

TEACH and Authorized Users BadgerNet Customers,

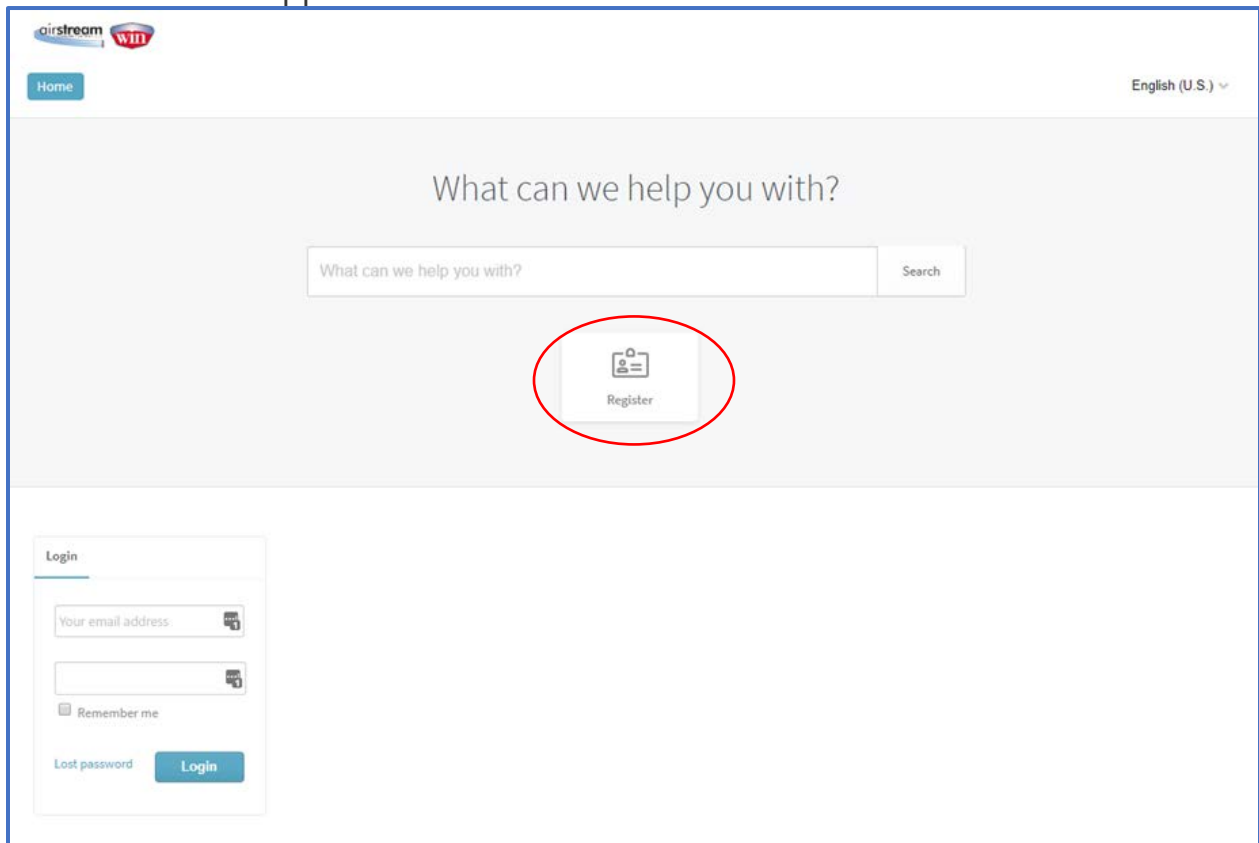
To enhance customer communications with regards to your service tickets, we are pleased to announce a pilot program which will provide additional forms of communication.

In addition to the current call-in process, users will be able to send an email to open service issues and receive, via email, status updates. The pilot program includes a portal, which enables users to check on support activities of any tickets you have submitted.

Effect July 1, users can email badgernet-noc@wintechnology.com directly for any service support with the BadgerNet Network. The WIN Service Desk at **1.855.457.9273** is available 24x7 to answer your calls.

Kayako URL Portal address: <https://support.wins.net>

This screen will appear:



First time users much select "register" and create an account.

Upon account creation, you may log in at any time to view tickets you have submitted.

If you are a system administrator, such as for a School District or Library Consortium, with duties over multiple locations, please contact the WIN Help Desk for assistance with your account profile.

We welcome your feedback, both positive and negative. We need to know what works for you as the customer, and what does not.

Thank you for partnering with us to improve the customer experience.



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