

CONTACTING THE TECHNOLOGY SERVICES HELPDESK: 571-2378

LAPTOP 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 not working?
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 TEACHER LAPTOP



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CHANGES CONTINUED...

DeepFreeze is now scheduled to shut the Teacher and Student PCs down every night at 9 p.m. **Please make sure you have all of your data backed up before you go home; any changes made to the PC during the day will be erased upon shutdown.**

Your laptop's desktop 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 laptop's desktop appearance cannot be changed. This is to provide a consistent user environment throughout the school.

IN REVIEW: CHANGES TO THE TEACHER PC

What's new on your Teacher PC:

“Workstation Only” option is no longer available. To log in to the Teacher 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.

DeepFreeze is now installed on all Teacher and Student PCs. This allows the Teacher and Student more freedom to access system resources as needed. **Remember that any changes to the system will be erased on reboot or shutdown.**

Your PC now has a C:\ and D:\ drive. Please save any data on the D:\ drive or your Home Drive. **Any data saved to the C:\ drive or desktop will be erased on reboot or shutdown.**

LOGGING INTO YOUR LAPTOP

In order to log into your laptop, 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 laptop, you will be presented with the following screen:

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If you are receiving the message: *Tree or Server cannot be found* check your network cable connections and restart your computer

If you are receiving the message: *The system could not log you on to the network?* please check your username and password. In some cases you need your full context. example:
.jdoe.teachers.stadium.tps

If you are receiving the message: *Login denied. You have not changed your password and your grace login period has expired. Contact your system administrator* - this is x2378. And you must choose a **new** password at this point.

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

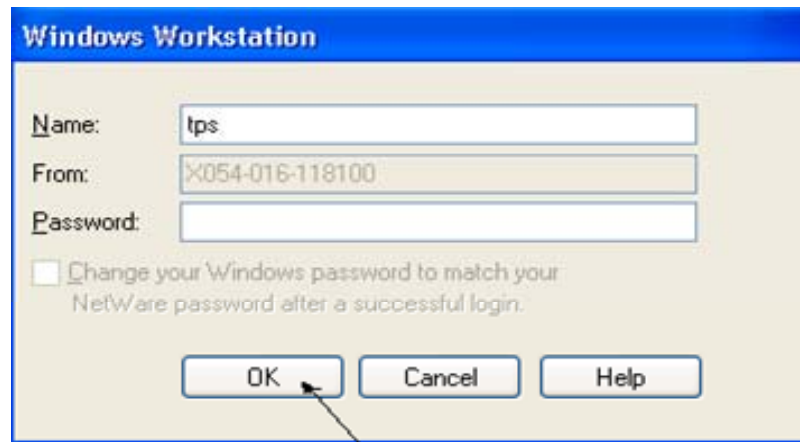
Example: .jdoe.teachers.stadium.tps

Click OK

LOGGING IN CONTINUED...

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

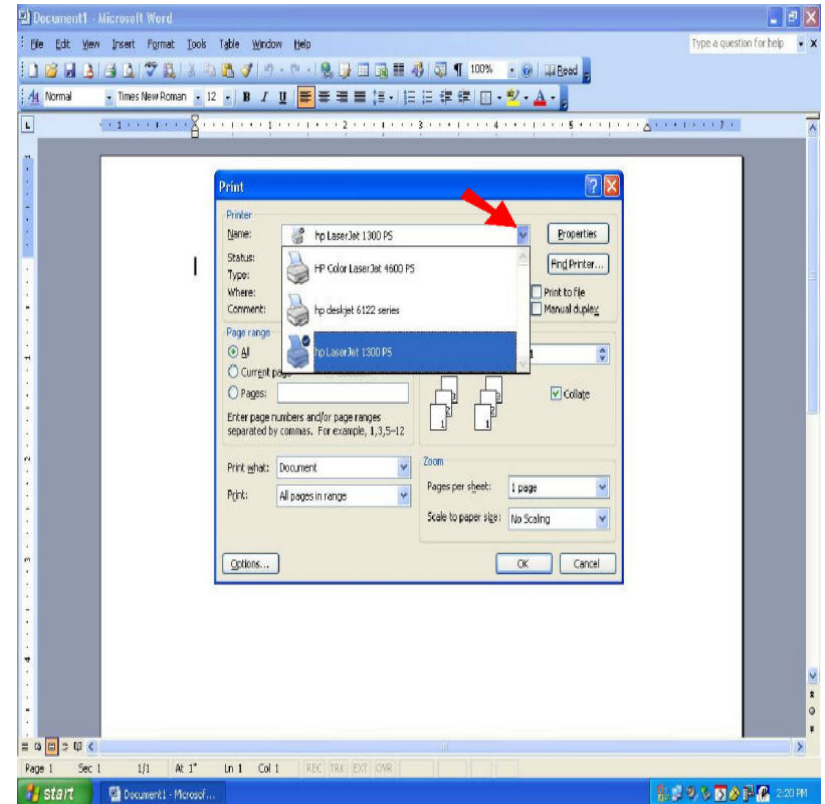
The login name is TPS with no password.



