

# TECHNOLOGY TIDBITS

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## How to get HELP?

By Chris Whittaker

Looking for some help with a Technology issue? We have a few different options to get you the help you need! On SharePoint, we have a resource section, with helpful documents and videos on a variety of CSD technology. Here is a link to that page: [https://csdvtorg.sharepoint.com/tech\\_resources/SitePages/Home.aspx](https://csdvtorg.sharepoint.com/tech_resources/SitePages/Home.aspx)

If you're not finding the answer to your problem there, you can reach us in several different ways. The most effective way is to submit a helpdesk ticket, you can do that here: <https://helpdesk.csdvt.org/portal> .

We also have an automated email address that will create a ticket for you, simply send an email to: [helpdesk@colchestersd.org](mailto:helpdesk@colchestersd.org). When requesting help this way, be sure to include a description of your issue and your device barcode number in the email.

You may also reach us by phone, by calling the helpdesk at (802- 264-5727). Our Helpdesk phone is answered Monday – Friday from 7:00 to 3:30. We ask that you only call the helpdesk when you have an emergency, or you can not submit a Helpdesk ticket.

If students are having issues with their device, please have them submit a ticket (If capable) or submit one for them please! Please include the students name and barcode in the ticket.

To help us solve your issue quicker, please answer the follow-up questions we may send to you in an email. We may not always be able to help you right away, but we strive to solve problems as quickly as we can.

# How To Enable Breakout Rooms In Zoom

By Tammi Tandy

**First it is important to note that Breakout rooms can only be created if you are using the desktop version of Zoom. Reasons for why the feature is not available for mobile users yet have not been given but the fact is, you will need to be on a PC and not a Chromebook if you wish to create and assign a breakout room. Before you can create breakout rooms, you will have to enable it in your account settings. To do this, you will need to follow these steps:**

1. Go to Zoom.us. You will need to sign into your colchestersd.org account. If you do not have one, you will need to sign in and create one.
2. Click on My Account. The option should be on the upper right corner of the site.
3. On the menu to the left, click on Settings.
4. Under the Meeting tab, click In Meeting (Advanced).
5. From the menu, look for Breakout Room then toggle the switch that allows the host to create smaller meeting rooms then click Save.

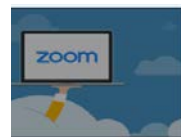
**With the Breakout Room option enabled, you can now create smaller meeting rooms while hosting a larger one. Remember that you will need to either be an administrator or a host to create breakout rooms. To make a breakout room, do the following:**

1. Open the Zoom desktop app.
2. You will either need to Schedule a meeting or host a new one.
3. On the lower right corner of the screen, click on the More menu. This should be indicated by three horizontal dots. From the list that pops out, click on Breakout Rooms.
4. On the resulting pop-up window, you will be asked the number of participants for the breakout room and whether or not this will be done Automatically or Manually. Automatic breakout rooms will assign people at random. If you wish to choose which people go to what room, choose Manually.
5. Click on Create Rooms. You can move around participants even after you have created the rooms.
6. Another pop-up window will appear with the title of Breakout Room 1. If you want to change the room name, hover over the name and then click. Enter the new name that you want.
7. Click on the Assign option at the right of the room name to manually

**For more detailed instructions on how to use Break out rooms try looking at the following Video and Document on the Districts SharePoint Page. Click link: [Technology Resources - Zoom \(sharepoint.com\)](#)**



The screenshot shows the 'Technology Resources' page for Colchester School District. The page is titled 'Welcome to the CSD Staff Technology Resources page!' and includes a navigation menu on the left with options like 'Promethean Sign-out', 'District Home', and 'Tech Resources Home'. The main content area is divided into two sections: 'Apps' and 'Devices'. The 'Apps' section contains links for Google Apps, Android Apps, and Suggested Apps. The 'Devices' section contains links for iPads, Windows Devices, and Chromebooks.



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## Quick Join Toggle in Google Meet

By Jared Brunelle

Google announced a new feature. **Quick Access:** this feature will provide moderators a “Quick Access” toggle which they can use to control access to an ongoing meeting and prevent unwanted guests. **Note: If a user with the ability to create meetings joins a nicknamed Meet first (before the meeting owner), they will become the moderator and have the ability to engage the lock.**

**Locking Dial in capabilities:** with this feature when a participant dials in via their phone if “Quick Access” is disabled they will have to request access and be explicitly approved to join. This will also prevent others/students from in-call inviting someone via phone.

If you are having issues with random people joining and/or students that are not supposed to be in your class. Turning of Quick access would be optimal.

### When Quick access is off:

- All participants from inside and outside of your domain must ask to join the meeting. This includes people who dial in to the meeting by phone.
- People who are invited during the meeting by someone other than you must ask to join the meeting.
- Only you can dial out of the meeting.

### When Quick access is on:

- Participants from your domain can automatically join the meeting using their computer or mobile device.
- Participants who dial in to the meeting using their phone can automatically join the meeting.
- Any participant can dial out of the meeting.

