



## Information Technology Department

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[www.wtps.org/technology](http://www.wtps.org/technology)  
[@WTPS Technology](#)

Dear Parents,

As we enter the final week of school, I'd like to bring to your attention several important technology related items to help ensure your child(ren)'s device is ready for the start of the 2023-2024 school year.

### **Summer Software Updates**

All devices are set up to receive critical updates automatically. In order to receive these and ensure that there isn't a backlog of necessary updates needing to be installed before returning to school, I kindly urge families to:

- Periodically turn on their device while connected to power and the internet for them to install. Devices should be left on for at least 24 hours.
- **To manually update Windows devices (grades 3+):**
  - go to Settings>Update & Security to check for and install available updates. After updates are installed, restart the device, log in again, and go back to recheck to ensure additional updates are not needed. Directions can be found [here](#).
- **To manually update iPads (grades K-2 and some students receiving Special Education):**
  - go to the Settings app > General>Software Update and install the update. Directions can be found [here](#).

### **Reporting Damage/Software Issues/Summer Tech Support**

Please take advantage of the summer to resolve outstanding issues and/or address repair needs. If your child has summer work to complete, we have loaners available to provide to them while their assigned device is being repaired. For tech support:

- Submit a ticket here: [wtps.incidentiq.com](https://wtps.incidentiq.com). Your student will need to login using their Microsoft username and password. A tutorial is provided when you first login. Please include a contact number in the request; or
- Call 856.589.8500 ext 4357. More information can be found here: [wtps.org/onetoone](https://wtps.org/onetoone)

### **Device Distribution and Collection**

All students, except for graduating seniors, will keep their devices over the summer. Families who know that their child(ren) will not be returning to the district in September are kindly asked return their assigned device to their school **no later than Friday, June 9<sup>th</sup>**. Families making this decision over the summer are asked to return their child(ren)'s device(s) to Technology located at Washington Township High School.

Due to continued supply chain constraints, it is possible new devices may not arrive in time for the start of school. As soon as a timeline for pickup is available, that information will be shared. **Students entering 3rd grade and 9th grade will be receiving new devices.**

Thank you,

A handwritten signature in black ink, appearing to read 'M. Joseph Konecki'.

M. Joseph Konecki, Director of IT