

TECHNOLOGY TIDBITS

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My Contact Groups

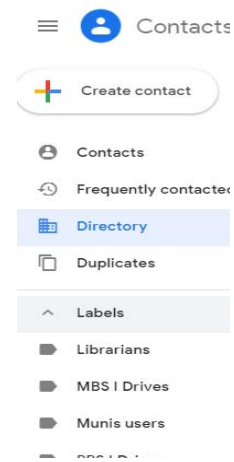
By Kathy Couillard

In my Gmail contacts, where did my groups go?

They are still there, just called “Labels” now! In contacts on the left side menu, select the arrow in front of labels. Here are your previous groups! If you did not have any, or want to create some, select create labels. Then select label contacts and follow instructions.

These are your own personal labels.

We also have groups that we create for you at the district level. These are Email groups such as csdemployees, chsteachers, and others.



Security Tips

By Jason Singh

It's easy to leave your computer unlocked when it's not in use but there are some heavy possible consequences in doing so. Someone could walk up to your computer and have access to your data and files. It can be even more consequential when there are tabs open on a computer with confidential information, such as PowerSchool. To ensure privacy of important data, always lock your computer when you are not in the room.

There are simple ways to lock your computer. One way is to press and hold the “**Windows**” key and then press the “**L**” key and that will set your computer to the lock screen. You can also hit the keys, ctrl, alt, and delete keys and click the lock computer button. For staff that have laptops, most laptops in the district are set to lock just by closing the lid. If yours is not set this way, let us know and we can fix it.

You should also keep your password to yourself. Your password allows access to information that is specific to you. If someone else has your password, then they could gain access to information that was not intended for them.



Clearing Chrome Cache and Browser History

By Chris Whittaker

Clearing browser history and cache can help with several issues, like pages not loading, slowness, etc.

To clear you cache in Chrome:

Open the Chrome browser and press the “**Control**” and the “**H**” key at the same time. (CTRL+H) This opens a new tab with your browser history. On the left you’ll see a “clear browsing data” button, click this to open the next menu.

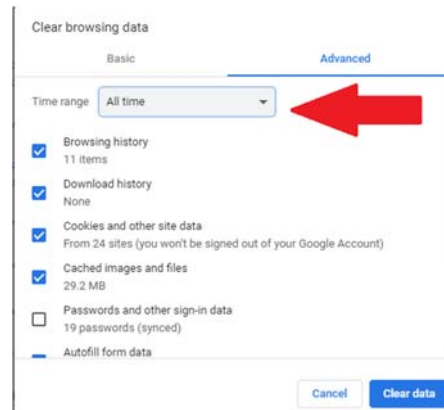
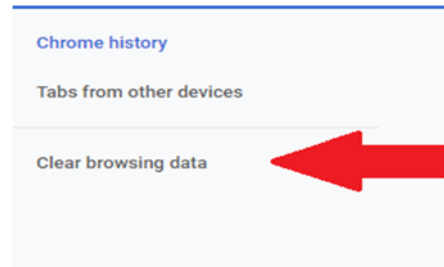
In this menu, select advance, then select range from the drop down. The range is how far back you want to delete the cache, it is recommended you select all time.

Next, check the boxes of things you would like to clear. The main three you should clear are **browsing history**, **cookies**, and **cached images and files**. Once these are selected you can click the button that says clear data.

Many people also store passwords in Chrome, sometimes you do this accidentally and want to remove it. To see what passwords are stored in Chrome, open Chrome. In the upper right corner, click the three dots and go to settings and then click passwords. In the password section, you will see all the places that have your passwords stored. From this list you can delete any password you do not want stored. If you delete the store password, you will be asked next time you login to the site or app for the password.

In the Edge browser:

Open Edge and click the 3 dots on the upper right corner and go to settings. In the clear browsing section, select the button that says choose what to clear. We recommend you select the top 4 and clear the data. In this area you can also clear your passwords if you want.



Are You Ready for SUMMER?

By Tammi Tandy

It's hard to believe we are already in the second half of the school year. Although this may seem a bit early, I wanted to go over how to store your technology during the summer months so that you can keep this in mind while you are planning for the end of the school year. Here are some guidelines to keep in mind to help ensure that your technology is kept safe and secure during the summer.

Place all student devices (Chromebooks, iPads, and their chargers) in a box that can be covered. Please do not leave chargers out as they tend to disappear during this time. If you do not have the right number of chargers for your devices, please contact the IT dept and make arrangements to get the right amount needed for your classroom.

Please label this box **Technology** and place it in your room in a location that is easily accessible for IT.

Any document cameras should be disconnected from your teaching device whether that be a laptop

or desktop and put in a secure location so that it can be accessed when you come back in the fall.

If you will be taking a device home for the summer, please let IT know. More information on how to do this will follow as we get closer to the summer break.

