



IT Department Info

The Spartanburg 4 Technology Department maintains desktop computers, laptops, tablets, printers, scanners, projectors, Smart and Promethean devices, security cameras, telephones, and networking infrastructure throughout the district, and advises administration on technology-related decisions.

The following information is provided to assist in making the best use of your classroom technology. Please also take note of Technology Guidelines and Information in your school handbook.

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Technology Department Staff

- Information Technology Specialists: Roxanna Martin, Corey Goodman, Justin Roper, and Mario Silva
- School Technology Contacts (STCs)
WPS – **Nicole Moon**, WES – **Camille Robinson**, WMS – **Tina Harrell**, WHS – **Christine Morris**

Technology Grant Guidelines – Donors Choose etc...

Teachers are encouraged to apply for grants. Before you write your grant:

1. Talk to your principal about the purpose and requirements of the grant prior to writing it.
 2. Discuss your needs with the IT department. We can also help you with compatibility or security concerns that may affect equipment you choose for your classroom.
- As of August 1, 2016, we cannot support Android, Amazon Kindle Fire, or Chromebook devices due to our limited ability to manage these devices, and concerns over CIPA/COPA compliance. Regular Kindle e-readers are fine. Teachers must present a copy of the grant and obtain principal's signature prior to the submission of the grant.
 - Teachers must assume responsibility to meet the requirements of the grant, such as conducting student assessments, purchasing materials, or submitting reports.
 - Any checks received from grant sources should be made payable to the school or district and not to an individual.
 - **Any items purchased with grant monies shall remain with the school should the teacher leave the school.**

Notable changes this year

- **Device sign out:** If you have been assigned or approved to use a district laptop or iPad, please make sure to fill out a device sign-out form and return it to your STC. A copy will be sent to the IT department.

Login Passwords

- Your district username is generally your first initial and last name. Your email address is your username @spartanburg4.org. This username and password can be used to log into any Windows computer in the district.
- You must change your password every 30 days from a computer on-site in the district. When you receive an alert that your password will expire, please change your password by pressing Ctrl+Alt+Delete. Click **Change a Password** and fill in the information.
- The system will remember your last 5 passwords. This means you can only reuse a password after 6 months.
- Passwords must be at least 6 characters long and contain at least three of the four types of characters: Capital Letter, Lower Case Letter, Number, or Symbol (! , # \$ etc.). Passwords cannot contain any part of your name. (Examples: lowCAPS! , 123Words, GO!!2016 or alllower123\$)
- Other passwords: PowerSchool/PowerTeacher, and our workorder system (MySchoolBuilding/SchoolDude), each use a different password system.
- **DO NOT SHARE ANY OF YOUR PASSWORDS WITH OTHERS** as you are responsible for the secured information gathered by your password. **DO NOT DISPLAY PASSWORDS ON YOUR MONITOR, DESK, OR COMPUTER TOWER..**

E-mail

Microsoft Office 365 email can be accessed from the Outlook program on your computer, most mobile device email apps, or Office365 online.

- Appropriate use: District email is provided to aid in job performance. It should not be used to send mass e-mails without the consent of your principal (i.e. fundraisers).
 - Save mail in folders, or leave it in your inbox.
 - Deleted messages are cleared after 30 days and we cannot retrieve them.

How to Access: <http://outlook.office365.com>, <http://www.office.com>, or <http://webmail.spartanburg4.org>

- Open Outlook 2016 on your computer. You will be asked some set up questions on your first login.
 - Click Next, and your account information will fill in automatically. Keep clicking “Next >” until you are prompted for your password.
 - Click “Remember my credentials” to avoid entering your password every time you open Outlook. Click Finish

Filtering – SPAM, Phishing and Malware

- Definitions: **SPAM**=junkmail, **Phishing**=an email or website that attempts to trick you into giving your password; **Malware**=a program, virus, plugin, or toolbar that has a negative impact on how your computer works.
- Microsoft blocks most malicious e-mails, but some are still delivered. Do not open strange or unfamiliar email.
- If you are missing a message, it may be in your **Junk e-mail** folder or your **Clutter** folder. Please empty these folders from time to time as they do **not** clear automatically.
- You can block the sender of any email from Outlook. Right-click the message, click **Junk → Block Sender**. You can also choose to never block a sender this way.
- **Watch for these types of email, and delete them:**
 - Warnings about your district e-mail account. Any e-mail that is not from the District Office Technology Staff or one of our systems (PowerSchool, SchoolDude etc...) is Phishing.
 - Messages from UPS, Fedex or other delivery services unless you are expecting them.
 - Requests to reset the password for other services, such as Apple, Google etc... These may include a Spartanburg Four logo or other information that may look real, but is often a link to a Phishing site. Most online services will not request a password reset like this. If you have a question, please submit a work order, or ask your STC.

