

## General Technology Information Update

If you have a technology issue, please submit a ticket through the **Help Desk**.

The **Help Desk** can be accessed by opening the school website and clicking on Staff Resources>In School Support Desk>login(using your computer login). A member of the technology team will be notified of your ticket. When completing a support ticket, it is best to include the computer ID number so that issues may be corrected remotely. To locate the ID#, go to the login screen and click on the drop down arrow after SHS to reveal your ID# number. It is called “This Computer”. It should include your school’s building code followed by a number.

Example:



**HARDWARE issues: Nathan Roberts** · Hardware: mouse, keyboard, etc.

- Printers/Ink: print one copy and use risograph or photocopier
- Headsets
- Flash players
- Software: Only school purchased software is allowed to be installed
- Toner and Ink cartridges
- Ceiling projectors and interactive boards

**NETWORK and SOFTWARE issues: Edward Smreczak**

- Website blocks/unblocks
- Internet issues
- Access to Student Drop Box
- Network Drive issues

**EMAIL-Julie Fields** Clean out email inboxes weekly. Delete read emails/files/attachments/images. Emails cannot be received if the inbox is full

- Log in issues
- Account management

**SCHOOL FUSION: Julie Fields**

- Log in issues
- Teacher webpage support

**iPASS: Julie Fields**

- Log in issues
- Attendance
- Support
- School student photo CD

Information on technology integration into lesson plans: **Julie Fields**

**Report cards: Julie Fields**

**Elementary Report Card Reminder:** Please check to see if all students are listed under your class name at least **2 weeks** before grades are to be entered. Your name should appear under **ITeacher**, select the grade, and the class you are grading. This way all errors will be corrected. **DO NOT WAIT UNTIL THE LAST MINUTE.**

**Secondary Report Card/Progress Report Reminder:** Contact guidance to get the updated grades of any new/transfer student as well as SHS students whose course sections have been changed prior to printing.

## **SPECIFIC SOFTWARE/ONLINE PROGRAMS**

- **ATI Galileo**-Jeff Zanghi, Karen Ryan, Tamisha Thompson
- **EasyIEP (Sped)**-Deanna Martinez, Mike Myer
- **Learning A-Z**- (ERS,CSS,WSS) Julie Fields
- **RAZ Reading**- (ERS,CSS,WSS) Julie Fields
- **Horizons**-Deanna Martinez, Mike Myer
- **Lexia**-( ERS,CSS,WSS) Julie Fields
- **Fast Math**- (ERS,CSS,WSS, WMS) Julie Fields
- **Study Island** (SHS)-Pam Abate