





## Dickson County Schools Technology Department

### Frequently Asked Questions

<http://dicksoncountyschools.org/staff>

#### 1. How do I log in to the network on my school computer?

Your Novell login will give you access to any computer in your building. All staff logins have administrative rights to allow for access to district resources. Students should never be allowed to work on a computer that is logged in as an administrator. General student logins are available for every school. Because of this it is extremely important that you log off at any time you are away from the computer or lock the computer screen using the windows key plus the “L” key.

Your password will unlock the screen when you return.  + 

**\*\*Note:** Staff will be prompted to change their password and set with a new password that meets the following security requirements: minimum 12 characters, 1 capital letter, 1 lower case letter, 1 number, and 1 symbol (!@#\$%^&\*.)

#### 2. I have a personal computer, laptop, etc. that I use at school. How can I access the school network?

Only devices approved by the technology department and containing the appropriate network and security software may be plugged into the district’s wired network. All other devices, school-owned or personal, may access the wireless guest network.


#### 3. I am having difficulty accessing information with my personal device.

From the HelpDesk Home Page, click the link to install the iBoss Certificate to your personal device. This will allow you to access additional websites while on our guest network.

#### 4. What types of printers are supported by the technology department?


At this time, the technology department is only able to support approved, network printers. Individually purchased desktop printers and wireless printers may be used but are not supported by district technology staff.

#### 5. How do I access my district email?

Email addresses are created for designated school system staff. The link to the email system (Groupwise) is on the computer desktop. 

Email can also be accessed from the district website: [mail.dcbe.org](http://mail.dcbe.org). The website also contains a link to install the Groupwise email client on a personal computer.

#### 6. What is Groupwise Client?

Groupwise  is a program that integrates email, calendars, appointments, tasks, reminders, etc. Email folders and calendars can be shared with designated personnel. Email can be archived for better storage allocation, etc. User guides, trainings and tutorials are available by going to the “Help” menu. Groupwise Client does have storage limits, so it is important to periodically empty the “Trash” and “Sent” folders or archive these files.

Groupwise Client also allows staff to create shared folders and calendars for instructional use.

Groupwise Client and Groupwise Messenger may be installed on your home Windows PC by following this link: <http://dicksoncountyschools.org/staff>

7. *How do I recognize SPAM in my email, and what do I do when I receive it?*

The technology department will never send an email requesting personal information (username, password, etc.) or with links to confirm identity, authorize your account, increase mailbox size, etc. You may flag spam email as junk mail in Groupwise. When you receive email you determine to be SPAM you may also report it to: [spam@ena.com](mailto:spam@ena.com).

8. *How do I set up my email on my cell phone?*

Instructions for setting up email on Apple devices are located on the district website [www.dicksoncountyschools.org/staff](http://www.dicksoncountyschools.org/staff). Because of the sensitive nature of email communications, it is important that staff password protect cell phones containing district email accounts.

9. *How do I report a technology issue or ask for technical assistance?*

In order to best meet the needs of all of our staff, we request that a Technology Helpdesk Ticket be submitted in order to receive assistance. The Helpdesk system may be accessed from your desktop: or from any computer or device: <http://dicksoncountyschools.org/staff>. Access to Helpdesk is the same login as email and Novell.



Unless priorities, costs, etc. dictate otherwise, these tickets will be worked in the order received. It is very important to include all pertinent information (contact information, room number, problem details, attempts made to resolve, etc.). Whenever possible, a technician will login and remotely attempt to correct many issues. You may log in to the ticket system and see the status of your issue (Tier 1: initial review/remote repair, Tier 2: requires site visit, further research, parts ordered, etc., Tier 3: involves significant research, time, or other resources).

10. *What basic troubleshooting attempts should be made before submitting a Helpdesk ticket?*

Computer problems such as freezing, software glitches, monitor issues, etc. can often be resolved with a few basic troubleshooting steps. Please try these to see if your issue can be resolved without the need for a ticket:

- 1) If your computer is still powered on, save your work (if possible) and shut the computer down.
- 2) Wait a few seconds, then turn it back on and log back in. In many cases this will resolve the problem. You may need to do this 2 – 3 times in some cases.
- 3) If your computer will not turn on – check ALL cables in the back of your computer and to the wall. Press them in to make sure all are correctly seated and not loose.
- 4) If the monitor will not come on or is distorted make sure all cables are securely tightened. Make sure the computer is on and not in sleep/hibernation mode.
- 5) Be cautious of browser add-ons, toolbars, adware, etc.
- 6) If your computer has a blue screen, reboot/restart the computer. You will get a black screen with several options. Select “Normal” or “Last Known Good Configuration”.

- 7) If you plugged in a jump drive or external hard drive, unplug the device and see if that resolves the problem.
- 8) If your mouse is not working check cable connections. If you have an optical mouse, make sure there is power and the red light is on underneath.
- 9) If your computer is still experiencing problems, please submit a Helpdesk ticket and include all troubleshooting steps attempted.