## IE 11 not supported for Google Apps

By Peter Keenan

Google Workspace apps will stop supporting Internet Explorer 11 on March 15, 2021. This includes Gmail, Google Calendar, Drive, Docs/Sheets/Slides, Meet and Chat. Although some Google sites will continue to load in IE there is no guarantee that they will function normally beyond that date.

Google officially recommends Chrome, Firefox, Safari, or Microsoft Edge as a replacement for IE.

Over the next few weeks Google will start showing a banner to all Google Workspace users who are still using IE 11 that informs them of the need to upgrade their browser by March 15, 2021.

For anyone that still using IE 11, this is a good time to transition to Chrome or Edge.

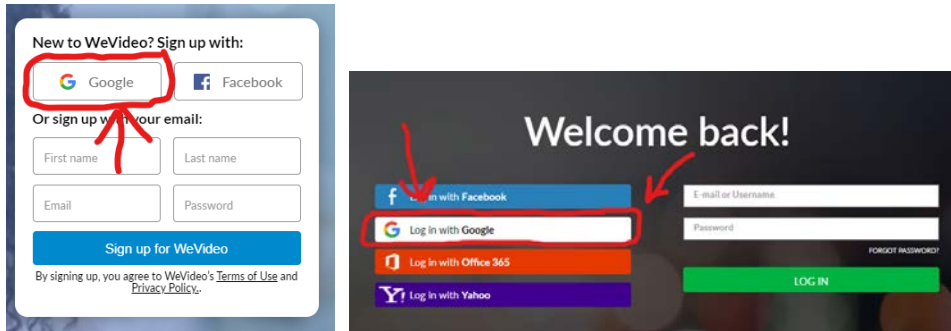
If you need help moving your favorites, please submit a helpdesk ticket.



# WeVideo

By Richard Bird

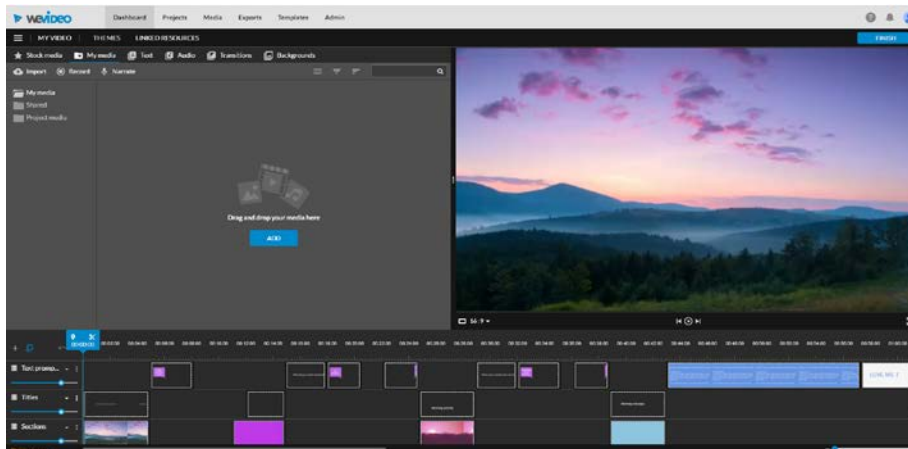
To get to WeVideo you can go to either <https://www.wevideo.com/> or <https://www.wevideo.com/sign-in>



Once there, make sure to choose the “Log in with Google” options. This will tie your WeVideo account to CSD.

## Features

WeVideo is a fully featured online video editing software. You can use it to store and organize your media such as photos and video while you are creating a project.



- Real-Time Collaboration - <https://www.wevideo.com/blog/for-schools/realtimecollaboration>
- Screen and Webcam Recording - <https://www.wevideo.com/blog/news/product-update-making-screen-recording-easier-and-quicker>
- Video Project Templates

## Support

<https://www.wevideo.com/support>

## Inspiration

<https://www.wevideo.com/blog>



## Employee Access Center

By Trevor Lombard

At the beginning of this school year we started using a new site for payroll information and viewing paychecks, the Employee Access Center (EAC). The rollout of this was sudden and everyone has done a great job of adapting to this, but there are still some questions that come up on payday so here are some helpful tidbits for using the EAC:

Your username is your full Colchestersd email address.

Remembering the answer to your security questions is important because they are used in the event you need to reset your password using the 'forgot password' feature.

If you do lock yourself out (don't know your password, can't answer your security questions) you can submit a helpdesk ticket

asking for a password reset. When your password is reset in the EAC it generates an email saying I did this and that you should contact me, **this is not necessary** because I will send you the new password via the ticket you created, so keep an eye out for that.

You may see a button called "Leave Requests", while we do hope to use this feature at some point in the future, it is not fully configured so even though it seems like you can submit leave through here, your request will not go to the appropriate people, so please **DO NOT TRY TO USE THIS FEATURE UNTIL FURTHER NOTICE.**

The rest of the functionality and information found in the EAC is pretty straight forward, but if you have any further questions about it, feel free to submit a Helpdesk Ticket and someone will help you.

Enjoy your  
Winter break

See you in 2021!

The Technology Department