning, we have enabled student and family access into, what is normally, our employee technology support request portal.

If your child is experiencing issues with technology and needs assistance, please have them submit a support request into this system. Parents of younger children can submit technology support requests on behalf of their child by creating a parent account in the system.

A brief video demonstrating how a parent can sign up for an account and access the helpdesk can be seen here: <http://bit.ly/2x9GnQb>

Students do not need to create an account. They can simply log in using their district Google credentials. Students will be notified of their access in a separate email.

The helpdesk portal can be found at: <https://helpdesk.wauwatosa.k12.wi.us>

Links/icons for the helpdesk have been provided to students in their Launchpad Portal and also on their account dropdown menu when logged into Google Apps with their district account.

A link to the helpdesk has also been posted on the district website. It is located in the "Quick Links" section of the main page.

Public access to this system is a temporary measure but will remain in place for the duration of our period of digital learning. Please note that we are in an extremely busy period at the moment and there may be longer than normal delays in receiving a response.

Information on drop-off/pick-up locations for hardware replacements (i.e. if you need to pick up or drop off a Chromebook) will be sent in a separate message.

Sincerely,

Wauwatosa School District

