

CONTACTING THE TECHNOLOGY SERVICES HELPDESK: 571-2378

COMPUTER PROBLEMS:

To more efficiently solve your problem, please have the following information available:

1. Are you on a PC or a MAC?
2. Have you restarted your computer or the device?
3. Provide a detailed description of the issue, including exact error messages (if any).
4. What application was being used when the problem occurred?
5. Have there been any changes to the computer lately? This includes software or hardware installations, and includes Internet downloads.
6. If you can't print: Are you logged into the network? What application won't print?
7. What is the asset tag number from the device having the problem?

If an asset tag number cannot be provided, please place a Post-It on the affected device, along with the Work Order number the Technology Services Helpdesk will provide to you.

REQUESTS:

If you have a request (such as moving equipment or installing software), please have the following information available:

1. Provide a detailed description of the request.
2. Is the request for a PC or a MAC?
3. What is the asset tag number from the device needing the request?

If an asset tag number cannot be provided, please place a Post-It on the affected device, along with the Work Order number the Technology Services Helpdesk will provide to you.



USING YOUR ADMIN COMPUTER



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IN REVIEW: CHANGES TO THE ADMIN PC

What's new on your Admin PC:

To log in to the Admin PC, you must have a network username and password. If you do not have those, please contact the Technology Services Helpdesk: 571-2378.

The "Windows Logon" now has only one user account. TPS is now the default windows account, and has full Administrator privileges.

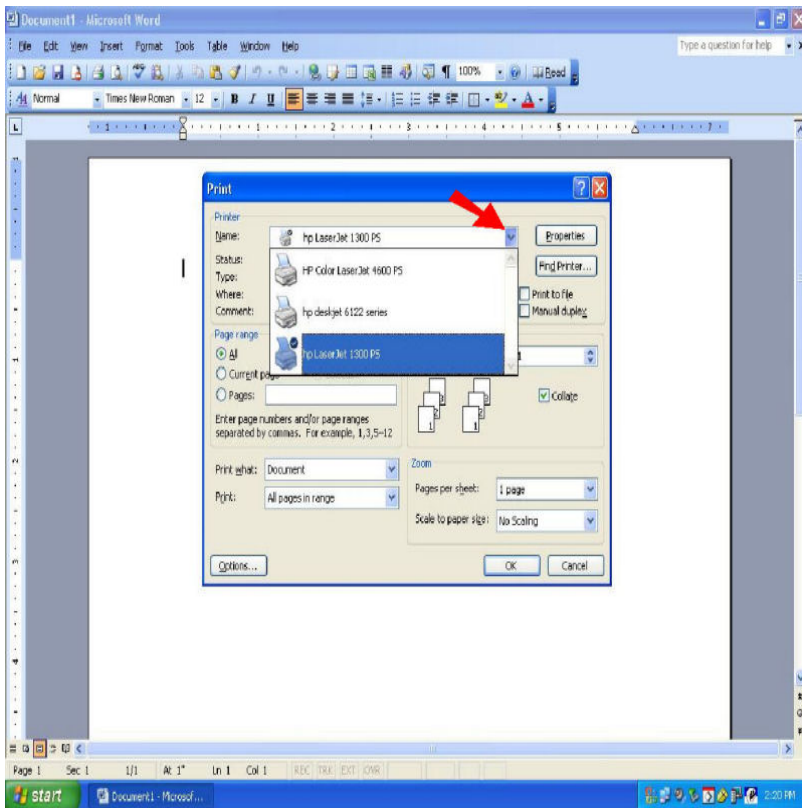
Your PC now has a C:\ and D:\ drive. Please save any data on the D:\ drive or your Home Drive.

Your computer's desktop now contains four new icons: Lock System, ZENworks, Group Folder, Home Folder. Please check the Table of Contents for instructions on using your new icons.

The computer's desktop appearance can no longer be changed. This is to provide a consistent user environment throughout the school.

PRINTING CONTINUED...

