

YOUR IT GUIDE TO A SUCCESSFUL SCHOOL YEAR

2017-18 BACK-TO-SCHOOL WORKSHOP
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Jackson Middle 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 [website](#).**

HOW DO I LOG IN ?

- You can reset your own PPS password using the Password Manager.....**IF** you're registered.
- Register at: <http://password.pps.net/>
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**: <http://www.pps.net/Page/1779> .
- 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**: <http://www.pps.net/Page/3528> .
- Media Specialists and others use the **Destiny** library system: <http://www.pps.net/Page/968> .

....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 <https://www.pps.net/Page/1910> .**
- **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 support.pps.net , by email to itservicedesk@pps.net , or by calling **503-916-3375** from 7 am to 5 pm.
- Please visit the [Service Desk website](#) for more information.
- Service Desk teams are visiting every school in August to help assure school technology readiness before teachers and students return.
- NEW: [IT Services](#) catalog

HOW DO I GET HELP?



Information Technology

[Department Main Page](#)[Department Calendar](#)[Strategic Plan](#)[Forms](#)[Policies](#)[Project Management Office](#)[Staff Resources](#)[Student & Family Resources](#)[Service Desk](#)[Computer Equipment
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Home > Departments > IT Services

IT Services



Accounts/Access Request

To request new access or modify current access to PPS systems.



Classroom/Office Technology

Support for desktops, projectors, document cameras, printing and more.



Purchasing

Purchasing of new technology, equipment standards and contracting requirements.



Communication & Collaboration

Email, calendar, Google Apps, cell phones, web conferencing and desk phones.



District Software Systems

Student Information, Timesheets, Online Professional Development, Data Reporting and data archiving.



Network/Internet

PPS wired network, wireless access, content filtering.



Security

Reporting IT Security incidents, security cameras, privacy and data protection.



Other Services

IT Project Request, Education Technology and Audio/Visual Support.

WHAT IT SERVICES CAN I RECEIVE?

- **Log in at <https://support.pps.net>**
- **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 Phone Change Manager.**
- **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: [Synergy Resources page](#)**

BUT WAIT, THERE IS MORE....

Information Technology / Sy

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Critical OSIS Edupoint ... Synergy Resources Web Help Desk Archive eSIS Links! Oregon-Edupoint Hub PPS Technology Reso...

中文 Русский Soomaali Español Tiếng Việt Site Manager My Account

PPS **FORTLAND PUBLIC SCHOOLS** Portland, Oregon
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About Schools & Learning Services Volunteer Jobs Board **Departments** Staff

Information Technology

- Department Main Page
- Department Calendar
- Strategic Plan
- Forms
- Policies
- Project Management Office
- Staff Resources
 - New PPS Staff Resources
 - Email and Information Security Reminders
 - Employee Self Service (ESS)
 - eWaste Recycling Guidelines
 - IT Self Service and Knowledge Base
 - Microsoft HUP (Office 2016)
 - Microsoft Print Services
 - PeopleSoft Resources
 - Education Technology Resources
 - Tech Bundles
 - Education Technology Professional Learning Calendar
 - Mobile Lab Reservations & Information
 - Mobile Technologies

Synergy Resources

Office Staff

- Attendance
- Discipline
- Enrollment
- Grading
- High School Requirements
- Other
- ParentVUE/StudentVUE
- Query
- Scheduling 9-12
- Scheduling K-8
- Special Education
- Transcripts

Teachers

- Grade Book
- Report Card
- Special Education
- TeacherVUE

Calendar View Full Calendar

30 August Wednesday | First Day of School

5 September Tuesday | First Day for KG

What's New

View All

WHERE CAN I GET SYNERGY HELP?

- To access your Google Apps account , go to the <https://activategafe.pps.net/> and enter your PPS username and password.
- After you have activated your account, visit the District domain at <http://apps4pps.net>.
- 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 EMS is for building reservations.
- Work order maintenance is tracked in Tririga.
- Security badge requests are submitted to the IT Service Desk.
- SchoolMint is now in place for School Choice.

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 system maintenance 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?