

Post Summer Technology Refresher

SEPTEMBER 7TH 2018

Staff Technology Refresher

What's New?



All Staff computers were reimaged

- Latest version of SMART Notebook 18.x installed
- You will need to reinstall printers
- You will need to rejoin your home network

Printers

- Due to the closure of Washington School many printers have been relocated
 - Please check the labels on the printers in your area before attempting to install
 - Instructions have been emailed in the past, are part of this presentation, and will be available on the I.T. Department web pages

30 new Chromebooks were purchased as a trial

- Machines are awaiting licensing and configuration
- Trial location will be the 5th Grade

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Staff Webpages

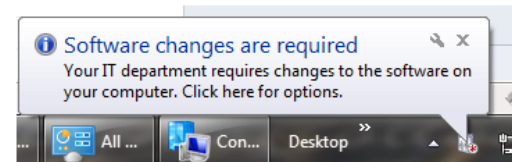
- SchoolMessenger “Presence”
 - Your web pages should be set up and kept current
 - Online “help” has been greatly improved
 - Peer training is available
- IXL
 - Will be disabled on Monday, 9/10
 - Please check any summer assignments prior to Monday

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Windows Updates

We continue to use SCCM (System Center Configuration Manager) to manage computers and updates.

- As mandatory software updates become available, you will be notified through a pop-up message that appears in your system tray:

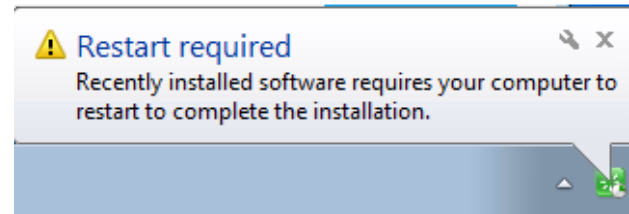


- Click on the notification or the pop-up to bring up the Software Center management window. Click OK to begin the installation immediately or REMIND ME LATER.

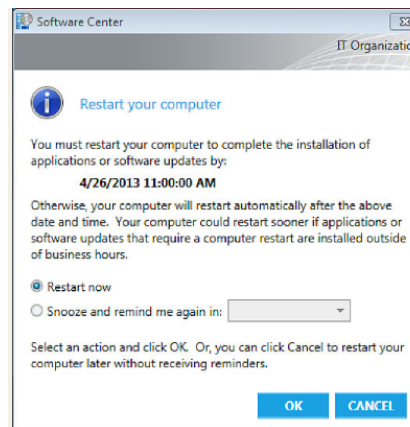


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- The Software Center window will indicate when the installation will automatically begin if the REMIND ME LATER option was selected.
- If a reboot is required upon completion of the installation, you will be prompted to restart the computer via this pop-up:



- Clicking the Restart Required pop-up will bring up the following screen prompting for any of these options: Restart now, Cancel out of the screen, or wait until the deadline.



- If you clicked Cancel to delay the restart of your computer, you will receive periodic notifications urging you to restart.
- Please run updates as soon as possible when prompted

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Software Updates on Student Computers

- We did our best to force all updates to the student computers
- Should your students receive the popup that indicates Software Updates are required please note the number of the computer and notify us as soon as possible via the ticketing system.
- We'll retrieve the machines and see that they get updated

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Printing and Copying

- DO NOT TURN PRINTERS OFF UNDER ANY CIRCUMSTANCES
 - They automatically go into low power mode but are still accessible by the monitoring software to determine ink levels
- If you are unable to print due to toner level please submit a ticket and we'll address ASAP
- All printing and copying is being monitored
 - You must use your building access FOB to use the copiers
 - All printing to the individual printers is logged to your ID
- Configure "Follow Me" as a printer
 - This allows you to select it as a printer and then you can release the print from any copier using your FOB



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Printing and Copying – cont'd

- Printing and Copying Cost including paper
 - Cost per page for copiers - \$.01
 - Cost per page for color laser printing - \$.14
 - Cost per page for black laser printing - \$.04
 - Duplex costs are slightly lower on copiers and printers that support Duplex printing
- Print Monitoring
 - Your updated printing “balance” will be displayed on the computers you log on to
 - Your supervisor will set guidelines for “Team” level copying
 - Forms provided by the copy clerk must be used for ALL copying
 - Always include the date you submit the request even if it is not on the version of the form you may have


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Offsite Data Access

- Your network drive is only available offsite from your school supplied computer
- If Y: (network) Drive is not visible on first HOME logon, logoff and back on and it should be available
- It will be visible under My Computer or in Windows Explorer
- Save all work to the network drive
- Backed up nightly
- Less chance of overlaying new data with old

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Day to Day Procedures

- Always log off or lock the laptop
 - Security
 - You have access to every student folder
 - You have access to private student data in OnCourse
 - You have access to confidential IEP data
 - Your email may contain private personal or student information
 - Use the Windows  and letter “l” hot keys to lock the laptop
- Turn off the laptop at the end of the day
 - If you are not taking it home, shut it down and put it away
 - Lock it up
 - If you have no lockable storage put it somewhere out of sight
 - Never place in the case or a sleeve when powered on as it will overheat and damage the machine
 - We will be notifying your building principal when machines are left on overnight.

