

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 FAQ page at <https://www.wsdpanthers.org/Page/56>
4. Google your question. Many times, students can find their own answers.
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 WSD 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. There is a Service Desk icon on your iPad which looks like a Green Apple or an Orange Life Preserver ring. Tap that and follow the instructions.
2. You may also call the Service Desk during normal school hours.

Service Desk phone number:

517-841-8899