

# Redmond School District

## Technology Support Services Staff Handbook

December 2016

Redmond School District  
Technology Support Services  
Staff Handbook

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## Contact Information

The RSD Technology Support Services Department can be reached in many different ways. These methods of contact are outlined below.

### Internet and email

- Help Desk Ticket - <https://rsdtech.bigwebapps.com/>
- [rsdtech@redmondschools.org](mailto:rsdtech@redmondschools.org)

### Address

Redmond School District  
145 SE Salmon Dr.  
Redmond, OR 97756

Redmond High School Room T-7  
675 SW Rimrock Dr.  
Redmond, OR 97756

Ridgeview High School - Tech Office  
4555 SW Elkhorn Ave.  
Redmond, OR 97756

### Phone

- (541) 923-4835

Mike Nye	Assistant Director of Instructional Technology
Russ Fagan	Technology Supervisor
Juli Hester	Technology Operations Support Specialist
Aaron Groenewold	Classroom Technology Support Specialist
Amy Westendorf	Technology Support Specialist
Michael Witnauer	Classroom Technology Support Specialist

## Access

### Logging In

"Logging in" to the Redmond School District (RSD) network is the electronic equivalent to unlocking the office door in the morning. In order to login, you must know three things: your username, your password, and the network domain name. The network domain name is RSD. Usernames are assigned by Technology Support Services. Passwords are customizable for each user. Initial login must be done on a District computer.

### Username

Every member of the district network is given a standard username consisting of "firstname.lastname", all lowercase, for example: *john.smith*. When there are two employees with the same first and last name, the middle name will be added (firstname.middlename.lastname). For example, John Quincy Smith would become *john.quincy.smith*. Again, the middle name would only be added in cases of duplicate names. If you want to use your common name instead of your given name please contact Technology Support Services.

### User Password

You will be assigned a password by the district's technology team. After you login, the computer will prompt you to change your password. Choose a new password at this time. Follow safe practices when choosing a password. Avoid any personally identifiable information in your password like names, birthdays, etc. Never share your password with other users.

If the computer does not accept your password when attempting to login, check to make sure that the caps lock key is not on. Check to see that the password is typed correctly, that your user name appears correctly on the logon screen, and that your domain is correct (RSD).

### Guidelines Regarding Passwords

The RSD subscribes to the idea of a passphrase. The terms password and passphrase are used interchangeably in the RSD. The following are some good things to remember when choosing a passphrase:

- A good passphrase will consist of a complete phrase, not just a word. (i.e. *thisisapassphrase*)
- If you do not use numbers, capital letters, or special characters in your passphrase, your passphrase should be at least 12 characters long.
- Choose a passphrase that is easily remembered.
- Consider using a number or a special character in the place of a letter. (i.e. 3 = E, @ = a, or ! = I)
- Email and network usernames and passwords are the same.
- The RSD Technology Support Services Department does not keep track of passwords in anyway. Nor do they have the ability to recover a password. The RSD Technology Support Services Department can reset a password at any time.

## **Name Change**

If your name legally changes you must contact the Human Resources department with the change information. After this is done, please contact the Technology Support Services Department so that your username and email can change. If you are given a username and you wish to use a common name instead of a given name, you only need contact the Technology Support Services Department.

## **Password Change**

When you are on a Windows computer press CTRL+ALT+DELETE and then click Change Password. A window will appear with your Username and Domain fields already there. In the 3rd box, labeled Old Password, you will type your current password. In both the 4<sup>th</sup> and 5<sup>th</sup> boxes, labeled New Password and Confirm New Password, type in the new password. Click Ok. After your password has been changed, you will then need to click Cancel to return to your desktop.

## **Location Change**

If you work at one site and then get a job at another site, please contact the Technology Support Services Department one week before you move, if possible. This will enable the technology staff to move files, verify printers, and make sure that your transition will occur smoothly.

## **Services**

The RSD Technology Support Services Department provides many network related services as tools for teacher and student use to help facilitate the education of all students. Some of these services include: secure file storage, email, network printing, backup and recovery, Internet and Intranet access, and remote access.

## **Email**

Electronic mail or e-mail is available to every staff member. The district's standard e-mail client is Gmail. E-mail addresses consist of the username and the district's Internet domain name, for example:

john.smith@redmondschools.org

## **E-Mail Address Lists**

You can maintain your own e-mail address lists by using the Contacts function of Gmail. The RSD Technology Support Services Department also maintains some Global Address Lists. Your address book already contains the names and addresses of all RSD employees as well as some ESD employees that work in the RSD.

