

Tech Support Summer Hours 2019

July 8 - August 1 Monday-Thursday 7am-4pm Closed 12-1pm for lunch	August 5 - 30 Monday-Friday 7am-4pm	Contact us Phone: ext. 6688 Submit a ticket: helpdesk.nsd.org
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Staff Computers/iPads

Check your backup (for Mac users)

Check for your most recent backup in your staff server folder **before the last week of school** to verify you have a current (less than 5 days old) backup. If your backup is more than 5 days old, create a ticket at <https://helpdesk.nsd.org>. View [Knowledge Base Article 25](#) for instructions on how to check your computer backup.

Leaving your devices on campus over the summer

Shutdown all devices completely and unplug the power cords. Leave desktop computer accessories - i.e. keyboard, mouse, power cord, and video adapter (dongle) - on the desk next to the computer. Staff laptop computers and iPads with accessories should be placed in a locked/secured cabinet, cart or desk.

Taking devices home over the summer

Notify your Office Manager and STS that you are taking your assigned staff laptop or desktop computer off site for the summer. If you would like a box to aid in the transport of your desktop computer, contact Shay Glasgow-Sears (sglasgowsears@nsd.org) to have a box sent to you via district mail.

Moving to another classroom

If you're staying in the same building... Move your devices (desktop/laptop/iPad) and accessories - power cord/brick/plug piece (duckhead), video adaptor (dongle), laptop bag, etc. - to the new classroom (*see notice below*).

If you're moving to another campus...

1. Take the devices and accessories home over the summer and take them with you to your new location at the beginning of the school year (*see notice below*).

OR

2. Leave your devices (desktop/laptop/iPad) and accessories - power cord/brick/plug piece (duckhead), video adaptor (dongle), laptop bag, etc. with your Office Manager and **complete this form:** tinyurl.com/devicemove. The technology department will coordinate the transfer of your devices to your new campus.

NOTICE: All staff transporting and using their district computer incur the cost and liability of loss due to negligence or abnormal wear or damage pursuant to School Board Policy 8361 and NSEA Collective Bargaining Agreement Article 24.8. District computers are for district work and are not to be taken on vacation or out of the country. Non-district use is a violation of School Board Policy 2022P. If at all possible, do NOT leave your district computer in your vehicle. If you must leave your computer in your vehicle, put it in the trunk or other location not visible to passersby **before** you leave for your destination.

Leaving the district (includes Leave of Absence)

All staff leaving the district must leave their laptop/desktop/iPad/Chromebook and accessories (bag, dongle, keyboard, mouse, power cord etc) with your building's designated office staff during or after your exit interview.

Building Office Staff needs to email a comprehensive list to Shay Glasgow-Sears (sglasgowsears@nsd.org) including device barcode and type of device (desktop, laptop, iPad, chromebook). Please coordinate to keep equipment in a secure location until pickup is scheduled by the Technology Department.

New Employee Computer Pick Up

All	Office Managers will complete the Account Request Form and provide new staff members with information on computer and password assignment.
New Teachers	New staff will receive their device during their New Hire Technology Training. All new hire paperwork must be completed in order to receive district issued devices and accounts. If hired after 8/23/19, staff technology will be delivered to their school building Main Office.
New Specialists (SLPs and OT/PTs)	Pick up the computer and computer accessories in Technology.
New Office Staff	Computer and computer accessories will be in your new workspace.

Student Devices

Technology will be working with building STSs to ensure necessary student devices are accessible for summer updates. All laptops and Chromebooks should be stored in their locked mobile carts. Any classroom-based computers may remain in the classroom, and should be stored in a secure location. Shutdown and unplug all computers (portable and desktop) and mobile carts. Keep iPad carts turned on until Monday 6/24, then unplug the cart. All iPads will be automatically shut down on Friday 6/28.

Classroom Technology - Doc Cams, Mics, and other peripherals

Power Off: Turn off and unplug all peripherals (printers, doc cams, activboards, speakers, microphones, chargers, and other external peripherals). Leave all peripherals in the current classroom.

Printers: Printers are assigned to a specific campus location to assure campus printing needs are most efficiently met. If a printer must be moved prior to the start of the 2018-19 school year, please work with your STS to facilitate a printer location change.

Classroom Microphones: Remove the batteries from microphones. Store the batteries, microphone and charger together in a cabinet, drawer, or other safe (out of sight) place for the summer. Microphone batteries are replaced every other year, and are being replaced this spring 2019.

Leave tech in place: Peripherals such as cameras purchased by staff and reimbursed with campus funds belong to and must remain at the purchasing campus. Classroom technology, such as doc cams and other A/V devices, are assigned to classrooms and need to remain in their assigned classroom location. Be sure not to accidentally pack remote controls for A/V equipment if you're moving to a new location.

Other Important Items

Telephones

Work orders for phone moves and voicemail changes must be submitted in a ticket (<https://helpdesk.nsd.org>) by Office Managers by 5PM August 9, 2019 for completion by the start of school. Office Managers may submit 1 ticket that includes all campus phone moves/changes.

Phone handsets are assigned to rooms/locations, not to a staff member. Please do NOT move or unplug phones from the room in which they are currently located. If phones need to be temporarily secured for cleaning or summer storage, do NOT remove the phone cable from the wall. The cable should be left in the wall jack to identify the connection when the phone is returned. The cable can be coiled on the floor or taped to the wall near the wall jack.

Technology will not send staff out to plug in phones that were unplugged over the summer. If your phone is plugged back into the correct wall jack, the lights will flash briefly and information will show up on the display after 20 - 30 seconds as the phone boots up. Be patient!

Setting a Vacation/Out-of-Office eMail Message

A vacation message can be set that automatically replies to people who send you email messages when you are out of the office for an extended period of time. That message is sent to each recipient only once, regardless of how many messages that person sends you during the designated vacation period. View [KB Article 42 - How do I set up a vacation message in my email?](#) for instructions.