

## **FAQ Fifth Edition (October 5-9)**

### **When I have a technology problem, what is the best way to get help?**

If the issue is with a class (assignment, video, link), please contact the teacher. If the issue is with the iPad, please use the help desk:

<https://wallenpaupack.on.spiceworks.com/portal/tickets>

If you are not sure if Schoology is working, Schoology has its own status page:

<https://status.schoology.com/>

Please be aware that if you call a technology staff member directly, he/she may not be immediately available as they are often out in the buildings assisting teachers and students.

### **Now that all WASD students receive a free lunch, is there any reason that I should complete the free/reduced lunch form?**

YES!!!! If you believe you are eligible for the free/reduced lunch program, please complete the paperwork and return it to your school ASAP. The state and federal government use the percentage of students who are eligible to receive a free/reduced lunch to calculate the district's eligibility for additional funding and programs including Title I. Please submit the paperwork by October 18 so it can count toward our first state/federal reporting deadline!

### **Why are we experiencing so many internet interruptions and what is being done about it?**

The recent interruptions in Internet Service were caused by Distributed Denial of Service attacks on our network. The Wallenpaupack Area School District worked closely with our Internet Service Providers, putting multiple levels of protection in place, to mitigate the attacks on our external connections. These protections have prevented attacks from reaching our network over the past 10 days and should continue to keep our connections up and operating into the future.

### **When will my child receive a case for his/her iPad?**

We have begun distributing iPad keyboard cases. We are still waiting for another shipment of keyboard cases. Students who are transporting the iPad to and from home and did not have a case were given priority to protect the iPads during their travels. If you had purchased your own case and do not want one from the school, you are certainly welcome to continue using your own case. Building administrators have been keeping track of who has received cases and will make record your preference for utilizing your own case.