Troubleshooting and Support at Home

Help Desk

WASD operates a help desk to assist our students and staff with technology issues. This help desk is available via the Help Desk website **https://wallenpaupack.on.spiceworks.com/portal/tickets** and via the Help Desk link found on the district web site, found under Login on the left side menu. The technology support staff monitor the help desk and address the issues. The help desk is open on scheduled school days, 8 am to 3 pm. You may submit a ticket at any time, even when the help desk is closed.

You may also send an email to the help desk, including as much information as possible. **helpdesk@wallenpaupack.on.spiceworks.com**

WASD students and staff can submit support tickets if they are having an issue with the district provided iPad or applications we use. Please include as many details as possible, such as the specific error message you see, steps taken prior to getting the error, troubleshooting you may have done on your own, etc. Screenshots are always helpful.

Password Resets

If you cannot remember your password to a program, the first thing to do is check to see if the program has a "Forgot Password" link. If so, click the link and follow the directions to retrieve your forgotten password. If that does not work or is not available, please use the Help Desk and select the category that best fits your concern. Please specify which program you need reset.

Clear Cache/Cookies

Many problems can be resolved by clearing your device's cache, cookies, and history. Here are the directions on how to do that on your iPad:

How to clear your Safari cache on an iPad

1. Open the Settings app and then tap "Safari."
2. Tap "**Clear** History and Website Data." ...
3. Confirm that you want to do this by tapping **Clear** in the **Clear** History and Data dialog box.

How to clear your Chrome cache on an iPad

4. On your iPhone or **iPad**, open the **Chrome** app .
5. At the bottom, tap More .
6. Tap History. **Clear** browsing data.
7. Make sure there's a check mark next to "Cookies, Site Data," and "**Cached** Images and Files."
8. Tap **Clear** browsing data.

Network Troubleshooting

District iPads are configured to allow connections to home and public WiFi networks. The Technology Department is unable to provide support for home networks/devices. However, here are a few troubleshooting steps you can try before contacting your internet provider for assistance:

1. Try limiting the number of devices on your network. If a device is not in use, turn it completely off to reduce internet traffic flow.
2. Restart your iPad
3. Restart your modem/router
4. Disconnect from the network, wait a few minutes, and then reconnect

Troubleshooting and Support in School

If you are experiencing problems with your iPad in school, please use the Help Desk to notify the technology staff of your issue, selecting "Student iPad issue" as your category. The technology support staff monitor the help desk and address the issues. Please include as many details as possible, such as the specific error message you see, steps taken prior to getting the error, troubleshooting you may have done on your own, etc. Screenshots are always helpful.