Click the Down arrow where the Printer Name is located, and you will see other printers:



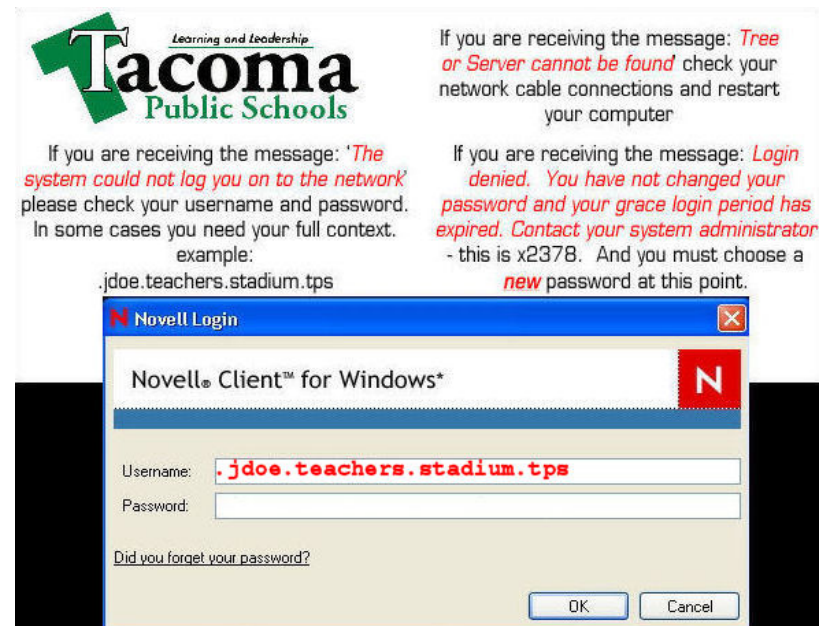
If you have more than one printer to choose from, highlight the printer you want to use.

Click OK to print.

LOGGING INTO YOUR COMPUTER

In order to log into your computer, you need a Novell network account username and password. If you don't have this, please contact the Technology Services Helpdesk: 571-2378

When you start your computer, you will be presented with the following screen:



Enter your Novell username and password (this is not your GroupWise password).

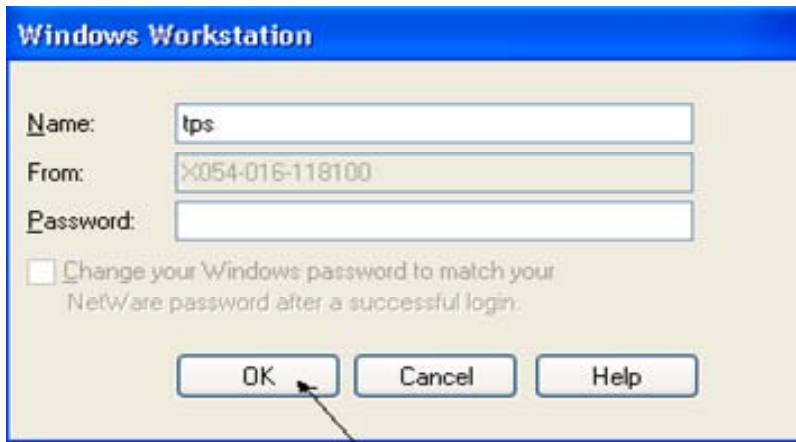
Example: .jdoe.teachers.stadium.tps

Click OK

LOGGING IN CONTINUED...

After you successfully log into Novell, you will be presented with the Windows logon screen.

The login name is TPS with no password.

