

WNPA IT Helpdesk

<http://helpdesk.wnpa.org>



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[Genius Device Reboot Instructions](#)

[Internet Connection Troubles.](#)

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Promoted articles

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WNPA IT Helpdesk

Creating a Helpdesk account:

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Sign in to Western National Parks Association

Email

Password

Sign in

[Forgot my password](#)

New to Western National Parks Association? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

Sign up to Western National Parks Association

Please fill out this form, and we'll send you a welcome email so you can verify your email address and sign in.

Your full name *

Your email *

Sign up [Cancel](#)

Please set me up with a new password

To reset your password for <https://wnpa.zendesk.com>, enter your email address and we'll send you an email with instructions.

Email

Submit [Cancel](#)

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[Western National Parks Association](#) > [Submit a request](#)

Submit a request

CC (optional)

Best Contact Number:

Subject

Are you able to make sales?

If you are unable to make sales or take credit cards, please select "NO".

Location

Department

Issue

Description

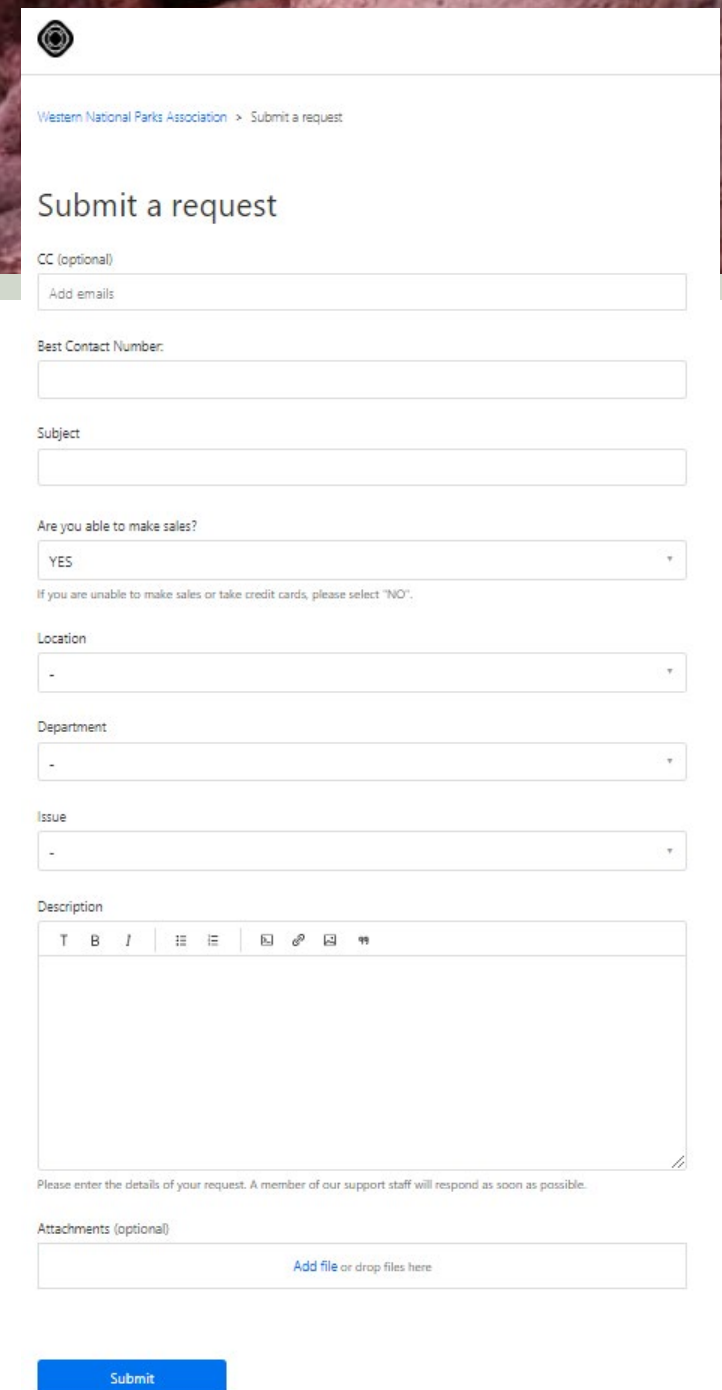
Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments (optional)

