

Technology Guide

Basic Troubleshooting Steps

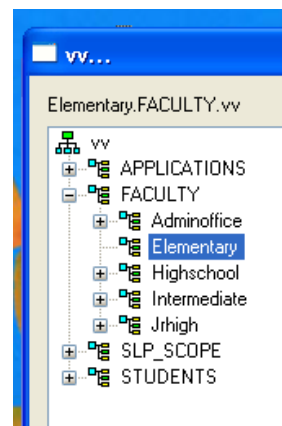
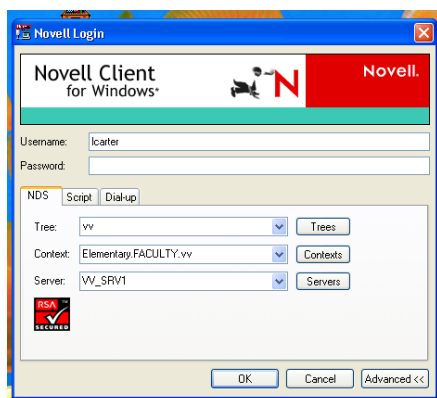
Are you having computer problems? Before contacting the technology department, try some of these basic troubleshooting tips. This may get you back online quickly!

****First, ALWAYS restart the computer when there is a problem. The computer may fix itself. ****

Next, check the connections. Make sure all cables are completely connected into the correct outlet on the tower, monitor, printer, etc. If the network cable is correctly connected and working, there will be a green light next to it on the back of the tower. Make sure monitor and tower are plugged into a power source. If they are plugged into a power strip, make sure that the strip is plugged in and turned on. If equipment is installed on your computer and it gets plugged into a different port you will get an error that the equipment is not installed. If you unplug something from your computer please note which port it is plugged into and plug it back into the same port. This is usually the problem with printers at the beginning of the year when it worked at the end of the year but is not working now.

Other suggestions:

Problem	Try
No power to computer	If using a surge protector, try plugging the tower directly into the wall outlet.
No sound	Check the connection of the speakers to the tower. Check the sound level on the computer by pointing and clicking on the volume icon (a picture of a speaker) on the bottom, right of the computer screen. Adjust the volume level to a louder setting to see if this helps. Make sure the sound has not been set to Mute. Make sure the speakers are turned on.
No picture on monitor	Check the connection to the tower. Check the connection of the power cord. Use the setting controls under the bottom front of the monitor to adjust the brightness and contrast.
Keyboard keys stick	Use a can of compressed air and blow the dust out of the keyboard. Be careful to aim the air flow where the dust will be blown away from the keyboard instead of back into it.
Can't log in	Make sure the login name showing on the computer is correct. If it is correct, click on the Advanced button on the bottom right of the screen. Your tree should be v v. If it isn't, click on the "trees" button and double-click on the v v tree. Your context should begin with your school building. If it doesn't, click on the "context" button and double-click on your building name under FACULTY. If there are no building names showing under FACULTY, click on the + beside FACULTY and they should be displayed. (See examples below)



Work Orders

After rebooting your computer, if you are still having computer problems, you will need to send in a technology work order.



To turn in a work order

Look on your computer desktop for the icon “Technology Work Order”. A work order can be submitted through the work order system by ANY computer on campus. If your computer isn’t usable, go to a nearby computer or to a library/lab computer.

- Fill in the information, including the 4-digit inventory number off the blue and silver sticker of the machine you are needing repaired.
 - Tell as much information about the problem as you can.
 - **Do not use any symbols like :”@’,% The period (.) is the only symbol that will work.**
 - Click submit when finished.
 - Email or Instant Message anyone in the Tech Department if you have a question about your work order.
- ** Do NOT make a new work order ****

A screenshot of a web browser showing the "Online Work Order Suite 3.0 Lite Edition for PHP" interface. The page has a navigation bar with "Submit", "View", "Stats", and "Search" buttons. The main content area is titled "New Work Order" and contains a form with the following fields: "Priority:" (dropdown menu set to "Normal"), "From:" (text input), "Email:" (text input), "Building:" (dropdown menu with "Select a building" selected), "Rooms:" (text input), "4 digit Inventory Number:" (text input), and "Problem:" (large text area). There are "Back" and "Submit" buttons at the bottom right of the form.

A faculty member can login to **ANY** computer in the district and work on any documents saved in your “my documents” folder or check your email. In an emergency, any faculty member can login to any computer on campus, have access to their documents, and print what is needed. We understand that this is not an ideal situation, but sometimes it may be necessary.

“My Documents” vs. Local Machine

Saving to local computer or desktop versus your H:\my-documents folder:

Only items in “my documents” will follow you if you log into another computer on campus. These files are backed up. Any files you save on your local computer (c: drive) or desktop are on that local machine only and it is your responsibility to make sure that any documents or files are backed up.