Click OK (NO PASSWORD)!

PRINTING CONTINUED...

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



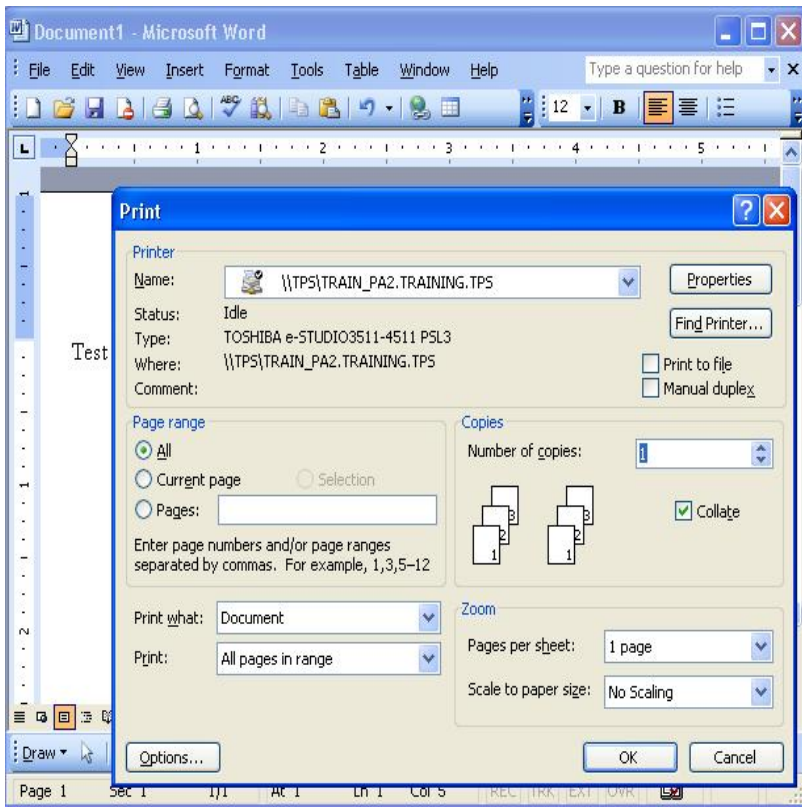
If you have more than one printer to choose from, highlight the printer you want to use.

Click OK to print.

PRINTING

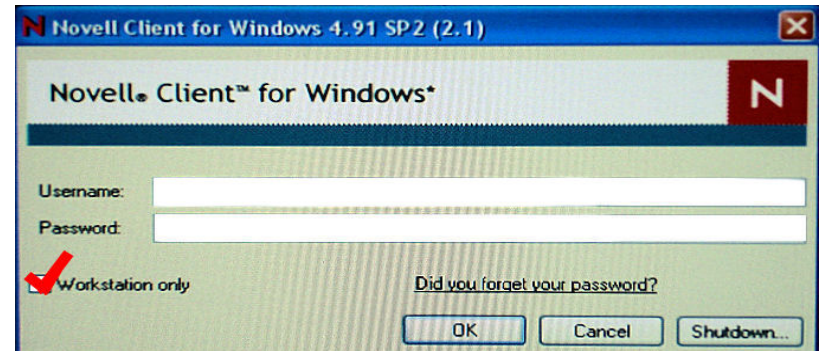
If you would like to print to a different printer that you have access to in your building, here's how.