Lastly, but probably most importantly if you plan on visiting your classroom or using your technology in your classroom during the summer months, please arrange something in advance with the IT department to ensure that you will have access.

More information will follow with specific instructions as we get closer to the end of the school year.

Thanks, and Enjoy the rest of the School Year!



Voicemail Sent to Email

By Tammi Tandy

Our new voicemail system can now be setup to send to your email. If you choose to have your voicemail sent to your email the voicemail will come into your mailbox with a heading "Voice Mail Message" see below.



There are two options for sending voicemail to email: 1: Send to my email and keep a copy in my voicemail box. 2: Send to my email and delete the copy from my voicemail box.

To hear your message in email, click on play. If you have an issues or problems, please submit a helpdesk ticket.

If you are interested in taking advantage of sending your voicemails to your email, simply

submit a **helpdesk ticket** with the title "**Voicemail to Email**" in the issue summary. In the **Description of Issue box** please submit whether you would like your voicemail to be kept on or deleted from your Voicemail Box. See example below...

For help with an IT issue you are experiencing, please complete the form below.

User Type:

Issue Type:

Issue Summary:

Building:

Room:

CSD Barcode:

Description of Issue:



Where are we with Office 365 and your Files?

In the

By Kathy Couillard and Richard Bird

The Benefits of Office 365 and OneDrive

- You are not tied to your desktop computer for “word processing”
- You are not driving to work on a Sunday for that much needed file
- You do not have to remote into the District Terminal server to find your saved documents
- You can recover deleted files or rollback changes
- You can use any internet connected device, including iPads, Chromebooks, home devices and phones, from anywhere, to access and create your Microsoft documents at www.office.com

Office 365 and OneDrive are a similar concept to Google Sheets and Docs – but different because they work in Microsoft formats of Word, Excel, Power Point, etc.

You may still have some documents saved in your “I drive”, but we are actively working to move them all to the cloud! (either OneDrive or Google Drive)

The Office 365 app is installed on school computers now, but some folks are using just Office 365 Online.

Office 365 Desktop app vs. Office 365 Online

Feature	Office 365 Desktop app	Office 365 Online
Word Columns	Yes	View only
Word Gridlines & Rulers	Yes	No
Word Equations	Yes	No
Word Mail Merge	Yes	No
Word Table of Contents	Yes	No
Word Captions, Citations, Bibliography	Yes	No
Excel Formulas	Advanced	Basic
Excel Charts	Advanced	Basic
PP Rich Formatting	Advanced	Basic
PP Design, Animation	Advanced	Basic
OneDrive Files	Sync to your computer	Online only
Auto Save	After saving to OneDrive	Always
Offline use	Yes	No

If you would like some help sorting out what is the best solution for your files, please email helpdesk@colchestersd.org





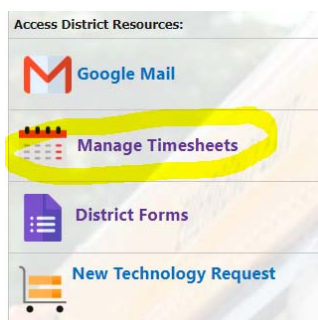
New Timesheets

By Richard

Have you seen the new timesheets?

We have migrated timesheets from the old SharePoint to the new. There should not be any major changes to how you enter and work with your timesheets.

The link has been updated so when you click on the Timesheets it will bring you to the new timesheets.



Here is a list of the changes with the new timesheets:

- **The Website has changed** from thehub/ to <http://sharepoint.csdvt.org>
- **You can not see timesheets submitted before 2/3/2019.** Timesheets in the old SharePoint could not be transferred to the new SharePoint.
- **There is no longer a timesheet archive.** (You will simply see a list of your previous timesheets when you submit a new one.)
- **There are no submitted emails.** Since there is no archive there is no email saying there is a new item in your archive.

Helpdesk

By Emily Colby

How to submit a Ticket:

For a technical problem to be repaired it is required a ticket be submitted through Spiceworks. There are 2 ways to submit a help desk ticket. You can submit your issue through an email to helpdesk@colchestersd.org or through the IT Portal at <https://helpdesk/portal>. Both forms of contact will create a helpdesk ticket.

What Information Should be Included?

(Note: Required Information may not all apply depending on situation)

- Name of User with the issue
- Barcode Number of Device with the issue
- Detailed information on the problem
- Name of School where the Device is located
- Room Number where Device can be found
- VM Box Number
- Include times when a Tech can access your room

If all of this information is submitted, we are able to help in a more timely manner.

If you are having a **critical** issue you can call x5727 for immediate support. If the issue is not repairable over the phone the next available tech will be dispatched as soon as they are available. If we are unable to answer the phone, please put in a ticket.

Critical issues are:

- Locked out/Unable to sign in to Email or Computer
- Projector or Active Panel not turning on or detecting input from computer
- No Internet connectivity

Fun Fact: Since the beginning of the school year we have closed 2,336 tickets!

