

PARENT IT HELP TICKET INSTRUCTIONS

Parents that need to submit help a request can also use the email address of support@wilmoths.zendek.com

They can do this with a private email address if needed (if their student still has access to their Wilmot account, it is recommended that they use this account)

Please remember to be as specific as possible with the issue they are experiencing.

If their student is unable to access their account, they should provide the following information

1. Their students First and Last Name, please refrain from using Nicknames
2. Their students ID number, this can be found in Skyward
3. The guardians First and Last Name so we have the ability to verify the request and match students with their guardians in Skyward

Upon receipt of the ticket by the IT department they will receive an email from 'Wilmot Union High School' in order to keep this correspondence going they should reply to the email but just using the email reply button and avoid clicking on the link provided in the email.

If the IT department is asked to reset a student Google account, the IT department will reset the requested student password and place the new password in the student Skyward account. To locate the password, login to Skyward, and navigate to "Educational Milestone" on the left panel. You will click on the comment bubble to the right of "New Password." Your password will be displayed. This is an effort to maintain security protocols and safety for the student data encapsulated in our Google infrastructure.

The screenshot displays the 'Educational Milestones' section of the Skyward system. On the left is a navigation menu with options: Home, Calendar, Gradebook, Attendance, Student Info, Busing, Food Service, Schedule, Discipline, Test Scores, Fee Management, Activities, and Educational Milestones (highlighted). The main content area shows a student profile for 'Christopher [redacted] Wilmot High School'. Below the profile are two tabs: 'Completed' and 'Milestone'. A 'New Password' comment bubble is visible, containing the text 'Comment' and the password '12345678'. A 'View comment' button is located to the right of the bubble. A mouse cursor is pointing at the bubble.