Computers and Devices

Every office and classroom has a desktop computer workstation running Windows 10 and Office 2016, a printer, and wired telephone. All teachers and office staff have an email address and voicemail. Most of our classrooms are equipped with an interactive white board or projector. Each school has several student computer labs, and classroom iPads and/or mobile laptop carts.

Accessories & Peripherals

Using USB devices may interfere with the function of the computer, the network, or interactive boards, and delay troubleshooting, so we ask that you follow these guidelines:

- **USB Flash Drives:** Please limit your use of USB flash drives and portable hard drives when possible. USB drives can often be an avenue for viruses and malware. Lost files cannot be recovered from USB flash drives/thumb drives/jump drives or portable USB hard disk drives.
- **Keyboards and mice:** The district provides a basic keyboard/mouse with each desktop computer. If you choose to bring your own keyboard and/or mouse, please keep the original wired ones near the computer for troubleshooting. Some wireless keyboards and mice cannot be used for computer diagnostics. If we cannot find the originals, it may take us longer to complete the work order.
- **Peripherals:** Please do not connect or install any other computer accessories or components without the approval of your principal. (printers, scanners etc...). The IT department will not support any peripherals, accessories or components – such as printers, scanners or wireless mice and keyboards – that were not purchased or approved by the district. These devices may be disconnected when completing work orders.

Saving Documents

The district provides two secure ways to store documents: **shared network drives**, and **Microsoft OneDrive**.

Microsoft OneDrive:

Shared Network Drives

- Your network drives are labeled as the U drive (personal), and S drive (staff shared). The U drive is your home directory. This is where you should store your documents. The S drive contains shared folders. All your shared drives are found here. We cannot recover data saved anywhere but these drives.
- Your desktop is on the local system drive (C). Routine computer maintenance may require the IT Department to erase and “re-image” local drives. If we need to wipe your hard drive, files saved to your desktop will be lost. If you need to drop files on your desktop, please also save a copy on your U drive or One Drive so it can be restored.
- Your U drive has a 25GB limit. Please delete any unneeded documents.
- Please do not save personal pictures, videos or music on the U drive. These are large files and take up needed space. Please use the media storage folder on S drive for school-related media. If you need to access them from out-of-district, or share them with someone else, use OneDrive.

Printers

- If toner needs to be changed, submit a work order. Your STC will change the toner.
- Please submit a work order when your printer message reads “Order Drum”. DO NOT WAIT until it says “Drum Life” as drums take time to order. If we do not have a drum in stock, you may have to wait several days for this to be replaced. **DO NOT REMOVE THE DRUM TO REMOVE A PAPER JAM.**
- If you have a color printer, please include the letter of the drum or toner you need: C, M, Y or K.
- Printers are mapped only by user name. This means that all assistants will be mapped to the teacher’s printer in the classroom. If they print from another classroom it will print in their assigned room.

Purchasing and Installing Software

- **Teacher and Staff accounts have limited rights to install software.** If you need a program or application installed, please submit a work order, and speak with your principal or STC to **have it approved**.
- If you need to purchase/or install software not provided by the district, **get approval** from your principal, and then submit a work order request to have it installed.

iPads and Laptops

District devices are monitored by the Mobile Device Management (MDM) component of our Meraki Wireless System.

- Laptops function the same as a desktop when on the district network. If you need to login from another location, make sure you have first signed in while on the district network, or you will not be able to login.
- Student iPads and laptops are managed with the cooperation of your STC or Media Specialist. If you have a question about mobile devices, please ask your STC or Media Specialist.
- If you have been assigned an iPad by the district, you may purchase apps and manage the device at your discretion, but **please use an Apple ID associated with your district email**, instead of a personal one. Please keep your iPad in a protective case, or laptop in a padded bag, and report any damage via work order, and to your STC.
- If you would like to add apps to student iPads, please check with your Media Specialist, and submit a work order.

Internet Filter & Security

Our Internet Filter & Firewall is called Sophos XG.

- Sophos displays a message when a site is blocked. Submit a work order if you need to visit a blocked site.
- Sophos displays other messages for webpage issues, loading errors and network timeouts. Please read the display text, and include that text as the reason for the error in your work order.
- Filter settings are different for students and teachers. If you intend for your students to visit a site, please test it with a student login ahead of time. We may not be able to open student access to sites on short notice.
- If you need teacher-level access on a district-approved mobile device, open a browser and visit <https://astaro.spartanburg4.org:8090>. Please submit a work order if you have issues.

WiFi – Wireless Internet Access

- All schools and district buildings have wireless internet access.
- District and school-supplied devices will automatically connect to the appropriate Wifi network.
- All school device-use policies continue to apply. Please refer to your school handbook.

