



Technology Tips & Reminders 2017-2018

ALL PROBLEMS must be submitted via a "TECHNOLOGY TROUBLE TICKET" via the BMS website. If you cannot successfully send a trouble ticket, send an email.

DO NOT CALL or TEXT PROBLEMS!

- ⦿ Your school Technology Coordinators/SYSOPS are:
 - ◆ **Cheryl Ruley** Room: **Media Center** Ext: **4103** Email: cruley@k12.wv.us
 - ◆ **Dustin O'Field** Room: **Main Office** Ext: **4106** Email: daofield@k12.wv.us
- ⦿ **Login Issues:** NEVER log in to a computer workstation with your user ID and let a student use that computer. If a student has forgotten his/her login or password, submit a "Technology Trouble Ticket" via the BMS website.
- ⦿ **Downloads:** Teachers do not have the administrative rights to download any programs or software to computer workstations. If you need something downloaded to your teacher's workstation, submit a "Technology Trouble Ticket" via the BMS website and Mr. O'Field and Mrs. Ruley will install the software/program.
- ⦿ **New and Transfer Students:** Before new or transfer students can have access to the school network, he/she must complete a Student AUP and have the appropriate sections completed by his/her parent and homeroom teacher. Completed AUPs need submitted to Mr. O'Field or Mrs. Ruley.
- ⦿ **Office 365:** Students and their parents must complete the student AUP form before they can be given their Office 365 account credentials. Homeroom teachers **MUST** manually go into WebTop and change a student's password to be the student's first initial capitalized, their last initial in lower case, and their entire WVEIS number. For Example: Jane Adkins 120056789 would be JAdkins120056789.
- ⦿ **Chromebook Logins:** After a student has had his/her network account activated, you may request that his/her Chromebook credentials be issued. Email Mr. O'Field or Mrs. Ruley the student's name, WVEIS number, and grade/team.
- ⦿ **Teacher Websites and OnCourse Grading Platform:** For assistance with either of these programs and platforms, submit a "Technology Trouble Ticket" via the BMS website.
- ⦿ **Viruses:** If a message appears on your monitor screen stating that your computer is infected with a virus and you need to run a program to remove it, **TURN** your computer off **IMMEDIATELY** and reboot the system. If the message reappears upon restart, call Cheryl or Dustin.

- ◎ **Basic Problems:** When a program is not acting properly, please shut the computer down, reboot, and reopen the program. Quite often this simple task corrects the problem. Also, you may want to check your cords -- make sure everything is plugged in snugly. If these remedies fail, submit a "Technology Trouble Ticket" via the BMS website.
- ◎ **Printers:** Some of these printers take a minute or two to start printing. Please do NOT keep sending print jobs to your printer if it does not appear to be completing your print tasks. When too many jobs are in the queue, the printer often freezes and stops printing.
- ◎ **ELMOs: Do NOT turn off the ELMOs -- EVER!** When you are not using the ELMO camera, switch back to the computer function. Turning the ELMO off causes some of the monitor settings in the computer to revert to default. This can cause functionality problems with the projectors.
- ◎ **Projector Switch:** Do not flip the red switch close to your teacher's desk as it may cause the lamp in your mounted projector to blow.
- ◎ **Projector Lamp:** If you think your projector lamp has blown, please submit a "Technology Trouble Ticket" via the BMS website.
- ◎ **Projector Filter Cleaning and Compressed Air:** Every 400 hours of use, the projectors require basic filter maintenance. If you ignore the message alerting you to the filter needing cleaned, you may damage your projector. To request that your filter be cleaned, submit a "Technology Trouble Ticket" via the BMS website.
- ◎ **Documented Use of Technology:** Please make sure anytime you are implementing the use of technology in your class that you have it documented in your lesson plans. Also, when scheduling the computer labs through Edline, make sure you briefly describe what your purpose in the computer lab is (ex: DBQs, Common Sense Media, essay writing, PhotoStory/Movie Maker Projects, PowerPoint Presentations, Prezis, research, etc.). Different oversight agencies, like OEPA, look for such documentation.
- ◎ **E-rate:** The County receives money through the federal government based on the amount of free and reduced lunches which is called E-rate funds. These funds are used to pay for Internet and telephone bills, as well as additional technology resources (i.e., iPads). You may be asked to identify what E-rate funds are when visited by the OEPA!

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3. Then, click on the “2IN/4IN1” button.
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