

Help Desk/ Service Desk

If you run into problems



If you have a problem with your iPad, apps, your internet connection or any other tech aspect of using the district provided technology, **try the following trouble shooting techniques in order, BEFORE contacting the Service Desk for help.**

1. Restart the process to make sure you didn't miss an important step.
2. Restart your iPad.
3. Check the district technology website for possible solutions at <https://www.wsdpanthers.org/domain/31>
4. Google your question. Many times, students can find their own answers by searching the problem on the internet.
5. Ask a friend for help.
6. Reset your iPad settings by going to Settings, General, Reset, Reset all settings (**Do NOT choose ERASE and RESET** unless you have been told to by a Western School District Tech person).

If you are unable to resolve your issue on. Your own, please contact the Service Desk.

1. Put in a Help Desk/Service Desk Ticket. Tap the icon on the iPad and follow the instructions. Be specific when describing your issue.
2. You may also call the Service Desk during normal school hours.

Service Desk phone number:

517-841-8899

Help Desk/ Service Desk

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Quick Start Guide

Start Here



1. Set Up WiFi on your iPad at home.
 - Tap Settings.
 - Tap WiFi.
 - Locate and tap your. Home WiFi network from the list.
 - Enter the Password for your home WiFi.
 - Start Safari or Chrome.
 - You will be asked to Authenticate. Enter your school email address and password (located on the card you were given with your iPad).
2. Enroll in 1:1 program and accept or decline a device protection plan
 - Find and tap on the  icon on the iPad screen OR scan the QR code below.
 - Accept the Technology AUP (Acceptable Use Policy)

Scan this QR code to Enroll in the 1:1 program



- Enter YOUR iPad serial number. The serial number for YOUR iPad is printed on the sticker on the back of the iPad as shown in the example here. This is a **SAMPLE** serial number. Use the serial number shown on the back of **YOUR** iPad.

SAMPLE SERIAL NUMBER
Your serial number will be unique to your iPad. Do NOT use the sample serial number.




- Complete the requested information as prompted on the screen.

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