[Add file](#) or drop files here

WNPA IT Helpdesk

- **Your email address:** enter the best WNPA email address to reach you
- **Best contact Number:** enter the best phone number to reach you, include extension
- **Subject:** Create an easy-to-understand subject, including Park Identifier. Subjects such as "Help!" make it difficult for us to prioritize requests as a glance. Try to put some detail into the subject, like "LECL: Reset RetailPro Password" or "NICO: Tag Printer Won't Print"
- **Are you able to make sales?:** If you cannot make sales, select NO
- **Location:** Select your store location
- **Department:** Select the department you belong to, example Operations
- **Issue:** Select the best match for the issue you are currently reporting
- **Description:** Please be as descriptive as possible, list all known facts about the request (including specific building/visitor center)
- **Attachments:** please feel free to upload any screenshot or other supporting references



The screenshot shows the 'Submit a request' form on the Western National Parks Association website. The form includes fields for CC (optional), Best Contact Number, Subject, Are you able to make sales? (YES/NO), Location, Department, Issue, and a large text area for Description. There is also an Attachments (optional) section with a file upload button. A blue 'Submit' button is at the bottom.

Western National Parks Association > Submit a request

Submit a request

CC (optional)

Add emails

Best Contact Number:

Subject

Are you able to make sales?

YES

If you are unable to make sales or take credit cards, please select "NO".

Location

Department

Issue

Description

Please enter the details of your request. A member of our support staff will respond as soon as possible.


Attachments (optional)

Add file or drop files here

Submit

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Status:

Any ▾

Subject

Id

Created

Last activity ▾

Status

[Field: Setup RProProm](#)

#9295

3 months ago

3 months ago

Solved

[Remote CC machine for PECO](#)

#7743

1 year ago

1 year ago

Solved

[Creative email forwards](#)

#7800

1 year ago

1 year ago

Solved



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 Search requests

Status:

Any ▾

Subject

Id

Requester

Last activity ▾

Status

[Report Needs a Fix and New Report to Add at Some Point](#)

#9721

Lauren Mooney

9 days ago

Solved

[Promo Tool Updates](#)

#9285

Victor Martinez

3 months ago

Solved

[RE: \[Western National Parks Association\] Re: HOBO - Coupon Updates](#)

#9110

Caroline Lochner

4 months ago

Solved

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Hubbell internet down



Duane Harper-Schufft
3 years ago

Internet observed down on Logmein
Need call to determine cause.
DSL service not Hughesnet

Western National Parks Association
12880 N. Vistoso Village Drive
Tucson, AZ 85755
WNPA Support Phone: 520-789-7415



Kari Carlisle
3 years ago

I called Frontier yesterday, and they are supposed to send a technician today.

Kari Carlisle
Operations Manager - Hubbell Trading Post NHS
Western National Parks Association (WNPA)

Phone - (520) 603-9688
PO Box 388, Hwy 264
Ganado, AZ 86505
Email: kari.carlisle@wnpa.org

| | |
|---------------|---|
| Requester | WNPA IT Support |
| Created | February 02, 2018 10:25 |
| Last activity | February 08, 2018 13:09 |
| CCs | Lauren Mooney Kari Carlisle Hilda James Danielle Coleman |

| | |
|-------------|------------|
| Assigned to | Alan Clark |
|-------------|------------|

| | |
|----|-------|
| Id | #2752 |
|----|-------|

| | |
|--------|---------------|
| Status | Solved |
|--------|---------------|

| | |
|----------------------|---|
| Best Contact Number: | 1 |
|----------------------|---|

| | |
|-----------------------------|-----|
| Are you able to make sales? | YES |
|-----------------------------|-----|