## **Summary of Policy**

E-mail should not be used for confidential communication. E-mail can be used for business related or casual conversation. E-mail should not contain gossip or critical and/or sensitive student or employee data. Do not use the district distribution lists to send out jokes, thoughts of the day, or other non business related mail.

## **Documents and Data Storage**

RSD is a G Suite for Education district. Along with Gmail and Google Calendar, staff and students have access to a full suite of productivity tools including unlimited storage in Google Drive. We recommend that Google Drive is used as your primary storage for all of your work associated documents, files, and other data. This alleviates the strain on district servers and shared storage. To familiarize yourself with G

Suite for Education (including Gmail, Calendar, and Drive), walk yourself through our district's training platform called BADGEQUEST – [bit.ly/BADGEQUEST](http://bit.ly/BADGEQUEST).

### **Network Drives**

When you login to a Windows computer, you may see many different drives. Each drive is setup with a designated purpose in mind. Some of these drives are discussed below. Please remember that we prefer staff and students to utilize Google Drive over the network drives in most cases.

- **C:\ Drive**

The C: drive is used to hold programs and the computer's operating system. The C: drive should not be used to save documents, or any data files. The C: drive can be deleted and rebuilt at regular maintenance intervals.

- **Z:\ Drive**

Everyone has a Z: drive. The Z: drive is your home folder. This folder is only accessible to you and the Technology Support Services Department. The only reason the Technology Support Services Department has access is for troubleshooting, maintenance, and backup purposes. All documents you save should be saved in this drive or a folder in this drive. By doing this you will always have a copy and a backup of these files.

- **S:\ Drive**

Everyone has an S: drive. The S: drive is commonly referred to as the All User Shared Drive (AUSD). This drive is accessible to all users within your school from Principal to student. All users can create, change, or delete files in this drive. Because of this, the drive is volatile and should not be used to store files permanently. This drive can and may be cleaned at any time. The primary purpose for this drive is moving files between users, or distributing files to many users.

- **Other Drives**

There are many other drives on your computer. If you have questions or issues about or with any one of these drives, please contact the Technology Support Services Department.

### **Printers**

The RSD Technology Support Services Department provides access to all network printers in the RSD. When you login the closest and/or the most appropriate network printer will be installed. If you need a different printer installed, or if you are having issues with an installed printer, please contact the Technology Support Services Department.

### **Internet and Intranet Access**

Internet access is provided by the RSD for use in connection with job related activities. The internet is filtered for content and some language. If you find a website that is blocked, yet you need access for a job related activity, please contact RSD Technology Support Services Department.

### **Remote Access**

The RSD Technology Support Services Department provides access to your network drives and other services from home.

- G Suite for Education is accessible from any internet-enabled device (via web or apps).

- To gain access to **files and services** from home, you will need to install the VPN Global Protect Agent. From your web browser, go to <http://www.redmond.k12.or.us/files/2013/12/Install-VPN-GPA.pdf> and follow the steps.

## **Policies**

There are numerous policies that dictate behavior, maintenance, and procedure relating to network use and upkeep. Summarized below are a few of the major policies. For more information or for the full policy, please contact the RSD Technology Support Services Department.

### **Non-District Owned Computer Use**

It is the policy of the Redmond School District (RSD) Technology Support Services Department that any equipment not purchased by the Redmond School District will not be allowed to connect to the RSD certain network services for security and licensing reasons unless said equipment is donated to the RSD, as per the acceptable donation policy, and inventoried as property of the RSD. All devices may connect to RSD-Guest, the guest wireless network.

### **Installation of Software**

Standard district software used within the district shall be approved by the Technology Support Services Department. Use of nonstandard software on the network is not supported by the district, is strongly discouraged, and is a violation of the User Acceptable Use Policy. Installing any software can introduce viruses, damage your workstation, make it inoperable, or could cause serious loss of important data. The RSD does not approve of installing any software from home for personal purposes.

### **Purchasing of Hardware**

The RSD Technology Support Services Department purchases all computer related hardware for use within the RSD. This includes any hardware that requires network access. For a current quote or more information about a hardware purchase, please contact the Technology Support Services Department. Each school has funds set aside for maintenance, replacement, and new purchases.

The RSD Technology Support Services Department maintains all network related hardware within each school. This equipment need not be purchased from school funds. Only the Technology Support Services Department may install any network equipment. Staff may not bring in any personal or home network equipment for use in any District building. Any network equipment installed in a classroom for expansion must come out of school funds. (i.e. a 5 port switch purchased for a new machine). Printers are purchased by each school.