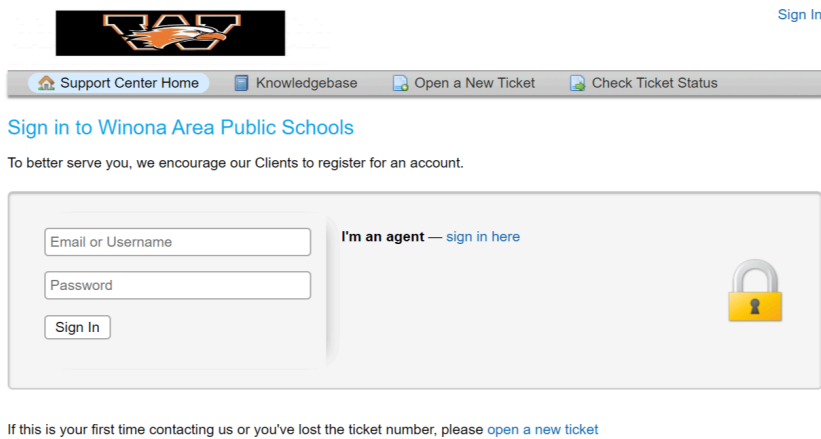**Tech Ticket Instructions**

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.
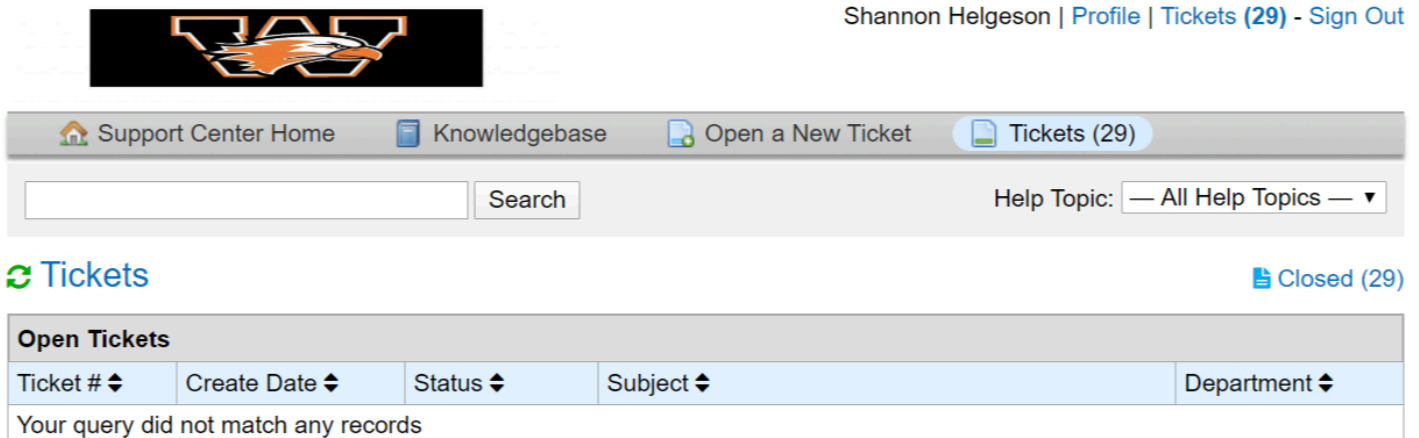
Click "Open a New Ticket" (in the gray bar)

Select a Help Topic.

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."**