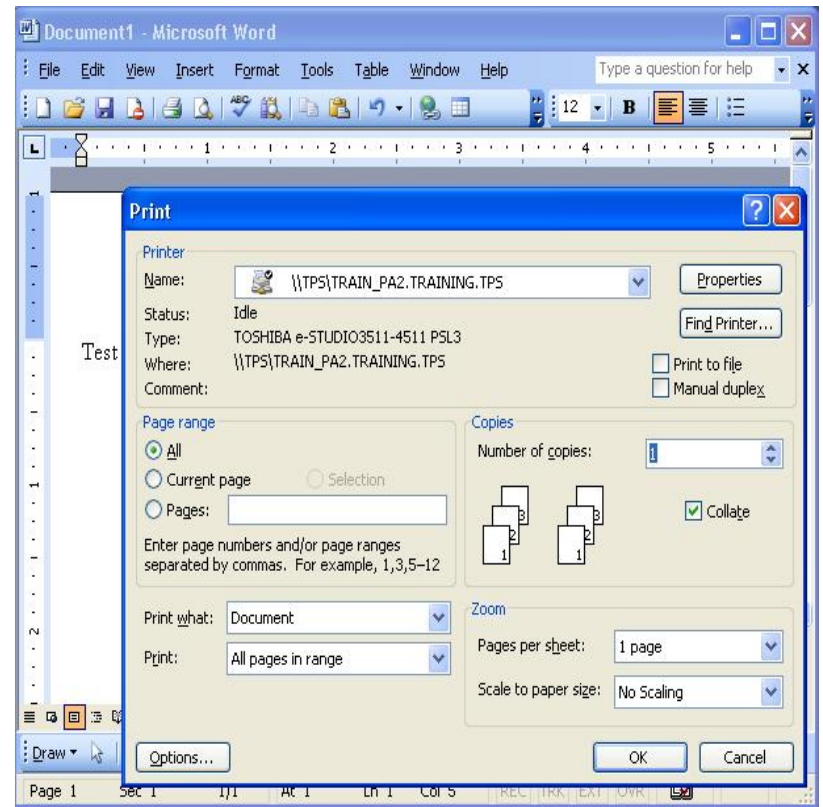


Click OK (NO PASSWORD)!

PRINTING

If you would like to print to a different printer that you have access to in your building, here's how.

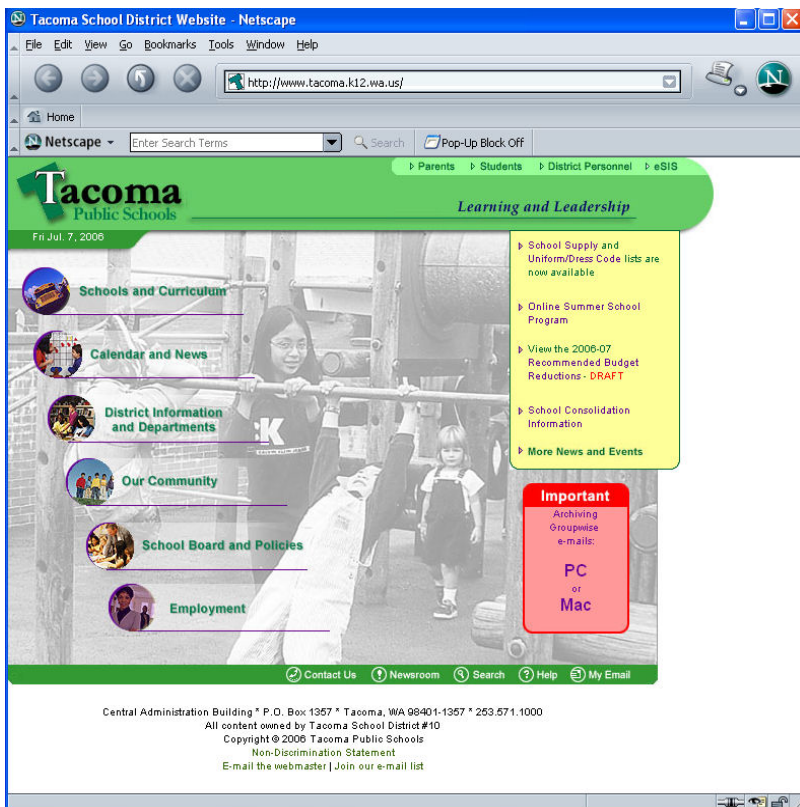
While you are in the document you want to print, click File/Print. You will see the following:



USING YOUR WEB BROWSER

To access the Tacoma School District homepage and the Internet, open the ZENworks Applications folder on your desktop (as described on page 5) and double-click on the Netscape icon.

