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Sent: Friday, September 25, 2020 8:17 AM
To: JHS.MailList <JHS.MailList@everettsd.org>
Subject: Friday Tech Email #1/3 - Staff Tech Page UPDATED

Hi all!

While Sechin emailed out saying our role would be shifting back to what it is supposed to be, that doesn't mean we don't still love y'all.

One common complaint has been lack of knowing where to go for tech support. To combat that, Kyle, Gail, and I are consolidating tech resources around the district and pushing for easier access to tech help for all of y'all.

YOU SHOULD:

Step 1: Find the HM Jackson Staff Class on your Dashboard. GO TO IT.

Step 2: Click the Tech button. If this doesn't work, that would be ironic...so tell me :)

Step 3: See the new tech home page!

Step 4: BOOKMARKS – Use 'em, people! Bookmark this page as "Tech Support." Bookmarks are a fantastic way to stay organized digitally. You can make folders of links to all the sites you need. Don't know how to bookmark stuff? Here is a link on how to do that too:

<https://drive.google.com/file/d/1CndZCHzoyA7Ouf4bljmOCIR2WFPHlOn/view?pli=1>

Notice at the top of the home page (below), I have linked the staff help ticket, family help ticket, and district tech page ALL in one spot. I have also put the Tech Help Desk number. These FOUR steps are what you should think about every time you need tech support. No more looking.

Instructional Tech - Home Page

<u>Tech Support + ITF Specialties</u>	
Need Tech Support?	
1. For urgent issues - CALL the Tech Help Desk: 425-385-5555	
• Save the number in your phone as Tech Support - EPS	
2. For all other issues, a staff help ticket [Ⓔ] is usually sufficient.	
• Your username is your ID number. Your password is your password.	
3. If you do not get a response on your help ticket within a reasonable window, contact your school administrator.	
4. Please direct all families to the family help ticket [Ⓔ] on the district tech page [Ⓔ] .	

Below that, we define our role and give you a list of things that we are doing. If you want to know how to best *implement* these things in your rooms, contact us. If there are *asterisks* around something, it means we are learning it still. We will update these lists as we discuss who is strongest where, and as our own virtual classes become more concrete.

Instructional Tech Facilitators

The three of us are here to push the technology we have as far as we can, and provide model tech classrooms. We are not tech support. We can direct help direct you to a solution, and would ask that you reference this page before reaching out to us with tech problems.

As model tech classrooms, we are going to be spending time researching best practice for the tech tools we have. We will share our findings. Our specialties are listed below. Things we are "starting to learn" are listed with asterisks (*). We will share out what we find, and we invite you to learn tech with us.

Gail Walters: gwalters@everettsd.org

- Canvas
 - Pages Layout
 - External Tools
 - *Canvas Studio*
- Zoom
- OneNote
- WeVideo

Kyle Mitchell: kmitchell@everettsd.org

- Canvas
 - Announcements
 - Assignments
 - E-portfolio
- Zoom
 - Authentication
 - Settings

Kyle Pihl: kpihl@everettsd.org

- Canvas
 - Module Organization
 - Settings
 - Gradebook/Speedgrader
 - E-portfolio
 - *Canvas Studio*
- Zoom
 - In-Meeting Controls + Security

Below that, while not pretty, is a list of frequently asked questions. As this gets more cluttered, we will reformat it to be efficient for you. Right now it is a running list. Remember, anything in blue is a link. Some things are still being built—such as the highlighted item below. We'll share that kind of stuff out when it is completed. Please visit here and check to see if we answered your question already.

Note that item 3, "CANVAS," is highlighted blue. It is a link to a bunch of training on how to do stuff. We also linked the modules from the Spring tech PD last year, which can help you learn all of the features Canvas has to offer.

Frequently Asked Questions

1. Where did old links go?
 - Scroll all the way down.
2. What websites and/or tech CAN I use?
 - Check the [District Approved Tools Canvas](#).
 - This is where you request new technology to be approved as well.
 - Using *only* district approved tech prevents you from problems, up to and including legal trouble.
3. **CANVAS**
 - I want to learn how to use Canvas!
 - Recommend to partner with a teacher in your department and learn how they organize their course on Canvas.
 - Go to the [district training modules](#) and watch their trainings.
 - Check the module (will be linked her soon) for other tips and tricks in Canvas, from us to you.
 - Students can login, but can't see content I created
 - Check for orange "checks" that you published the item AND any module that it is contained in.
 - For things like assignments in crosslisted courses, check that you assigned it to the correct "section". (Sections are your class periods).
 - Students can't login.
 - Verify schedules with counselor if needed, especially for new/transfer students. Counselors have a protocol to follow. Otherwise...
 - Family Help Ticket

All the best!

Kyle Pihl

Math Teacher - Jackson HS

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