If you have any programs, music, pictures, etc. loaded on your local machine and your computer is replaced, stolen, gets a virus, or gets imaged for any reason, it is your responsibility to make sure that you have access to the program or backup copy of any items you would need to have reloaded onto your system. One thing to keep in mind each year is that we replace a certain number of computers. We do not have the time to contact everyone before their computer gets replaced so the best thing to do would be to make sure you have necessary discs and backups of anything on your local machine before you leave each summer.

Playing Music or Videos

If you need to play music or a video it should be stored on your local machine, on the local drive (c:) or the desktop and not from your home directory (h:) so that it does not have to be played over the network.

E-mail represents our single biggest security concern. Viruses are most commonly spread through e-mail attachments.

Viruses can come from:

- E-mail and instant messaging attachments
- Infected files shared via removable storage (diskettes, CDs, external hard drives, jump drives) or over the network.
- Software downloaded from the Internet

What you should do:

- Do not open unexpected e-mail attachments, even from co-workers or other trusted sources.
- Never open attachments from an unknown or suspicious source.
- Never download freeware or shareware from the Internet without permission from the Technology Department.
- Understand that any e-mail message sent over the Internet can be read by others.
- Never send passwords, credit card numbers, or other access information via e-mail or instant messaging.
- The State of Arkansas owns all incoming and outgoing instant messaging and e-mail messages sent within the district.
- Report all computer security issues and viruses to the Technology Department.

What is Backed Up

Home Directories (drive H:)

My Document Folders (h:\my-docs)

Internet Favorites (h:\favorites)

Moving Equipment

If you have any equipment in your room that you would like removed or to move to another location please contact your building principal and get their approval. You will then need to put in a work order so that a technician can move the equipment to the appropriate location along with all necessary accessories. Technology equipment is tracked in an inventory program and any changes need to be tracked accordingly. We are also having an issue with all accessories not be kept with the equipment. If you have any power cords, cables, or power strips in your room that you are not using, or are not sure to what they belong, please turn them in to the technology department.

****IMPORTANT**** If you are moving any technology around in your room please notice the location of any existing network cables, any cables needed for other equipment to work, and electrical outlets. You **MUST** verify that the new location is able to accommodate a network connection and electrical outlets in the area you are wanting to move. If the location of existing network and electrical outlets will not work with the new location of the equipment you must get approval from your building principal and they will need to place a work order for the necessary work to be completed for the new location.

Passwords

Keep passwords simple and something meaningful to you. We cannot look up your password, it can only be reset so you can log back in to the system and change it.

Password Tips

- Never share your password with anyone.
- Do not write it down or leave it in your work area.
- Do not create passwords from personal information like family or pet names.

A good password will:

- Be 8 to 10 characters in length
- Mix capital and lowercase letters
- Include one or more numbers (0-9)
- Include one or more special characters (!, *, %, \$, #, @)
- Be a short phrase (such as Up&AtM@7!)
- Include similar looking substitutions, such as the number zero for the letter O or \$ for the letter S.

Changing Passwords

Changing your Novell login password does not change your email password.

Novell Password Change Instructions

On your desktop press CTRL + ALT + DEL and you will see the Novell security screen. At the bottom select "Change Password". You will be prompted to enter your Old Password, New Password, and Confirm New Password. Click OK.

Locking a Workstation

If your computer is going to be left unattended it should be locked. On your desktop press CTRL + ALT + DEL and you will see the Novell security screen. Select "Lock Workstation". You will have to enter your password to unlock.

If your computer is left unlocked and someone gained access to it any of the following could happen:

- Read and send emails within your account
- Read or print any documents on your computer
- Erase any documents (including your "My Documents" folder)
- Access personal student information or grades in the Gradebook

Accessing Gmail Account

You can access your gmail account simply by opening up a browser and going to mail.valleyviewschools.net and signing in.

You can also set up your gmail account on iPad or phone using the gmail app which has to be downloaded from the app store. Enter your full username including @valleyviewschools.net and password. If you stay signed into your gmail account anyone who has access to your iPad or phone will have access to your email account. You can sign out at the bottom of the screen by selecting the Sign Out button.

Gmail Password Change Instructions

Once your email is open, at the top right of the screen click on the round icon - Select My Account - Select Sign-in and Security – under Password & sign-in method click on Password – you will be prompted to enter your Current password – then enter your new password – Confirm your new password and click Change Password.

How to Sign Out of Gmail Account

Once your email is open, at the top right of the screen click on the round button – Click on Sign out at the lower right corner of the box.

Technology Department

Bubba Carter, Network Administrator

Dorothy Grissom, Technology Director

Eric Boyles, Technician

Derek Graddy, Technician

Tim Long, Technician

Questions or problems? Contact Bubba Carter or Dorothy Grissom by email.
 bubba.carter@valleyviewschools.net
 dorothy.grissom@valleyviewschools.net

The technicians are working from the work order system unless they are working on specific, assigned projects. If you feel that you have a situation that warrants immediate attention, technicians are NOT to be pulled off of a task to come to your room. You need to put in a work order explaining your situation then you can contact your building principal. Your building principal will contact the technology department and the situation will be discussed and handled accordingly.