| | |
|----------|---|
| Location | HUBBELL TRADING POST > HUBBELL TRADING POST NHS |
|----------|---|

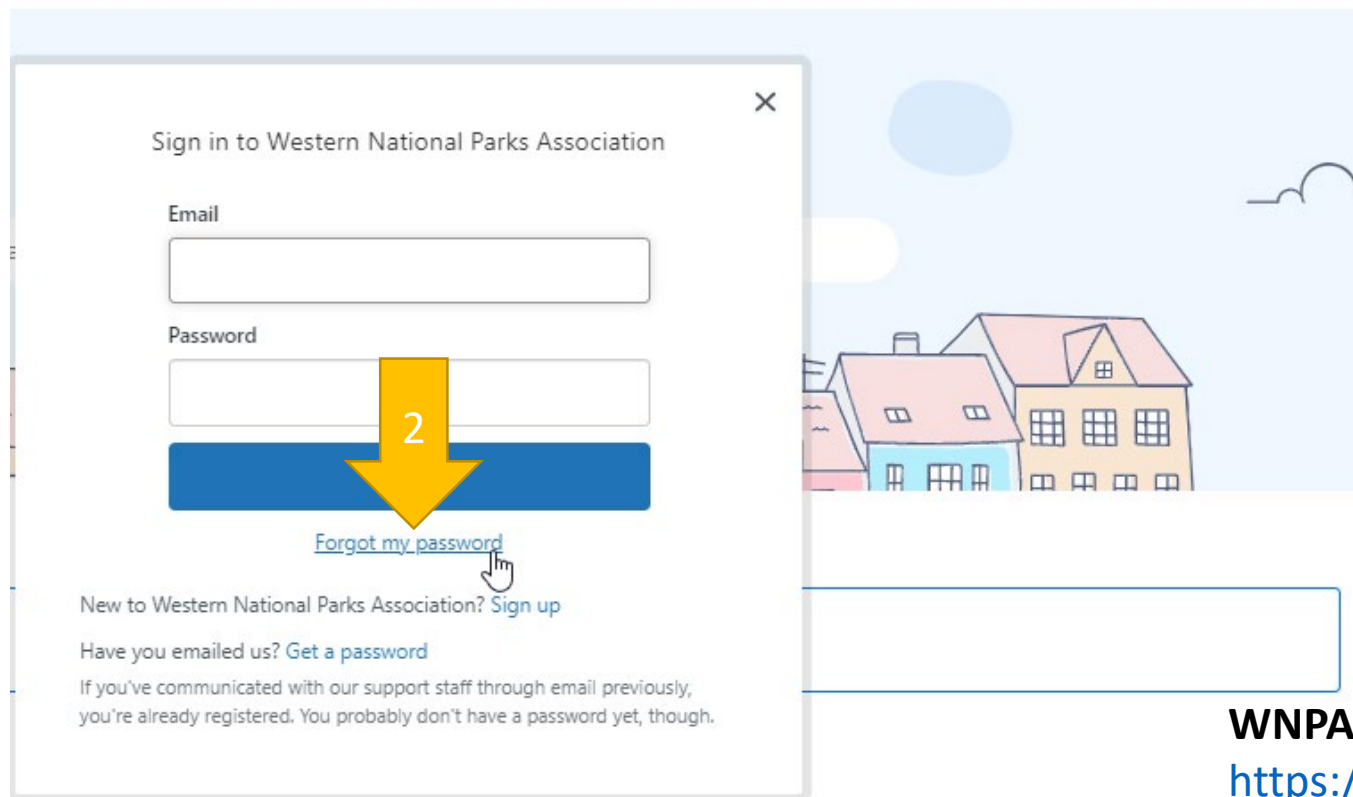
| | |
|------------|------------|
| Department | Operations |
|------------|------------|

| | |
|-------|-------------------|
| Issue | Internet > Outage |
|-------|-------------------|

WNPA IT Helpdesk

Forgot your password?

