**Student Support and WVS Help Desk**

As a student enrolled in Wisconsin Virtual School (WVS) online courses you at times will need support related to what you are experiencing with your online course(s). The first thing you will need to do is to identify the support needed and determine whom is the appropriate contact(s). The steps outlined below are meant to help guide you in your support requests to ensure the correct individual(s) are contacted and that the appropriate detailed information is provided to allow for collaboration and the quickest resolution.

**Steps to Efficient and Effective Support:**

1. **Know who your Local Education Guide (LEG)/Mentor/Coach is at your school district** as they will assist in supporting you in your online course and will help you connect to Information Technology (IT), your teacher and the WVS office as needed. If you are not taking a course in conjunction with your Local School District (example: homeschool student) your parent/guardian will assist you in receiving and reaching out for support.

2. **Determine what type of issue you are having.** Is this a connectivity issue (no internet access), can’t access your course or course materials, do you believe there is missing information or an error in the course materials, etc. Below are examples of a few of the common issues reported:

a. **Connectivity (no internet access):** If you are trying to access your course and you get a message that says "Internet Explorer/Firefox/Chrome/Safari browsers etc. cannot display the webpage", it means that you do not have Internet access.

i. If you are at school, you need to determine if others are having the same problem. If so, you may need to contact your Information Technology (IT) staff to see if they are aware of the problem. If they are, you might inquire as to when they think the Internet will be available again. Sometimes this problem occurs when there has been a power outage or when a server has gone down. Your Local Education Guide (LEG)/Mentor/Coach can assist you in making this contact.

ii. If the problem seems isolated to your computer, then you need to check the cord connections. If checking the connections still doesn't allow you to connect to the Internet, then shut down the computer, check all connections again, wait 30 seconds and reboot the computer. You also may need to clear your browser cache if there have been updates to the system you are using in order for information to load correctly.

1. If the problem persists, go to the (PC) Start menu, choose Control Panel and Network Connections. Check the Local Area Network or Wireless Network Connection depending on which connection you are using. It may say "Connected", "Not Connected" or "Limited Connectivity".

2. (APPLE) Check your Airport connectivity. Make sure your Airport is turned ON. Make sure you are connected to the correct Local Area Wireless Network for your location. Make sure you have a good connection. Two to three bars. Any information that you can provide to your Information Technology staff, will help them resolve the issue in a timely manner. **Your local IT staff is your first line of contact when you are having connectivity issues.**

3. Your IT staff can also provide information on how to clear your browser cache.

iii.If you are working from home, you need to check the cords and connectivity that were listed above. If you still cannot connect, you will need to contact your Internet Service Provider (ISP). Keep that phone number handy. They have tech support available so you should be able to talk to someone. They can inform you of any outages in your area. If there are no outages, the tech support person will walk you through various steps to troubleshoot the problem. Your ISP provider can also provide insight on how to clear your browser cache.

b. **Required Plug-ins not Downloaded to View Content or Access to Links Denied:** In online courses you are often required to utilize plug ins to view content such as: Java, Real Media Player, Windows Media Player, Adobe Reader

i. When utilizing district technology you will need to contact your IT department to assist with loading plug-ins and also ensuring access to course link URLs or blocked sites.

ii. If you are working from home you will need to download necessary plug-ins yourself and reach out to your Internet Service Provider with any questions on blocked sites.

iii.Sometimes students report that they are not able to see some of the content or items don’t appear to load correctly. Students should try to use a different browser (Chrome, Explorer, Firefox, Safari etc.) to see if this solves the issue or if they are able to replicate it again before submitting for support.

c. **Unable to Access My Course/ Forgot My Password or My Password is not working:**

i. Are you using the correct link to log into your course? It is best if you bookmark this login address or URL link when you receive it in your welcome/registration letter. If you can’t find this information ask the following individuals to resend your credentials for you:

1. LEG/Coach/Mentor/Parent/Guardian or

2. WVS wvshelpdesk@gmail.com

Note: This will be sent to the email used when setting up your account. If you have changed your email address and did not change this information in your student profile, please ask us to make that change prior to resending credentials

ii. Another reason that you as a student may not be able to access your course is that your end date entered in Genius upon registration has passed and you know longer have access. There are many reasons why you need to be done with a course by a certain date. Any request for end date changes must be received via email from your school LEG/Coach/Mentor (or Parent or Guardian if home schooled) at: wvshelpdesk@gmail.com

iii.If you forgot your password, there is a Forgot your Password link on the login page. Again this password will be sent to your email address that appears in Genius. If you changed this and it was not updated in Genius you will need to request this be updated by:

1. Your LEG/Coach/Mentor/Parent/Guardian or

2. WVS at wvshelpdesk@gmail.com

d. **Questions about the Course Content:** Students who have questions about the course content, whether it is missing information, what they believe are edits or updates a course needs etc. should report this to their WVS teacher. Your WVS teacher has resources to get this information submitted to the correct individuals to check and resolve edits and updates. Please remember to provide specific information about the exact location of the item you are referring to.

3. **Students need to provide as much detail as possible about the situation to ensure a timely resolution to support requests.** Requests for support submitted without all details will result in a back and forth emailing of information and potential delay in resolution. At minimum you should include the following:

a. Your Name as the Student

b. Teacher’s Name

c. Course Name and Semester

d. Description of Problem: Provide as much detail as possible. If you have questions related to course content be sure to state what unit, assignment, quiz, exam, discussion board etc. you are referring to.

e. Date and Time of the Problem

f. If you are receiving an Error message, send a copy or screenshot of that message

g. Computer Type: PC or Mac

h. Browser - Internet Explorer, Firefox, Safari, Chrome

i. Operating System

j. Screen shot of the problem and/or video recording of what is actually happening

NOTE: Students can copy and paste the above items into their email and type in the answers to ensure we get all the needed information.

4. **Make sure to copy your Local Education Guide (LEG)/Coach/Mentor who supports you onsite at your district in your online courses, your WVS teacher and WVS Help Desk.** These individuals form the TEAM that will collaborate to provide you support needed to have a successful online learning experience.

**WVS Help Desk:** wvshelpdesk@gmail.com The WVS help desk will be monitored Monday through Friday from 8:00 a.m. to 4:00 p.m. (with the exception of holidays).

When submitting a request to the help desk, please also copy your WVS teacher and your Local Education Guide (LEG)/Coach/Mentor who supports you at your local school district to ensure that all parties are informed and to ensure collaboration on a resolution.