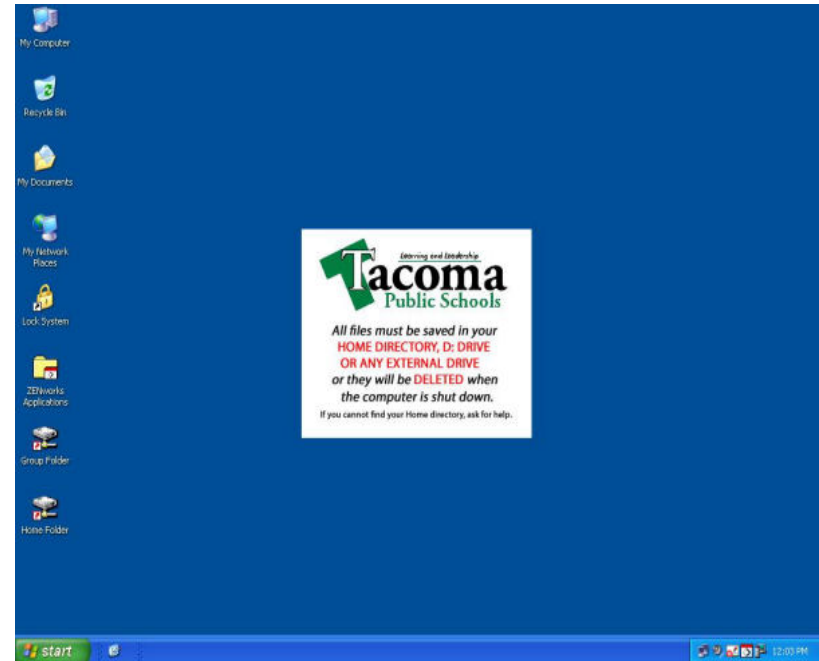
When it comes up, you will see the following:



From here, you can access the district website and the Internet.

YOUR NEW DESKTOP

After logging into Windows, you will be presented with your new desktop:



There are a few new icons to be aware of on your new desktop:



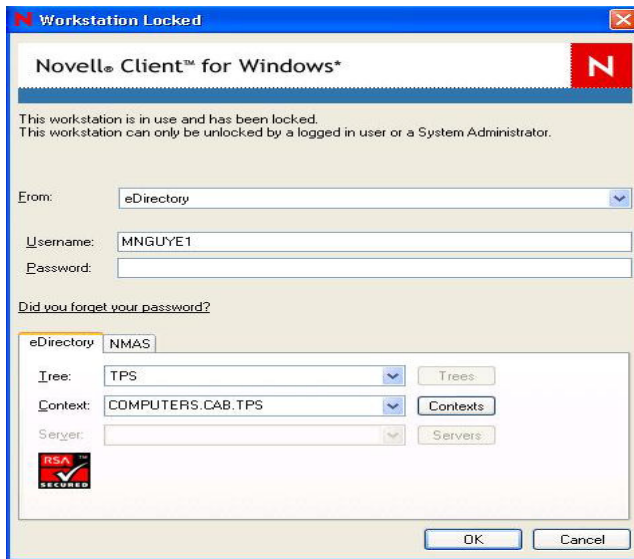
These icons will be explained in the following sections.

LOCKING YOUR COMPUTER

If you walk away from your computer, it is advisable to lock it, so that others (co-workers, students, parents) will not see your important documents on the screen. To do this, double-click on the Lock System icon:



The screen will change to a locked status:



When you return, enter your Novell password, and you will return to your desktop.

SAVING TO A FLASH DRIVE

Another great way to save your data is to purchase what is called a Flash Drive:



Flash drives are an external hard drive that you can take with you wherever you go.