Groups & Team Sites

Office365 email lets you create collaboration groups. Please be aware of the following when using groups:

- Public groups can be seen and joined by EVERYONE in the district. If you would like to make a group, it **MUST** be private. Unauthorized public groups will be removed without notice.
- Email groups you create are permanently tied to your account. This means, if you leave the district, your groups will be deleted. If you need a permanent group set up (e.g. WMS Math Department), you can create a Team Site from the SharePoint section of Office 365. If you need help, you can ask your STC. Team Sites are a more permanent place to set up collaboration.
 - **District Community site** hosts an internal message and info board. It can be accessed here after signing in: [District 4 Community Site](#)
 - **Create your own site.** Choose **SharePoint** from the O365 grid menu, and click **Create Site** at the top of the page.

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- Check with your STC before creating a site for your school or department. There may be plans in place for department sites. Unauthorized or duplicate sites may be removed.
- You can follow Groups or Site by clicking the star in the upper right of the page. These will appear on the left side of the SharePoint screen.

Office Web Apps, OneNote, Skype for Business (Lync)

Office 365 features web-based versions of Word, Excel, PowerPoint and the rest of the office suite.

- **Word Excel etc...** These work just like the desktop versions, but can be accessed from any browser.
- **OneNote.** Similar to Evernote. Useful for taking notes and accessing them anywhere. (Desktop or Web).
- **Class Notebook.** This allows you to share documents with your students. Setup may vary by school.
- **Lync/Skype for Business.** This allows you to send messages to Teachers and staff within the district. It can be found in the Office 2013 folder in your Start Menu.
- **OneDrive.** This is Cloud storage that you can access from anywhere from any device.
 - Most current devices have an app, but any device with internet can access files from the web.
 - You have up to 1TB of storage. (1024 GigaBytes)
 - Once you log into the application on your computer it will create a folder on your computer that can easily be accessed. The folder that is created will automatically sync so files are instantly available in the cloud.
 - All files are backed up by Microsoft.
 - Easily share files with others by right clicking and selecting "Share". From there you can add as many user emails as you would like.
- Feel free to experiment with the other Office 365 web apps available in the grid menu. Support from the district may be limited, as Microsoft is constantly adding new features to these apps.
- Office apps are available on virtually every platform, including iOS and Android.
<https://products.office.com/en-us/mobile/office> Your district login gives you license to use Office on all platforms, including your home computer.

Technology Issues/Work Orders

School Dude is our Technology and Maintenance work order System. The online access page from any computer is called **My School Building**.

Visit <https://www.myschoolbuilding.com/> from any web browser, or follow the link on your desktop.

- Use your email address and password to log in.
- If you submitted any work orders last year, use the reset password link to choose a password
- If you are new to the district, or did not submit a password last year, fill in the requested info to register.
- [Additional Instructions can be found in the attached help document, or by clicking here.](#)


Work Order Tips & Guidelines

- Before you send a work order, restart your computer.
- Work orders go to your STC for approval.
- Please provide as many details as possible. If you do not know the answer to a question, please check with your STC and find the answer before submitting.
- To find the computer name, **right click** the **Windows Icon** in the lower left corner of your screen, right click on **System**. In the center of the screen, you will see the computer name. **(Important)**

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- Printer and projector work orders need model and name of printer or projector. You will find this on the top of the printer, and on the down-facing surface of projectors.
- Please submit a work order for all technology-related problems. If it is an emergency, you can also notify your STC. Please submit work orders yourself. You can log in to School Dude as yourself from any computer submit a work order. This lets you check the status of your work order, and allows us to communicate with you easily.

Troubleshooting Tips:

Problem	Steps to Try
<ul style="list-style-type: none"> • Cannot login 	<ul style="list-style-type: none"> • Make sure phone is on and working • Try logging in on a different computer to see if your password works
<ul style="list-style-type: none"> • No sound 	<ul style="list-style-type: none"> • Check volume controls at bottom right of screen to be sure sound has not been muted.
<ul style="list-style-type: none"> • Printer will not print <p>All district printers other than color printers should be named HPLJ4.</p>	<ul style="list-style-type: none"> ○ Check for stuck print jobs: ○ Click Start, and click the settings icon.  ○ Click “Devices”, then “Printers & scanners” ○ Highlight your printer, and select “Open Queue.” If there are print jobs listed, highlight the name of the document, then click “Document” on the menu bar and chose delete. ○ Delete all print jobs listed and try printing again .Be sure your printer is set as the default printer. Follow the steps above to open the Printers & scanners list. Scroll down and uncheck “Let Windows manage my default printer”. Click on your printer and click “manage”, and then “Set as Default.” ○ Jammed Papers- Please submit a work order. Do not attempt to remove the jammed paper from the machine.