



The BWRSD IT Team-News!

We have been very busy over the summer months, working to improve technology in our schools and providing the foundation for us to be Future Ready! Please take some time to read through this resource so that you will be more familiar with the technology services available to you and the upgrades that have occurred. We are very excited to begin the 2016/2017 school year!

Your Technology Team

Rose Muller – Technology Director
Brian Coutu – Network Manager
Chris Csanadi-Technology Intern
Tom Driscoll-Director of Educational Technology
Barb Kelleher – Data Manager
Kate Mills – Technology Support Specialist
Alex Nutting-Technology Intern
Joshua Parkinson – Systems Administrator

Methods of Contact

The IT Department supports staff and teachers. If students require support, please coordinate it via the staff and teachers. Parents are supported via email for the Parent Portal.

When requesting support, please make sure that you are as specific and detailed as possible so that we can troubleshoot the issue.

1. Submit a ticket via the **orange Spiceworks icon** on your desktop or via the **Spiceworks** link on the Technology webpage
2. **Email** us- ithelpdesk@bwrSD.org
3. **Phone** - x5200-Please leave a message with your full name, and a telephone number. Please speak clearly and slowly as an electronic ticket is generated.

How to's- <https://ithelpdesk.bwrSD.org/portal/page/12-how-to>

The IT Department will notify the Principal and Secretarial staff if there is a name change for an account so that this information can be communicated and the user can login with the new credentials successfully.

NEW: User Account-Streamlining and Password Reset

Our infrastructure supports various devices (Windows machines, Chromebooks and iPads). We are working to streamline the user experience of these devices so that they work together. Please be patient as we work towards this goal.

- Over the summer, modifications were made in an attempt to provide consistency with usernames. We also have made configurations that will allow for your network and google account passwords to sync (be the same).
- Your password protects your data and its security helps to keep our entire technology ecosystem secure. Please protect your password from being compromised.

Staff, Teachers and Administration network, google, Aspen and multi-function copy machine usernames are all the same.

- Login to the **network** and **Aspen** with the following username convention:
firstname.lastname
- **Google** requires the following username convention:firstname.lastname@bwrsd.org

Soon, it will be announced that Staff, teachers and Administration must change your password. This is essential for the network and Google to sync.

- Passwords need to have 8 characters with a capital letter and a number (0-9)
- In order to change your password, you **must** login to a windows machine which will prompt you to change your password

****This password change originating at the Windows machine will then automatically change your BWRSD google password by syncing the accounts.****

Student network, Aspen and multifunction copy machine usernames are also streamlined.

- Students can login to the **network** and **Aspen** with the following username convention: Last name, first initial, last 2 digits of YOG (jonesc18)
- **Google** requires the following username convention: jonesc18@bwrsd.org

All students' passwords are set to the default password of **Welcome16**. They will need to change their password

- Passwords need to have 8 characters with a capital letter and a number (0-9)
- In order to change your password, you **must** login to a windows machine which will prompt you to change your password

****This password change originating at the Windows machine will then automatically change their BWRSD google password by syncing the accounts.****

STUDENT GMAIL ACCOUNTS-CAUTION!!

All students have district gmail accounts. MHHS students can send and receive email anywhere. K-8 students can send and receive email within the district only.

*****Student email addresses are in our "domain". *****

This means that you can use the address lookup function and students are available for you to email. **Please be very careful** when you start to email a colleague, student email addresses may present themselves. **Choose the "To:" email address wisely.**

Student (Sally Smith, graduating in 2020) email accounts have the following naming convention- smiths20@bwrsd.org.

Please take a moment to examine the email addresses prior to sending a message to ensure that you are selecting the one you intend to email.

Password Resets for Students:

All Teachers can reset student passwords using our new Password Reset program-This application is installed on Windows machines. Changing a student password using this application will make the change on a Windows machine and then it will automatically change the students' BWRSD Google account as well.

