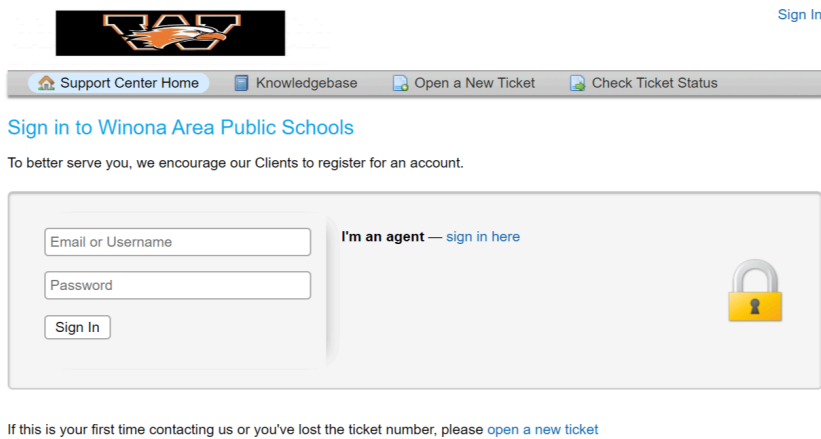


Tech Ticket Instructions

- 1) You must have a Tech Ticket account first. If you do not have one, send an email to technical.support@winona.k12.mn.us and request an account.
- 2) You will receive an email once your account is created. Follow the instructions and create a password.
- 3) Send in a Tech Ticket for any technical issue. DO NOT EMAIL THE ABOVE LISTED ADDRESS FOR ANYTHING OTHER THAN CREATION OF ACCOUNT. Things you would send in a Tech Ticket for include:
Trouble with your computer or other school-issued technical equipment and devices
Support running an established school platform such as Schoology, Google Meet, Infinite Campus, etc.
- 4) If you need instructional support, organization, discussion on pedagogy, philosophy of distance learning, those questions should be directed to your assigned Instructional Coach.

Submit a Ticket

Go to waps.supportsystem.com and log in.



Sign In

Support Center Home Knowledgebase Open a New Ticket Check Ticket Status

Sign in to Winona Area Public Schools

To better serve you, we encourage our Clients to register for an account.

Email or Username

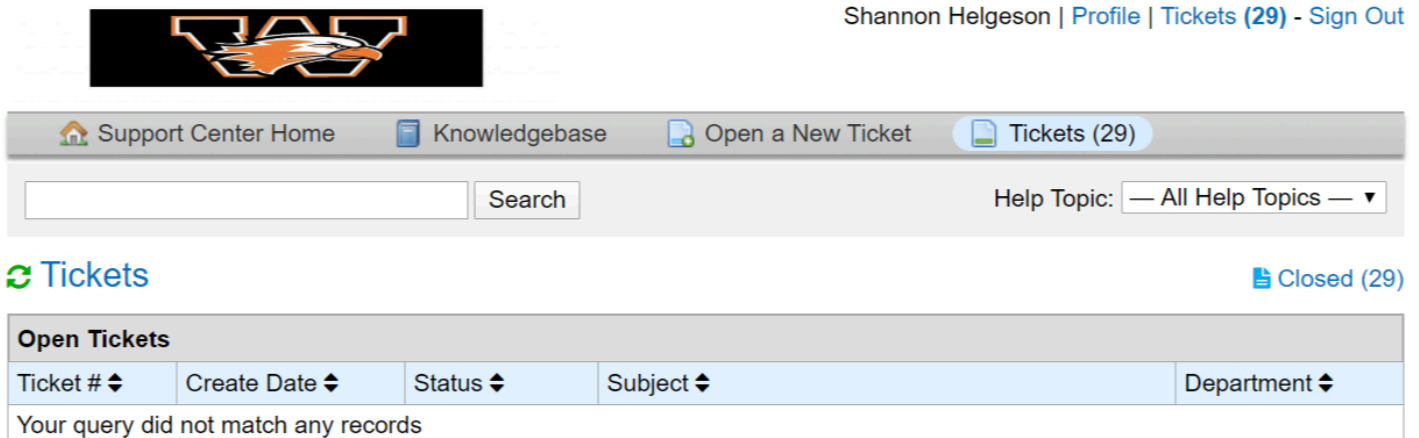
Password

Sign In

I'm an agent — [sign in here](#)

If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

Click “Open a New Ticket” (in the gray bar)



Shannon Helgeson | [Profile](#) | [Tickets \(29\)](#) - [Sign Out](#)

Support Center Home Knowledgebase Open a New Ticket Tickets (29)


Search

Help Topic: — All Help Topics — ▼

[Tickets](#) [Closed \(29\)](#)

Ticket #	Create Date	Status	Subject	Department
Your query did not match any records				

Select a Help Topic.



Shannon Helgeson | [Profile](#) | [Tickets \(29\)](#) - [Sign Out](#)

[Support Center Home](#) [Knowledgebase](#) [Open a New Ticket](#) [Tickets \(29\)](#)

Open a New Ticket

Please fill in the form below to open a new ticket.

Email: shannon.helgeson@winona.k12.mn.us
Client: Shannon Helgeson

Help Topic

— Select a Help Topic — ▼ *

- Select a Help Topic —
- Technical Help
- Chromebook Damage Claim Form
- Chromebook App Request
- Non Employee Wi-Fi Access
- Facility Requests

[Create Ticket](#) [Reset](#) [Cancel](#)

This will open up the screen.

- “Issue Summary” should be a descriptive memo line.
- Then type in the larger box to detail your question. The more detailed you are, the more efficiently your situation can be addressed.
- Select “Equipment” and choose the menu item that most closely matches your issue.
- Click “Create Ticket.”

Ticket Details
Please Describe Your Issue

Issue Summary *

Equipment *

Select

[Create Ticket](#) [Reset](#) [Cancel](#)