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Day to Day Procedures – cont'd

- Never allow students to use your laptop
 - We know that this is how the internal WiFi password was obtained by students.
 - You have Administrative rights to the computer which may allow a student or other user to see the password
 - Students should never use your computer
- Speaking of logging on...

Network (Computer)	yourid & password
Spiceworks Ticketing	yourid & password
Office 365	yourid@littleferry.k12.nj.us & password
Outlook	yourid & password
OnCourse	yourid@littleferry.k12.nj.us
Website	yourid & password

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Day to Day Procedures – cont'd

- Administrator Rights

- We have allowed Admin Rights to your laptop
 - You can install your home printer if needed
 - You first need to log on here once for those rights to take effect
 - Due to increasing security risks we may rescind the admin rights at a future time

- Passwords

- We are reviewing password policy at this time...it is anticipated that the District will require at least one password change per school year. This will be communicated at a later date.

- Personal Email

- Due to ransomware threats personal Email will continue to be blocked. Both of our breaches occurred from personal email access.

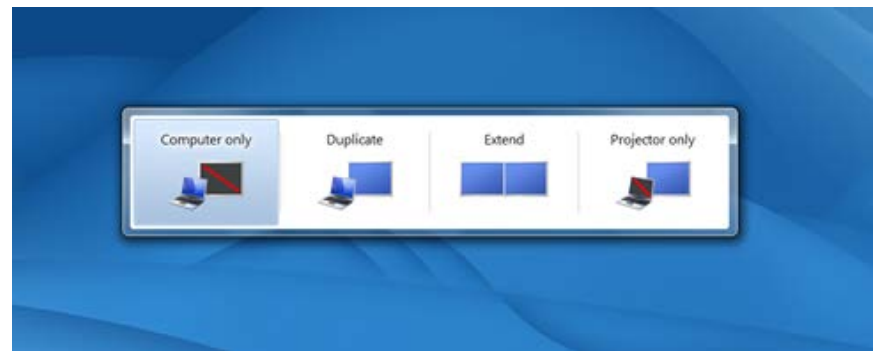
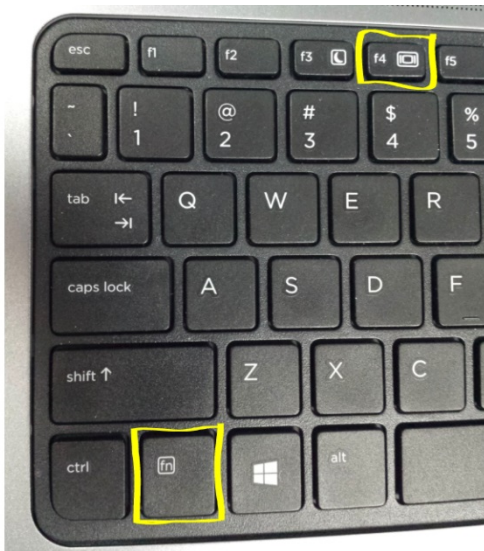
- Personalization of Laptops

- Do not put stickers or anything with adhesive on you laptops
- If there is anything on them now, please remove

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Day to Day Procedures – cont'd

- Using the SMART Board
 - HINT: My laptop is not displaying on the SMART Board. In most cases it is because your screen sharing setting is incorrect. Your screen needs to be in Duplicate mode. You can switch this setting by pressing the “Alt” and “F4” keys at the same time. You then get the screen on the right where you choose “Duplicate”



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Day to Day Procedures – cont'd

Cannot Logon – No Network connection

- There are several reasons this may be occurring. An access point may be down, your laptop may have dropped off the domain, a hardware failure, etc. These will need to be resolved by I.T.
 - At times you may take your laptop to another area of the building. The wireless will try to attach to the nearest access point to where you are located. You may then go to a different area, but your laptop stays connected to the other access point. This may be resolved by using the hint below and connecting to a stronger access point.

HINT: Try to disconnect and reconnect the wireless. In the lower right corner near the time display you will see a set of bars. This is the wireless connection indicator and it may have an exclamation point if the connection is bad. If you click on the bars it will show you an expanded box with all of the available wireless networks available. Find LFPS and click on it. Choose “Disconnect” and when it redisplay choose “Connect”.

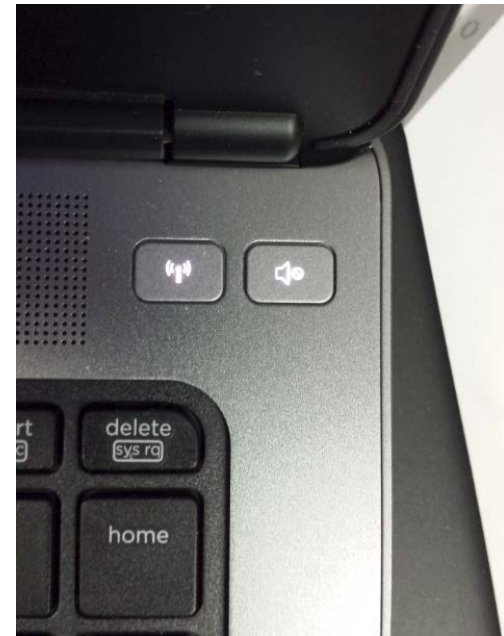
- Should the wireless symbol continue to appear with a yellow exclamation point try rebooting. If it still has the symbol give us a call as we will most likely need to reset your connection.



