



BWRSD IT Team “Release Notes”-Winter 2017

Update 1.2



We are racing towards our goal of becoming [Future Ready!](#) Please take some time to read through this update so that you will learn more about what’s going on in IT and the resources that are available to you. We are very excited to continue to support our BWRSD family!

Network Infrastructure Upgrades

-Our Wireless Classroom Initiative phase 2 has been completed! This work is a result of a \$200,000.00 grant from the Rhode Island Department of Education to improve wireless access in our district.

-2017 eRate Category 2 has been approved by the Federal Government! This Federal program provides us with a 50% discount to improve the network infrastructure in our buildings.

-We have configured secure, enterprise wireless networks for various devices. Below are the Wireless Networks with their corresponding wireless devices:

Windows-BWRSD-Domain

Chromebooks-BW-Chrome

Apple-Apple_Air_Play or WIFI-MDM

Open Guest-BWRSD-Public



Data Security

If anyone is having an issue logging into any district system please submit an IT request or if a student is having an issue, a staff member may submit it for them.

- Access to student and staff data must be kept secure. Allowing access to your account creates a liability for you, the person accessing your account and for our district. This is outlined in the [Technology Resources Responsible Use Policy](#).
- Your password protects your data. It also helps to keep our entire technology ecosystem secure. Please protect your password from being compromised.

Best practices and Protocols

- Save your documents and files to your BWRSD Google Drive. Documents that are saved on user's desktops are not backed up. The IT Department will not be able to recover these documents in the event of a device failure. The desktops of the firefly devices are periodically cleaned to optimize the server performance, so be sure to save your files to your Google Drive when using these devices as well.
- Users who need a website unblocked from our internet filter must request via our ticketing support system to be in compliance with Federal law. An Administrator will approve these requests.



Cloud Printing from Chromebooks

- Users can now print from their Chromebooks! You must be logged into the Chrome browser. When the print dialogue window appears, go to the bottom “Google Cloud Print” and select the black/white printer or the color printer. Please be patient if it is a bit slow as it uses cloud services which are outside of our local network. If you want some assistance, please submit a technology request.



iPad MDM solution

- Our iPads are becoming “managed.” Devices are input into a management system which will allow for them to be current, secure and efficiently supported.

Telephone System Upgrade

- We are planning a district-wide upgrade of our current telephone system. This new system will optimize performance, be more user-friendly and be more economical. Stay tuned...

User Accounts

- New student accounts are created overnight from the date of enrollment and student usernames can be found in Aspen (directions below) using the default password.
- New staff accounts are created overnight from the date information is received from HR using the default password.
- Users must change their passwords via a Windows machine or by using our [password reset server](#). Passwords must be at least 8 characters, contain a number and a capital letter. They must not contain any 3 sequential letters of the username.
- Accounts that have not been used within 30 days will be disabled.

G-Suite (Google Apps for Education) Drop In Sessions

Digital learning drop-in sessions are being held in every school, twice per month.

There is a recurring schedule in each school, with some modifications as needed due to holidays, etc. Email announcements will follow. Our general monthly schedule is below:

School	Day/Time	Location
Colt Andrews	1st & 3rd Wednesdays 8:00-8:30	Andrews Computer Lab
Guiteras	1st & 3rd Thursdays 8:00-8:30	Library
Hugh Cole	2nd Wednesday 3:10-3:40 4th Wednesday 7:40-8:10	Library
Rockwell	2nd & 4th Thursdays 8:00-8:30	Library
KMS	1st & 3rd Tuesdays 2:15-2:45	Library
MHHS	2nd & 4th Tuesdays 3:00-3:30	M108

Session Topics

[Session 1: Adding Resources to Drive](#) (Beginner Level)

[Session 2: Google Drive Share Options Explained/Advanced Share Settings](#) (Beginner - Advanced Level)

[Session 3: 3 Tips to Organize Your Drive](#) (Beginner-Advanced Level)

Session 4: Intro to Chromebooks (Beginner-Advanced Level)

Session 5: Google Classroom (Intro and Advanced)

Session 6: Google Slides and Docs (Beginner-Advanced Level)

Session 7: Google Forms and Sheets (Beginner-Advanced Level)

Session 8: Google Drawings & Sites (Beginner-Advanced Level)

Session 9: Google Hangouts, Google +, Google Photos (Beginner-Advanced Level)



Please bring your Chromebook to all sessions for increasingly hands-on and interactive learning experiences. Questions?? Please email Tom Driscoll. Unavailable for your school's session?? Join a session at a different school, or reach out to Tom!

Anytime / Anywhere Support

Along with the live support sessions, also check out the digital resources on the [BW EdTech website](#) and video tutorials on our [BWRSD YouTube Channel](#).

Collaboration

Our first BWRSD Technology Planning Committee met to discuss improving technology to enhance teaching and learning. You can access the meeting [minutes](#) here. Please plan to attend our next meeting on March 15 at 3:30 in MHHS-Room D104. All are welcome!

We are working very hard and planning for all of our users to have access to technology. Please take a moment to review our [Five Year Device Refresh Plan-The Road to 1:1 by 2020](#)

Aspen Student Information System

There have been a number of improvements made in our Student Information System, Aspen.

- An intensive, collaborative effort with our terrific, dedicated support staff resulted in up to date and accurate student contact records.
- Student usernames are now in Aspen. Student>Details, located mid window, you will notice the network username and the Aspen username for each of our students.
- We encourage our users to set the self-serve password reset, but if they forget to do this, a support request will provide them with a quick solution. The system administrator can reset the password and send an automated notification to the BWRSD email account with instructions to reset the password and set up self-serve password reset.
- It is officially scheduling season! Teams at KMS and MHHS are working on the 2017/2018 schedule via the Prepare to Build Scheduling sessions. Preparations for elementary scheduling are in the works.

Reminder-IT Support Requests

We **LOVE** to help you with technology troubles! Because we are a small team who support many users, we ask that you submit a technology request or a “ticket” so that your request can get into our queue and be addressed. This helps us to manage our work and to ensure that your request is solved. If you feel that your request was not addressed fully or properly, please respond to the ticket to re-open it.

Your IT Team supports staff and teachers. If students require support, please coordinate it via the staff and teachers. Parents are supported with their Aspen portal accounts via email at portal@bwrzd.org. 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@bwrzd.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.

If you are feeling adventuresome, please visit our self help portal where we post our most frequent requests and provide you with quick, handy solutions-[IT Self-Help Knowledge Base](#). Please let us know if you have a suggestion for the [IT Self-Help Knowledge Base](#)



Thank You!

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

BWIT is now on Twitter [@BWITDreamTeam](#)