# YOUR IT GUIDE TO A OUR TEARR YOUR CESSFUL SCHOOL VEAR 2017-18 BACK-TO-SCHOOL WORKSHOP NIGHT School NIGHT School NIGHT School

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- All new employees automatically receive a PPS account once they have been added to the PeopleSoft HR system.
- Employees are required to read and follow the updated PPS Acceptable Use Policy for use of the PPS IT network and systems, which is available online here.
- Some applications require a form and may include training prerequisites. Account forms for these applications are available on our <u>website</u>.

#### **HOW DO I LOG IN?**

- You can reset your own PPS password using the Password Manager.....IF you're registered.
- Register at: <a href="http://password.pps.net/">http://password.pps.net/</a>
   Type in your PPS username and password
   Create answers to a few challenge questions

and...you're done!

#### WHAT IF I FORGET MY PASSWORD?

- All employees have access to Office 365 email, calendar, and files.
- Employees can log into Employee Self-Service to access HR and Payroll information.
- Staff and teachers can access the Synergy student information system.
- PPS staff, students, and guests can access PPS WiFi, visit this link for information on access.
- All employees can sign up for classes and track their training in the PPS Learning Campus.

#### WHAT CAN I DO WITH MY PPS ACCOUNT?

- All employees have GoogleApps accounts Remember to use @apps4pps.net instead of @pps.net.
- Employees can submit print requests with Publication
   Web Services: <a href="http://www.pps.net/Page/1779">http://www.pps.net/Page/1779</a>.
- Training is needed to use SchoolMessenger to send email, text, and phone messages for your school.
- School bookkeepers can track online fee payments in SchoolPay: <a href="http://www.pps.net/Page/3528">http://www.pps.net/Page/3528</a>.
- Media Specialists and others use the Destiny library system: <a href="http://www.pps.net/Page/968">http://www.pps.net/Page/968</a>.

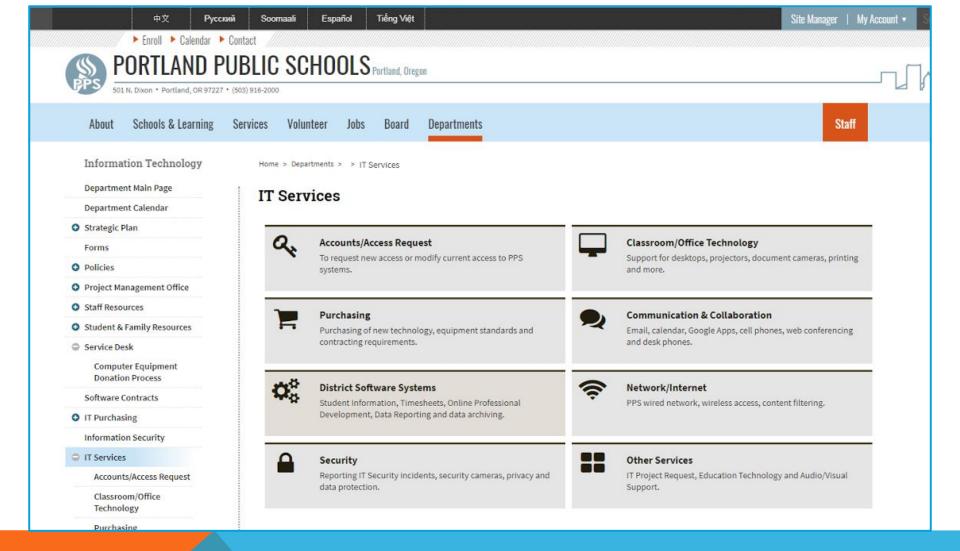
#### ....AND MORE!

- PPS student accounts are automatically created once the student is enrolled in Synergy.
- They can then sign into the PPS network, Google Apps for Education, StudentVUE, Destiny library system, and other services. Students in grades 9 through 12 also receive an Office 365 account. See <a href="https://www.pps.net/Page/1910">https://www.pps.net/Page/1910</a>.
- Student passwords are reset to a default password for their grade level during the August maintenance weekend, August 11-13. (Rosa Parks student accounts were updated in July.)
- Classroom teachers can print a class list of PPS student usernames from the TeacherVUE Reports menu, selecting the "StudentVUE User IDs" report (#U-SVU901).

#### **HOW CAN STUDENTS LOG IN?**

- The IT Service Desk is your entry point for all IT-related service requests, at <u>support.pps.net</u>, by email to <u>itservicedesk@pps.net</u>, or by calling 503-916-3375 from 7 am to 5 pm.
- Please visit the <u>Service Desk website</u> for more information.
- Service Desk teams are visiting every school in August to help assure school technology readiness before teachers and students return.
- NEW: <u>IT Services</u> catalog

#### **HOW DO I GET HELP?**



#### WHAT IT SERVICES CAN I RECEIVE?

- Log in at <a href="https://support.pps.net">https://support.pps.net</a>
- Home page
  - Request Offerings These requests go directly to the team that works on those requests.
- My Requests
  - You can look up your current and past requests.
- KnowledgeBase
  - Here you can look up issues, and find instructions on how to fix them. We are adding new content all of the time.