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Day to Day Procedures – cont'd

The wireless button in the upper right corner of the keyboard is turned off. It must be white not amber to be connected to the wireless.



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Day to Day Procedures – cont'd

Touchpad

- Disable and Enable by double tapping the small dot in the upper left corner of the touchpad with your finger.
- If the small dot is glowing/lit then the touchpad is OFF and the screen pointer is disabled.
- You usually disable if you are using an actual mouse.



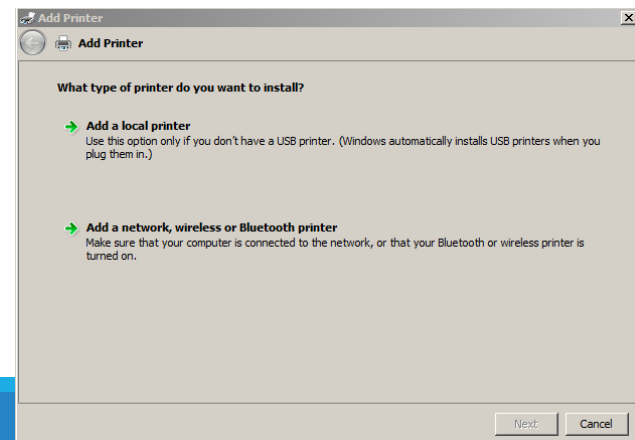
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Installing Printers

Please Become Familiar With This Process...

Installing Printer from “Devices and Printers” Screen (RECOMMENDED METHOD)

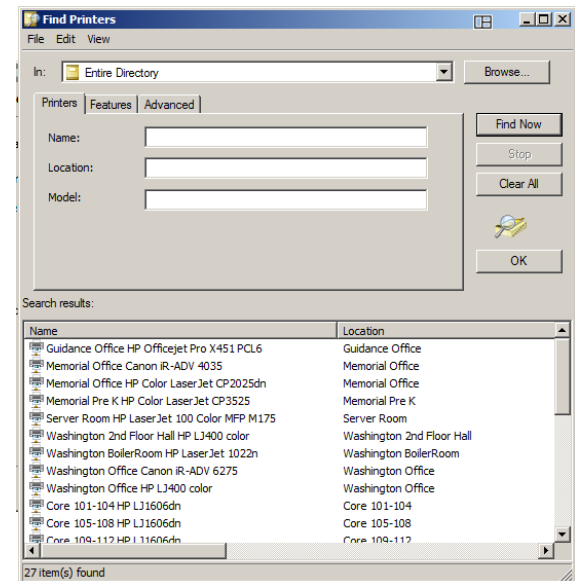
- Click on the Start button and then select “Devices and Printers” from the right hand column
- At the top click on “Add a printer” to start the printer setup wizard
- Choose the second option “Add a network, wireless or Bluetooth printer”



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Installing Printers – cont'd

- Click on “ The printer that I want isn’t listed”
- The first radio button should be filled in (Find a printer in the directory...”. If it is not, then click on it.
- Click “Next” at the bottom of the box
- The top box should say “Entire Directory”. A list of printers should be showing in the “Search results” area as shown below:



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Installing Printers – cont'd

- Click on the printer to which you want to connect and then click on “OK”
- This will install the proper printer software on your computer. Once you receive the “successfully added...” message click “Next”.
- If you want this to be the default printer for all of your programs (Word, Excel, etc.) then check the box for “Set as the default printer”. You may also print a test page to make sure it works.
- Click “Finish”
- Installing from within applications is explained in the complete guide on the “For Staff” pages

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- OnCourse URL
 - www.onsourcesystems.com
 - NOT www.onsourceconnect.com
- We cannot access your OnCourse passwords...
 - If you forget your OnCourse password you can click on the “[Forgot your password?](#)” link after attempting unsuccessfully to log in.
 - You are given the option of typing in your school email address and getting a reset link emailed to you.
 - You should open the email, click on the link, change your password, and get in.



1.800.899.7204 f t in Support Username Password ? Sign in

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It's the little things...

- The computer technician's commandment - "If all Else Fails - Thou Shalt Reboot!" Most of the time this does solve the problem.
- Screen Magnification – above or below 100% can cause display problems. Some of the Pearson programs change to 125% and then their own subsequent screens don't work
- Non-Windows Updates (JAVA, Adobe)
 - Uncheck the Add-Ons (Chrome, ASK, etc.)
- TICKETS, TICKETS, TICKETS!
 - You must use the Spiceworks Ticketing System for B &G and I.T. issues and event setups. If your computer is not working you can access the B & G site, the I.T. site or staff pages.
 - Always fill out completely...building, room, department, etc.

Thank You

Save paper!

Don't print this presentation. It will be up on the Staff pages of both schools for reference throughout the year