11. How do I access the wireless network?

Any device that is not approved for the wired network may access the guest-DCBE wireless network. This includes cell phones, tablets, kindles, etc. At this time, the network is not set up to handle wireless printers.

12. How do I set up an Apple TV in my classroom?

All Apple TV's should be configured with a name that identifies the device by school and classroom (Example: ATV – CWS Room 408). All Apple TV's should be password protected.

13. I want to be able to access my files from home and make sure they are backed up properly. Any suggestions?

Free accounts are available from programs such as Dropbox, Skydrive, Google Drive, etc. Microsoft OneDrive is also available to staff. These accounts are easy to set up, password protect, and access. These programs are accessible from wireless devices as well, so it is extremely important to use a lock code on all mobile devices.

14. I have previewed a video or website at home to use in my class but it is blocked by the content filter. I have confirmed that it is appropriate for school use. How do I override the content filter?

If you are logged in with your staff (not student) account, most content should be available. If you would like to have a site unblocked or unblocked for student use, please submit a HelpDesk ticket. In order to ensure accessibility, please allow at least 48 hours for the site to be unblocked.

15. I have moved to a different classroom. How do I get my files on my new computer? Can I just move the computer? Can I move any other equipment?

All classroom and lab computers are named on the network. Moving a computer makes it difficult for technicians to remotely work on outstanding issues. Many computers are purchased with federal funds and must be strictly inventoried.

When changing classroom assignments, submit a HelpDesk ticket to have your files moved to the new machine. This can usually be accomplished remotely by the school level technician. Be sure to include the Room Numbers and Names of the computers involved in the move. Your Novell login and password will work on any computer within a school building.

Any computer move must be approved by the principal and technology director and a Helpdesk ticket with all necessary information (computer name, new location, contact person, etc.) must be submitted. Computer moves will only be considered for extreme circumstances.

Another way to get your files on a new computer is to use a jump drive or cloud storage (Dropbox, Skydrive, etc.) Your Novell login will work on any computer in your building.

All other equipment (projectors, document cameras, etc.) are inventoried to the classroom. Many involve additional wiring to move. Because of this, all equipment installed and/or assigned to a classroom should remain with that classroom unless approved by an administrator.

**16. What equipment must be approved by the technology department before purchasing or installing in a school?**

- Network Computers (those plugged in to the wired network)
- Network Printers
- Laptops to be used for Testing or plugged in to the wired network (access to network files and/or network printers)
- Equipment not coordinated through the technology department may receive a lower priority for technical support due to the lack of available technicians.
- All other devices may utilize the district 'guest' wireless network

**17. How do I report grades and take attendance?**

- All teacher gradebooks and classroom attendance will be managed through the Skyward System.
- Online training is available through the Skyward Professional Development Center. Information can be found on the district website:  
[http://dicksoncountyschools.org/staff/system\\_data\\_management/skyward/](http://dicksoncountyschools.org/staff/system_data_management/skyward/)
- A lead teacher has been trained as a gradebook/attendance specialist in each building. Please check with your team leader or principal.
- Each school has a Skyward program administrator (the registrar at high schools; an office staff member at other schools). Please check with your school level administration if you need additional assistance.

**18. I am having trouble logging in to my teacher Skyward account. Who do I contact to have my password reset, etc.?**

- Your Skyward username and password are the same as your Novell / email username and password.
- If you cannot log into the Novell / email system, please ask someone to submit a HelpDesk ticket for you.
- If you are able to log into Novell / email but cannot log into Skyward with the same information, please submit a HelpDesk ticket.

## 19. District Technology Equipment

- 16 School Buildings (8,500 Students) (DMS & DCHS 2 Buildings Each)
- 4 Administrative Buildings
- 4,000+ Desktops
- 1,000+ Laptops
- 850+ Projectors with DVD Players & Document Cameras
- 150+ Smart Boards
- 1,000+ iPads, Android Tablets, Kindles, etc.
- 75+ Apple TVs
- 1,200 ip Phones
- 240+ Switches
- 725+ Wireless Access Points
- 50+ Keyless Entry Door Systems (2 Databases, ProxCard Coding)
- 500+ Security Cameras (Coming Security Upgrades – 500 Cameras?)
- 100+ DVRs (30 Additional DVRs)
- Servers and Software (Virtual/DHCP/SAN/Etc.)
- Network Backbone (100 Mb, Burstable 500 Mb, 1gb Uplink)
- Network Connectivity and Infrastructure

## 20. Technology Department Staff

HelpDesk – Tier 1 Assistance	Thom Spicer
School Nutrition Technician Specialist	
Field Technician – Elementary Specialist	Marylin Estes
Field Technician – Secondary Specialist	Renee’ Rodriguez
Field Technician – CTE Specialist	Tammy Spicer
District Webmaster	
District Student Information Specialist	Randy Brison
Lead Technician	Scott Malugin
Network/Systems Administrator	
Assistant Lead Technician	Matt Spann
Coordinator of Instructional Technology	Ben Lewis