
TPHS Student Support Hotline

Hello TPHS faculty and staff. IT is in the process of developing a support hotline for our students. That being said, it is still in the development phase but we feel that it is plenty reliable enough to roll out for our students to request IT support. It utilizes Google Voice, which directs students to an auto attendant requesting the student's name, campus attending, good callback number, and a brief description of the issue needing attention. This voicemail is then sent to all IT staff as an email, complete with the voice recording and a dictated text version. An IT staff member will then, create a ticket in the ticketing system for documentation purposes, return the call to the student and provide the needed assistance.

The local support numbers for the individual districts are as listed:

TPHS (El Paso):915-317-6156

TPHS (Laredo):956-307-9733

TPHS (Lubbock):806-395-5149

TPHS (Rio Grande Valley):956-267-4685



We realize that there might be a few bumps in the road and appreciate your patience during the continued development of this system. Any suggestions on how we can improve our abilities to offer top-quality support to our staff and students is welcomed and encouraged!

Again, thank you all for the patience, guidance, and leadership, given to your staff and fellow co-workers during this stressful and chaotic time! Together, TPHS is truly a superb force to be reckoned with!

Sincerely, your IT Support team,
Toby Wimberley - Lubbock
Shawn Warrick – Laredo North / Laredo South
Richard Galvan – McAllen Business Office
Crisselda Zepeda – McAllen / Mercedes
Andrew Medina – San Benito / Brownsville
William Ibarra – El Paso East / El Paso West