#### AND MORE ON IT SELF-SERVICE

## https://support.pps.net

#### **REMEMBER!**

#### **IT Site Preparedness Visits during August**

Service Desk teams are visiting each school to prepare for the start of school, performing these steps:

- Plug in and test the room's VOIP phone
- Set up the Tech Bundle
- Set up any other computers in the room
- Create tickets for IT issues that cannot be fixed during our visit and to be revisited at a later time
- If time allows, address any IT tickets previously submitted for your site

We will leave a Service Card behind letting each staff member know what was done in their classroom.

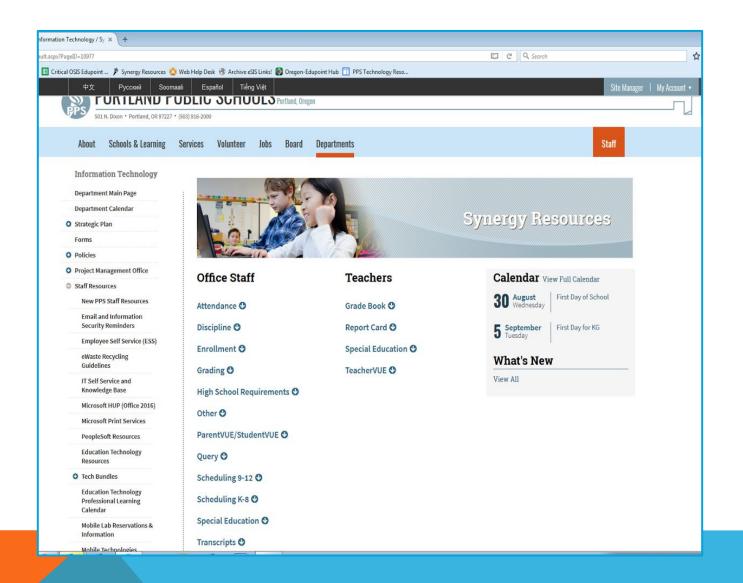
#### **ARE WE READY YET?**

- All school phone adds, moves, and changes are submitted to IT by the School Secretary, using the <u>Phone Change Manager</u>.
- If you are reporting phone trouble, please contact the IT Service Desk.
- Please do not change the physical location of any phones without first contacting IT.

# HOW DO I GET PHONES CORRECTLY ASSIGNED?

- Student enrollment, Special Education services, attendance, behavior, grades, etc... are tracked in Synergy.
- Parents and students can access Synergy information using the ParentVUE and StudentVUE mobile apps.
- Teachers and administrators can use the TeacherVUE and AdminVUE apps.
- NEW: <u>Synergy Resources page</u>

#### **BUT WAIT, THERE IS MORE....**



#### **WHERE CAN I GET SYNERGY HELP?**

- To access your Google Apps account, go to the <u>https://activategafe.pps.net/</u> and enter your PPS username and password.
- After you have activated your account, visit the District domain at <a href="http://apps4pps.net">http://apps4pps.net</a>.
- Username will be the PPS username followed by @apps4pps.net. For example, if the PPS username is jdoe@pps.net, it will be: jdoe@apps4pps.net.
- The password will be the same as the PPS password.

#### **AND WHAT ABOUT GOOGLE APPS?**

- PeopleSoft Finance and HR are used for purchasing, staffing, and payroll.
- Technology purchasing is coordinated through IT Purchasing.
- Ricohs can print/copy/scan/fax.
- Civic Use of Buildings <u>EMS</u> is for building reservations.
- Work order maintenance is tracked in <u>Tririga</u>.
- Security badge requests are submitted to the IT Service Desk.
- SchoolMint is now in place for <u>School Choice</u>.

#### **AND EVEN MORE SERVICES!**

- Watch out for "phishing" emails! Review this information on our website.
- Employees and grade 6-12 students can get Microsoft Office for personal use.
  - https://www.pps.net/Page/670
- Students who are marked absent in Synergy automatically receive a phone call.
- PPS contracts with a responsible recycler for computer eWaste.
- IT <u>system maintenance</u> is performed monthly over the weekend; systems may not be available.

#### **AND A FEW MORE THINGS TO KNOW**

- Technology Updates now underway:
  - Canvas Learning Management System
  - Cisco WebEx for virtual meetings
  - Clever Menu for educational technology
  - Digital Citizenship Curriculum
  - TechSmart for K-3 Literacy

#### WHAT'S IN THE WORKS?

And answers

### **QUESTIONS?**