These drives are available from the district's Technology Purchases website:

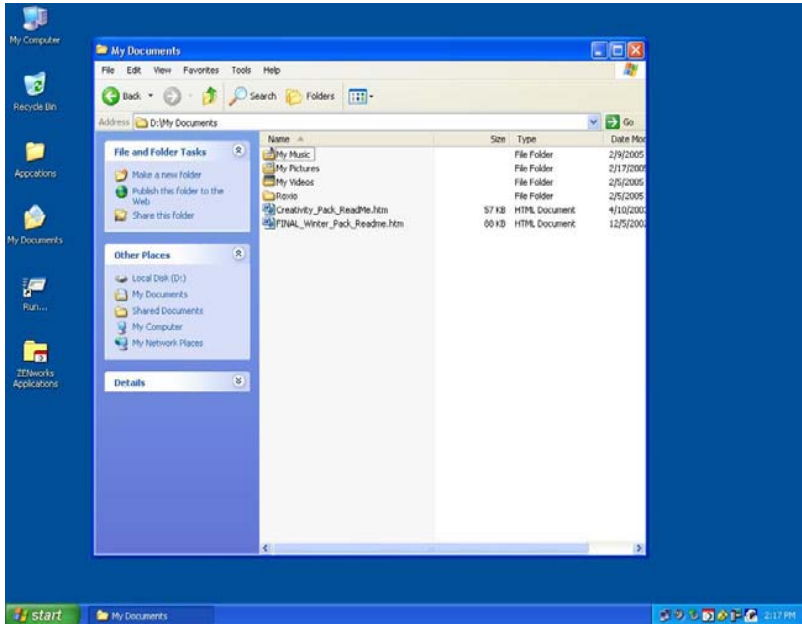
<http://tednet.tacoma.k12.wa.us/newpricing/index.asp>

They can also be purchased at your local computer or office supply store.

For best use with a PC, please plug your Flash Drive in BEFORE you log in.

D:\ DRIVE CONTINUED...

To access your “My Documents” folder on the D:\ drive, double-click on the folder. You will see the following:



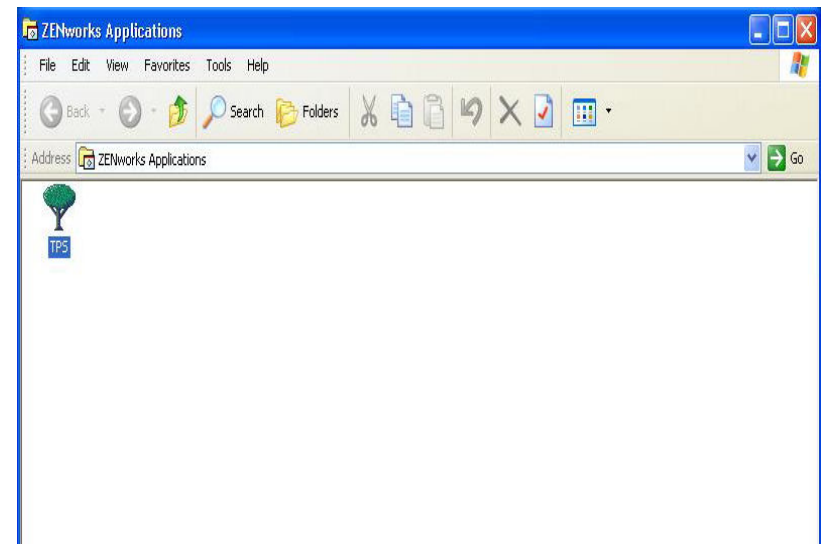
Your Microsoft Office documents will save to your D:\ drive automatically.

ACCESSING YOUR APPLICATIONS

To access applications installed on your computer, double-click the ZENworks Applications icon:

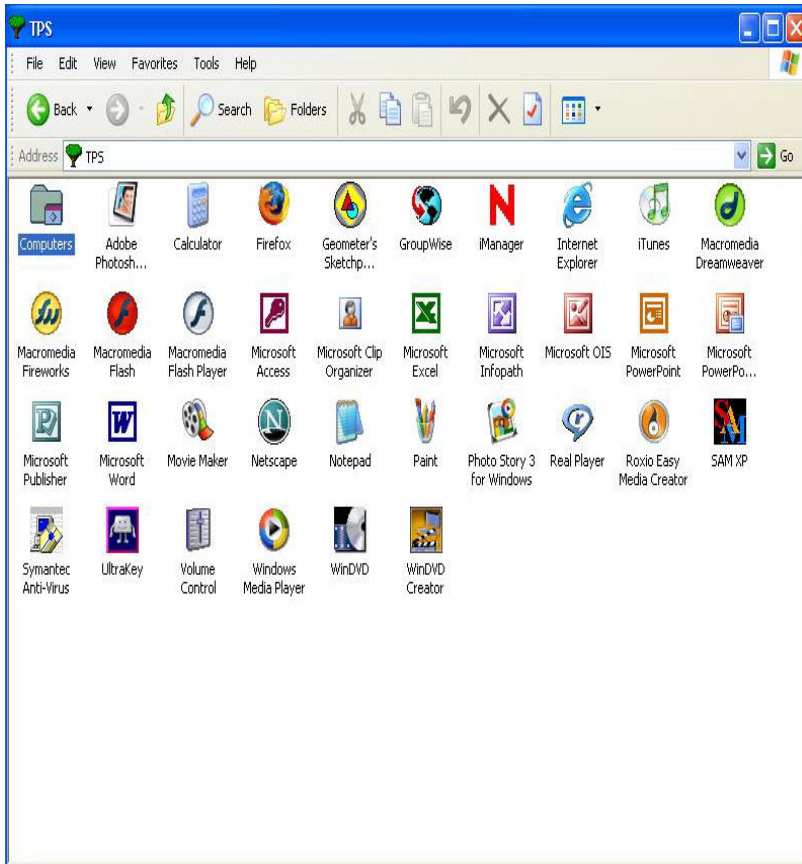


The ZENworks Applications folder will open:



Double-click on the TPS tree. You will be presented with a window that resembles the screenshot on the following page.

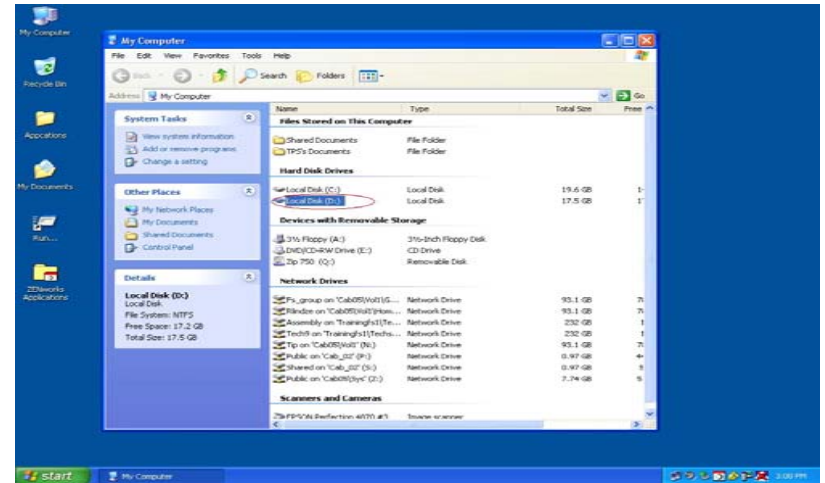
ACCESSING APPLICATIONS CONTINUED...



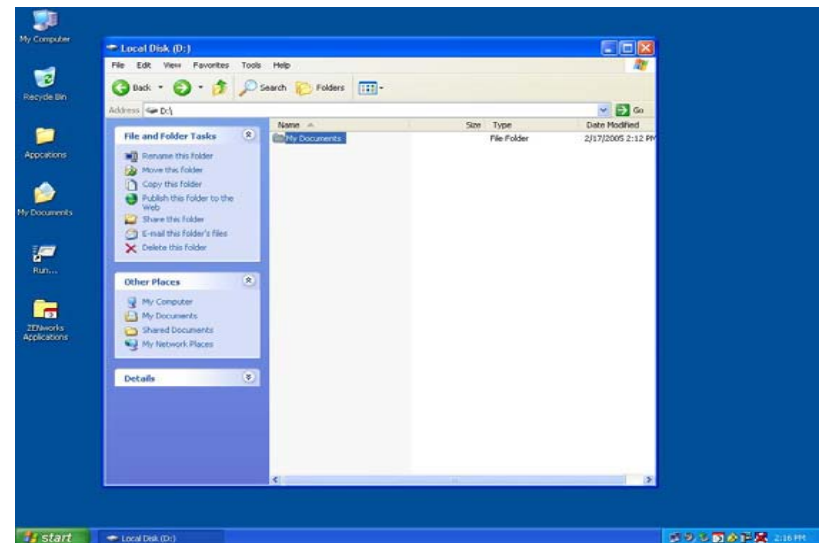
From here, you can click on any application that is installed on your computer.