[Submit a request](#) [Sign in](#)



Sign in to Western National Parks Association

Email

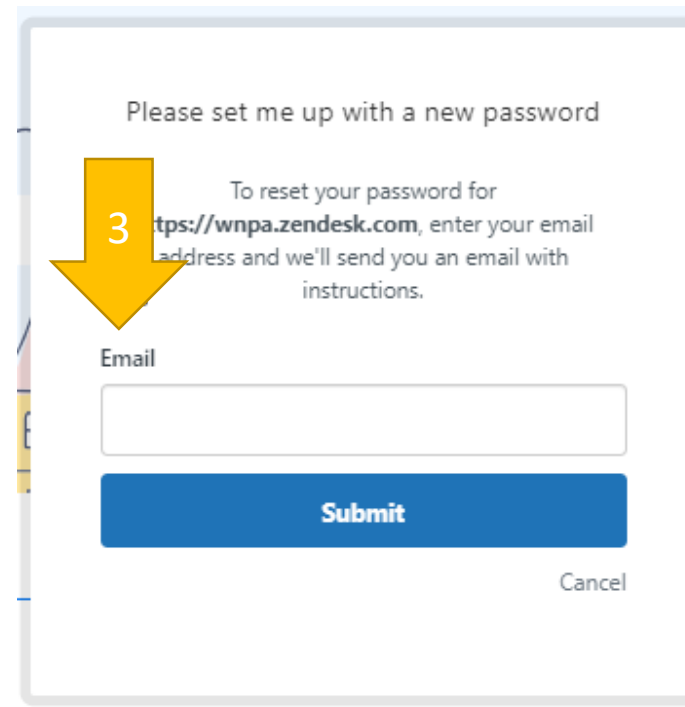
Password

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If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.



Please set me up with a new password

To reset your password for <https://wnpa.zendesk.com>, enter your email address and we'll send you an email with instructions.

Email

[Submit](#) [Cancel](#)

WNPA Helpdesk:

https://wnpa.zendesk.com/auth/v2/login/password_reset



WNPA IT Helpdesk

Genius Device Reboot Instructions

When to Restart


- RetailPro is slow when adding items
- RetailPro shows Not Responding during a sale, or when starting a new receipt
- Plug-In error received when starting RetailPro

How to Restart

- **Press and Hold buttons 1 - 5 - 9 all at the same time** for three to five seconds until it prompts a new screen
- On the Password space, **type 166832**, and hit **Enter (Green Circle) Key**
- **Select Reboot** button, the Genius device should reboot after a few minutes

WNPA IT Helpdesk

WNPA Intranet Access <https://tools.wnpa.org>



Username or Email Address

Password

☐ Remember Me

Lost your password?

[← Back to WNPA Intranet Toolbox](#)

Username: FirstLast

Email Address: first.last@WesternNationalPa.onmicrosoft.com, this mail is automatically forwarded to their normal WNPA.org mailbox

Password Reset Link:

<https://tools.wnpa.org/wordpress/wp-login.php?action=lostpassword>



WNPA IT Helpdesk

WNPA IT Managed Accounts:

- Office365 Email Account
- WNPA Tools / Intranet
- RetailPro
- Paycom Kiosk Registration

Other Accounts (non IT):

- Paycom Employee / Client (HR)
- Facebook (MC)
- Instagram (MC)
- Campus Ship (MC)



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Internet Troubleshooting

Important Notes

- NEVER, EVER, under any conditions (even if told to do so by ISP's or your Telco provider like CenturyLink, Hughes Net, Comcast, Monkey Brains, etc.), press the "Reset" button on any equipment, including routers or modems, unless directed to do so by WNPA I.T. This equipment has already been configured for the store. Pressing these buttons will clear information that is vital to proper network operation, and could even bring down the store's internet connection permanently.
- NEVER, EVER move or disconnect any network cables or power cables on the router or modem, unless directed to do so by WNPA I.T.

No workstations are able to access the internet.

- Start by powering off the modem, the router, and all the machines. **Then power up the modem first, then the router, then the machines, in that order.** In some cases this is just a matter of switching the power strip off, then back on.
- Be patient. It may take as long as five minutes for the connection to return.
- Verify the connection is up by accessing an external site like www.google.com.
- If the connection does not come back up, then call for further assistance.