Your Documents: The H Drive

Important Notice: All staff must move their documents from their network folder (H drive) to their Google Drive. These file servers are end of life and are extremely fragile. They will be powered on until October 1, 2016. Please be advised that the IT Department is no longer responsible for supporting documents on these file servers.

Helpful Information - Policies & Guides

Take a few moments to review the important documents that provide us with guidelines, processes and help us to plan for technology in our schools.

- Use this path to navigate to the [Technology/Technology Related Policies](#):
-BWRSD Homepage>District Offices>Technology Office>Policies
- Access our new employee technology guide from BWRSD Homepage>District Offices>Technology Office>NewEmployeeTechHandbook link
[New Employee Technology User Guide 2016/2017](#)
- [Five Year Device Refresh Plan-The Road to 1:1 by 2020](#):BWRSD Homepage>Future Ready Schools Website>1:1 Initiative

Printing, Copying and Scanning...Oh My!

Staff:

- BWRSD has invested in multifunctional copy machines that are strategically located in your buildings.
- You can print your materials to any copy machine in the district, using your ID badge or your network credentials.
- You can copy your materials at these machines, and you can use the machine to scan documents to your email, using your ID badge or your network credentials.
- Please see your Principal if you need training.

Students:

- MHHS and KMS students can print to the multifunctional copy machines using their network credentials.
- Students in grades K-5 may print directly to the copy machines. Please check with your Principal and/or School Secretary to determine which printer is configured for the students. **NOTE:** There is **NO** printing from Chromebooks

Future Ready-Road to 1:1, 2020 Vision

We are working very hard and planning for all of our users to have access to technology. In order to support this endeavor, we have implemented a few procedures to ensure that our technology is kept in good condition.

The new District Technology Equipment policy will be emailed out to those individuals who are responsible for the technology in their buildings. This will help in providing a point person for the equipment and it will help in maintaining our inventory.

This year, KMS and MHHS teachers received a BWRSD Chromebook.

Please be advised that there is one Chromebook per teacher.

Should a teacher go on long term leave, the Chromebook must be turned in to the IT Department at KMS Annex, so that the long term substitute teacher can use the device. We do not have devices for long term substitute teacher or student teachers.

As we begin our goal of providing 1:1 access, the older computers in KMS and MHHS will not be a priority in our servicing rotation. Concurrently, we will be examining our district fleet of devices to determine if there are devices that need to be moved to alternate locations to provide equity.

Grades 3-5 have access to technology in a 1:1 environment. Each of the grade 3-5 laptops has been re-imaged and inventoried. The re-imaging process will help in making the devices operate more efficiently. They have been updated with the Windows 10 Operating System - [There are slight differences in Windows 10 from Windows 7](#)

We are researching more effective and economical methods of using technology to reach students interactively than what is presently in some classrooms. As the Smartboards and the Eno-boards age out, we will not be replacing them. Please be patient as we work to identify the solution that works best in our district.

Aspen Student Information System

You will notice a new “look” for Aspen. There has also been upgrades to the Teacher Gradebook. These upgrades can be found by logging into Aspen and going to Help. Drop down to “Release Notes” and go to Release Highlight Videos. Click on the clapperboard icon next to Teachers.

We have a new method of support for the Aspen student/parent portal.

Students and parents can email the portal at portal@bwrSD.org to obtain support. They must agree to a protocol and provide student name, date of birth and school prior to getting support. The request must be made from the email account that we have on record.

More information can be found on our website ([BWRSD Homepage](#)>District Offices>Technology Department>Aspen Parent Portal).

The IT department does not accept internal tickets from students. If a student needs Aspen Portal support, we ask that the teacher submit a ticket on behalf of the student.

A Final Note

We have noticed that some users’ calendars are set for all BWRSD users to view the “details” of appointments by default.

Please take a moment to check your calendar and set permissions accordingly
Calendar>Gear Icon>Settings>Calendars tab>Sharing>Share this calendar with others-select the setting that you desire.

Now, Really- A Final Note!!

We are very, very excited to begin our venture to becoming Future Ready and supporting your technology needs. Best of luck to all of us for a very successful 2016/2017 school year!