

Learning & Information Technology Services

EVERETT PUBLIC SCHOOLS NEWSLETTER



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Technology News

Monthly Newsletter

Welcome back everyone! It's been a great start to the school year! This is the first edition of the Technology News for the 2019-20 school year and includes information to assist you in a smooth start to the year. We thank you all for your continued support of the district's integrated technology plan. The Learning and Information Technology Services (LITS) department is committed to supporting staff and understand that communication is key to success of these efforts.

Brian Beckley
Chief Information Officer

Changing passwords

Password reset timeframe was extended during the summer. If you haven't already, you will soon be receiving a message to change your current password. Do not ignore this message or let the password timeframe expire or you will be locked out. Remember that you will need to be within the district network when you change your password.

Help Desk

The Help Desk hours are from 7 a.m. – 4 p.m. each weekday. You can reach the Help Desk staff by dialing 4357. During a typical day, if staff are not able to answer immediately, you can stay on the line and the call will be answered in the order it was received.

Work Order vs Calling Help Desk

- The general default for technical support is to submit a Help Desk Web service request.
- This is done to keep Help Desk phones available for emergency / high priority work orders. We consider the following to be high priority reasons to call the Help Desk.
 1. Network outages
 2. Staff or student can't access accounts (network or cloud) due to password issues or online curriculum appearing to be down
 3. Certificated and classified staff workstations are not operational
 4. Teacher presentations stations are having problems presenting from computer or document camera
 5. Certificated tablet issues
- Everything else should be a work order including requests such as printers, setting up email on your phone, general email questions/issues, application questions/issues, voicemail etc.

Service Now

HelpDeskWeb is getting a facelift and staff will now complete service tickets in a more streamlined manner. Instead of needing to select a group to provide service, staff will ask to specify if something is not working or broken OR they have a need or request.

- Examples of not working or broken would include an incomplete roster in gradebook or a printer that stopped working.
- Examples of a need or request would be training on Canvas or setting up a new phone.

Staff can also just begin to type a short description and suggestions will appear to help get them started.

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Chromebooks guest logins disabled & student password tool

As of the new school year, guest account logins on all Chromebooks (K-12) will no longer function. Students must login to Chromebooks using their AD credentials. To assist students that have forgotten their password, all recently reimaged tablets assigned to certificated staff now have their school's Password Tool installed on the tablet desktop. You can use this tool to immediately reset a student's password. If you do not see this tool or need assistance on how to use it, please let the Help Desk know by submitting a Work Order.

This change will significantly enhance student internet safety, eliminate anonymous student Internet access, and help to ensure appropriate use of online content by students using Chromebooks. It will also allow for the use of the new Chromebook classroom management tool for teachers.

Learning Management Services (LMS)

The LMS team is a service group providing operational support, and professional development in student information systems (gradebook, eSchool), curriculum applications, instructional technology, and Canvas. LMS also offers parents and students secure online access to student information. They can stay informed about gradebook, student progress or examine unofficial transcripts and test scores. Families use LMS@everettsd.org for inquiries into guardian accounts. Staff are asked to utilize Help Desk Web for assistance or in cases of urgency email LMSStaff@everettsd.org or call 4080.

New Technology Products

The 1:1 computer initiative has revealed several areas of need, chief among these is the need for keyboarding skills, video creator software, and classroom computer management. Tools that are coming on line this fall include:

- **Typing Club** – grades K-8 will replace our current grades 3-5 keyboarding program. Schools will receive training materials and be invited to orientation sessions.
- **Blocksi** – 1:1 elementary and middle schools will be offered training this fall on this classroom management software which allows teacher to view their students' screens and launch full classes into the lesson's internet sites with just a push of a button on their console.
- **WeVideo** – web-based video creator software. As the product is set up, teachers will be offered the option to request classroom licenses.

New for Canvas

- Coming this fall in Canvas guardians will be set up for viewing access to see their students' course calendars, assignments grades, and teacher feedback. Account activation is slated for October 1. Teachers will be able to see guardian observers in the People section of their course including who the guardian is observing.
- The Curriculum Portal for staff have moved within Canvas. If any staff needs to be added for access, please email LMSStaff@everettsd.org.

District Digital Tools

- Annual set up for district instructional and curricular tools is well underway. Reminder teachers will need to take steps in Pearson and MacMillan products to set up their classes. Directions for digital tools can be found by logging onto the district website, navigating to [Grades&More](#) and looking at the left menu items. Select *Curriculum and Instruction Tools – Staff Only* to see a full list of products and descriptions or use the + sign for some products detailed information pages.



Attendance Notifications

Learning Management Services has implemented an attendance notification system at all schools this year. Taking attendance is part of our safety efforts to assure students are accounted for each and every period. Thank you for helping this effort and utilizing the reminders. The notifications do still come when there is a substitute and simply be deleted by the teacher.

Parent Access to Elementary Gradebook

As we begin year three of our elementary gradebook implementation, K-5 parents now have access to view attendance online using Parent Internet Viewer (PIV). For staff entering assignment and standards information throughout the semester, parents will be able to track progress of assignments not set as private.

Gradebook allows guardians to view their student's information online such as attendance, assignment and assessment, academic standards progress, as well as sign-up for email alerts for assignment reports. Informational notes can be added as well to provide messaging to parents.



Windows Updates

We have pushed out a Windows update for September to district devices. Until these updates have been applied some of you may be seeing some functionality issues. There are updates we push out automatically, however, there are also applications staff need to update manually each month. Here is the process of how to regularly update your device, so that everything keeps running smoothly. The first two steps in this process must be done while you are inside the district network.

Step 1:

Navigate to the **Software Center** by typing the words: **Software Center** in the search bar (bottom left of the screen).



Select the **Software Center** option (do not select the option to search the web). The **Software Center** is where you will find information about both required and available updates to install for applications, software and operating systems.

Step 2:

Next, select **Updates** from the menu on the left. You will see listed here, any updates that need to be completed. It will list if it is past due or not. Make sure to update everything listed to avoid disruption in using your device and for security. Then select the "Install All" blue button. The install will run in the background and you can continue working on other items.



Step 3: This step is very important. It is something that can be done outside the network.

To complete the entire install and make sure your computer is running properly, you need to restart your device.

Hardware Repairs & Replacement

When Learning & Information Technology Services purchases computers for the district an extended warranty is included in the purchase price. these purchases include Chromebooks, desktop computers, printers, iPads, laptops, certificated tablets and more from the [EPS Technology Equipment Standards Summary](#).



WiFi Guest Access Portal

The new WiFi Guest Access Portal for Internet-Only has been activated for EPS guests who would like to use the district Internet-Only WiFi network for their own devices. When connected the following screen will become available with directions to complete the process.

EVERETT PUBLIC SCHOOLS
WiFi Guest Access Portal

GUEST USER

EMAIL

Log In

Logging in as a guest user indicates you have read and accepted the [Acceptable Use Policy](#).

Welcome to Everett Public Schools

While you are visiting Everett Public Schools, you may use our wireless network. To use the Internet, you must install our Internet Filtering System Security certificate. By downloading the certificate and accessing our network, you are affirming that you have read and accepted the [Terms of Use](#).

EVERETT PUBLIC SCHOOLS 3900 Broadway | Everett, WA 98201 | Phone: 425-385-4000

Have questions about items in this issue of Technology News? Email technology@everettsd.org for more information.