HOW THE D:\ DRIVE WORKS

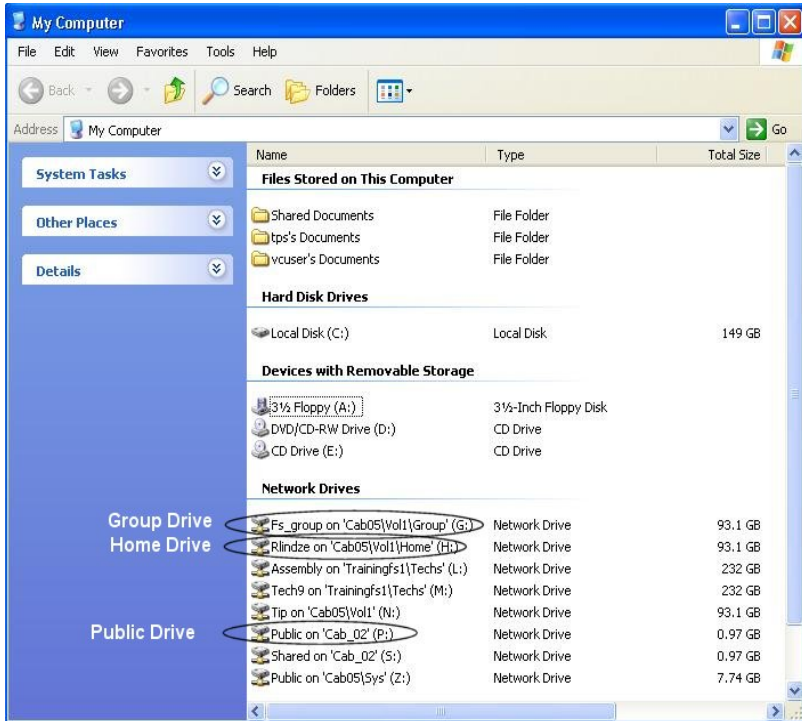
When you double-click on the “My Computer” icon on the desktop, you will see a D:\ drive listed:



When you double-click on the D:\ drive, you will notice that the “My Documents” folder resides there.



When you double-click on the “My Computer” icon, you will be presented with this view:



Your Home Drive is listed as the (H:) drive. It will have your logon name listed, which makes it easy to identify.

As you can see, using the “My Computer” icon enables you to access several other networked drives, such as the Group and Public drives.

Note: Depending on your network permissions, your network drives may vary. The Group and Public drives will always remain.

GROUP AND HOME FOLDER ICONS

To access the Group Folder assigned to you, double-click on the icon on your desktop:



To access the Home Folder assigned to you, double-click on the icon on your desktop:



Your Home Folder is your networked storage drive. It is located at the Central Administration Building (CAB), and is backed up by the networking staff.

Your Home Drive is the place to store important data, such as your grade book and other information you want saved.

For information on accessing your Home Folder through the “My Computer” icon, please see page 13.

USING YOUR E-MAIL

To access your e-mail, open the Applications folder on your desktop and choose GroupWise.

Enter your e-mail password when prompted (this is not your initial Novell logon password). If you do not know what your password is, please contact the Technology Services Helpdesk: 571-2378.



FINDING YOUR HOME DRIVE VIA THE MY COMPUTER ICON

Your Home Drive is your networked storage drive. It is located at the Central Administration Building (CAB), and is backed up by the networking staff.

Your Home Drive is the place to store important data, such as your grade book and other information you want saved.

You can get to your Home Drive by double-clicking on the "My Computer" icon on your desktop:

