



Dear students and parents,

During this time of online virtual learning, Waterford High School will offer tech support to students to help maintain a functioning Chromebook to use for their classes.

Tech Support will be available on the following days:

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|--------------------|--|
| 3/18 through 3/20: | Wednesday, Thursday, and Friday              |
| 3/23 through 3/27: | (Spring Break) Monday, Wednesday, and Friday |
| After Break:       | Every day: Monday through Friday.            |

Mr. Lilla will be located in WUHS Library from **7:00 AM to 9:00 AM**.

To drop off a device:

- Please budget 10 minutes for your visit.
- Enter through **Door 12** (located on the west side of the District Office parking lot, right on HWY 20)
- Knock on the door when you arrive to be admitted.
- Mr. Lilla will assess your needs and either fix your Chromebook during your visit or provide a loaner to use until your device is fixed.
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Troubleshooting tips to students:

- Shutdown your Chromebook at least 1 time a week or update it manually.
- Power issues can be resolved by making sure you are charging your Chromebook when it gets low and not waiting until it goes into pre-charge mode at 1%.
- After trying these steps, email Mr. Lilla in advance to save a trip if the problem can be resolved remotely.

We intend to have all students with a working device before classes start at 9:29 AM.

If you have any questions, please contact Mr. Lilla at [glilla@waterforduhs.k12.wi.us](mailto:glilla@waterforduhs.k12.wi.us)