

Dear WSO Users,

Bright from the Start has created a one-page quick reference guide to assist you in determining the best method to request the WSO support you need. Please print the attached document and post near your computer.

This document provides direction on how to submit an online WSO Support Ticket for issues regarding login support and managing your class and students in WSO. Additionally, it provides guidance on how to resolve computer hardware/software issues that require assistance from Pearson Technical Support.

On the WSO Support Ticket page, select the specific issue you are having from the list. Enter all requested information which allows BFTS to more easily troubleshoot your issue. Here are some helpful tips to ensure your ticket is handled as quickly/efficiently as possible:

- When unable to add a student to your WSO Roster, be sure to select the correct WSO error message received from the list. The message, "PANDA Id already exists" is not the same as, "A student with this name already exists."
- When entering your students in WSO, use the official GA Pre-K PANDA Student Id from your PANDA Roster Report. Do NOT create your own PANDA ID numbers.
- Archive any student that leaves your class in a timely manner so that the child's next teacher is not forced to wait an excessive period of time before the student can be transferred to his or her WSO roster.
- Refrain from entering students that have not attended a scheduled Pre-K instructional day. Only students that have physically attended your class should be entered into the WSO System.

Thank you,
WSO Assessment