

Technology Policies

Serving Barber, Butler, Cowley, Harper, Harvey, Kingman, McPherson,
Reno, Rice, Sedgwick, Stafford, and Sumner County Libraries



South Central Kansas Library System

SCKLS AWE Learning Product Guidance

AWE Learning solutions fall under the rules of the [SCKLS Computer Support Policy](#) as outlined below.

1. The library must have a current support contract with *AWE Learning*
2. The *AWE Learning* solution must have a current support or subscription status

AWE LEARNING WARRANTY

AWE Learning solution warranty coverage review can be found at: <https://awelearning.com/warranty/>

AWE LEARNING SUPPORT

Most support questions can be answered directly at: <https://awelearning.com/technical-support/>

To log onto the *AWE* Support Portal, go to <https://customerportal.awe-net.com>

Once at the Portal you will need to login and search for your device using the *AWE Station* serial number:

1. Your *AWE* support e-mail and password. ***SCKLS does not maintain member library support logins or passwords.***
2. Your *AWE Early Learning Station* serial number (on back of computer)

If you are unable to answer your support questions at the above webpage or support portal, please contact *AWE Learning* Support at: 1-866-463-6357 or support@awelearning.com

*The easiest way to determine your device warranty and support status, e-mail support@awelearning.com and include Warranty Status in subject line. The body of the message should contain your name, library, city, state and the serial number (*located on the back of each AWE Learning Station*) you are wanting to know the support status of.

AWE LEARNING SALES

For inquiries regarding the purchase of *AWE Learning* products, please reach out to:

Mark Sporle, *Senior Account Executive*
(610) 348-2200
sporlem@awelearning.com

AWE Early Learning accessories can be purchased at: <https://awelearning.com/shop/>

Questions should be directed to any of the SCKLS technology staff.