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

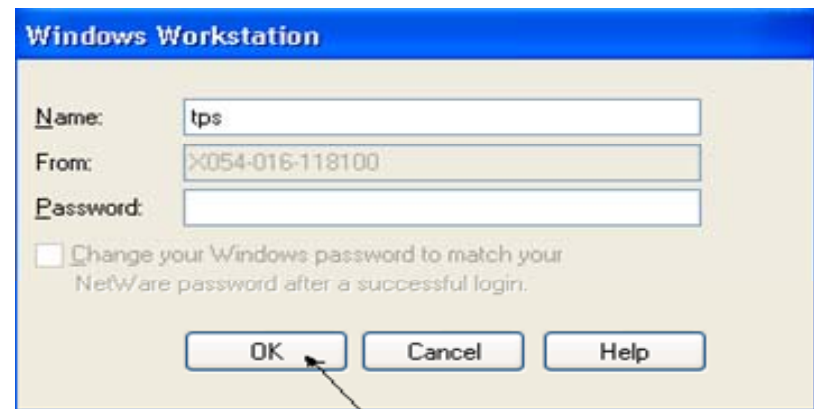


USING THE WORKSTATION ONLY BUTTON

If you are working from home, away from the District's network, please select the "Workstation Only" button at the Novell Logon screen:



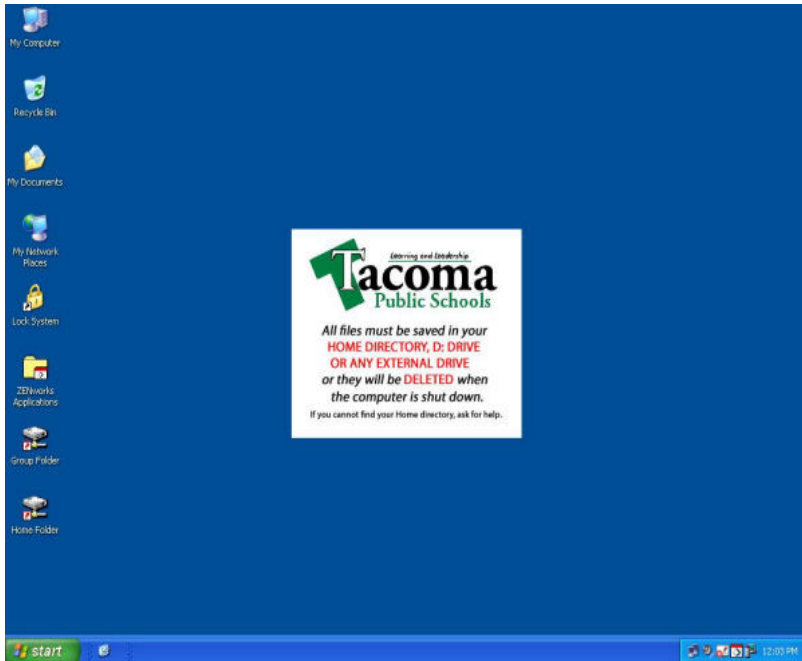
You will then be presented with the Windows logon screen. The login name is TPS with no password.



Click OK (NO PASSWORD)!

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:

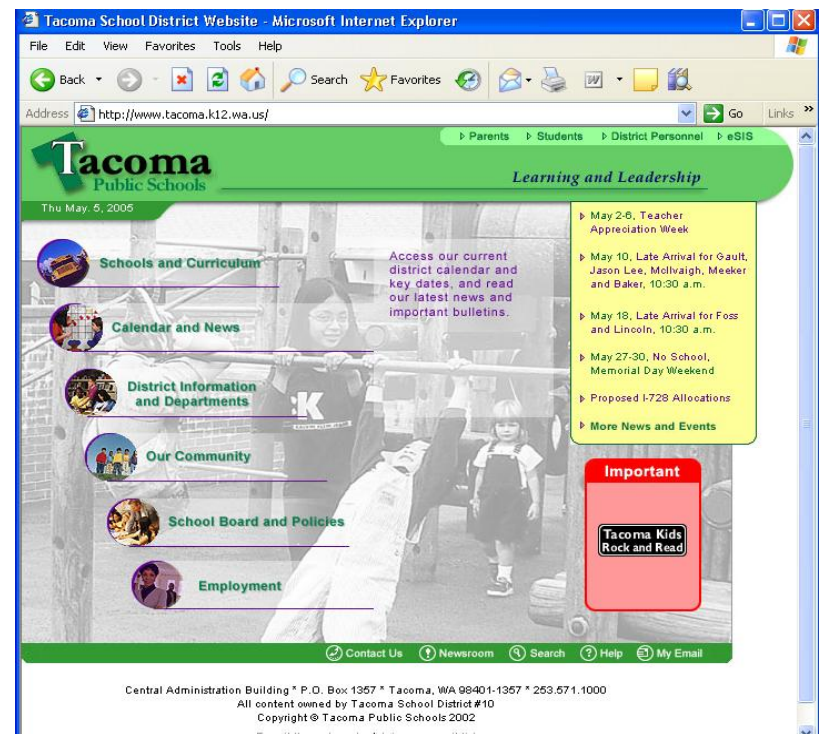


These icons will be explained in the following sections.

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 Internet Explorer.

When it comes up, you will see the following:



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

BACKING UP EASYGRADE PRO GRADES

Please save your Easy Grade Pro grades daily to your Home Drive using the following instructions:

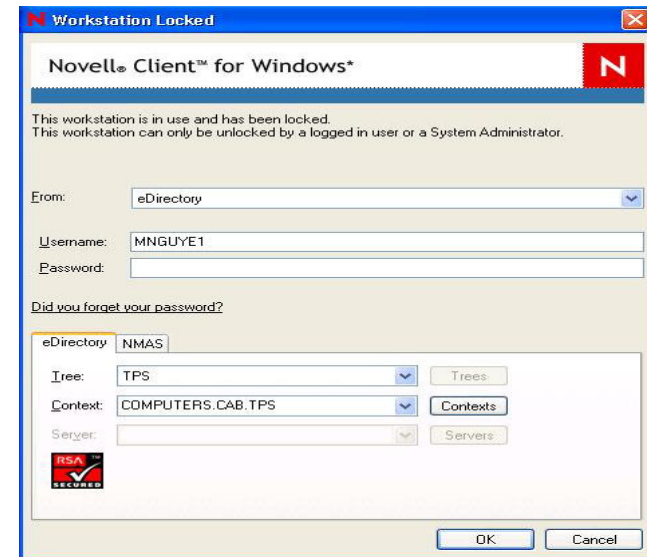
1. Open the most current version of your grade book.
2. Choose either File—>Close, or simply click on the X button.
3. You will be asked whether you want to make a backup copy or simply close. Choose “Yes” to make a backup copy.
4. A “Save Location” dialog box will appear. Choose a location to save your backup copy. It is recommended that you save your grades to your Home Drive. (see page 13 for detailed information on your Home Drive).
5. Create a name for the file (such as Grades05) and click OK.

LOCKING YOUR LAPTOP

If you walk away from your laptop, 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:



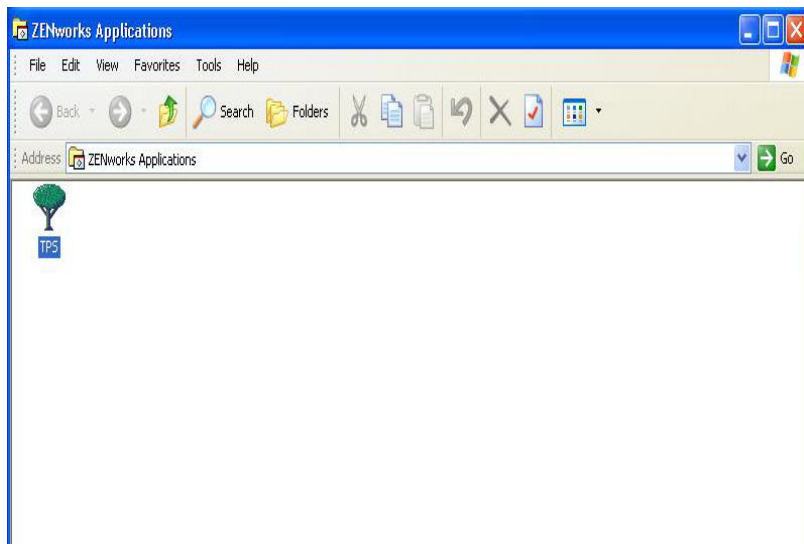
When you return, enter your Novell password, and you will return to your desktop.

ACCESSING YOUR APPLICATIONS

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

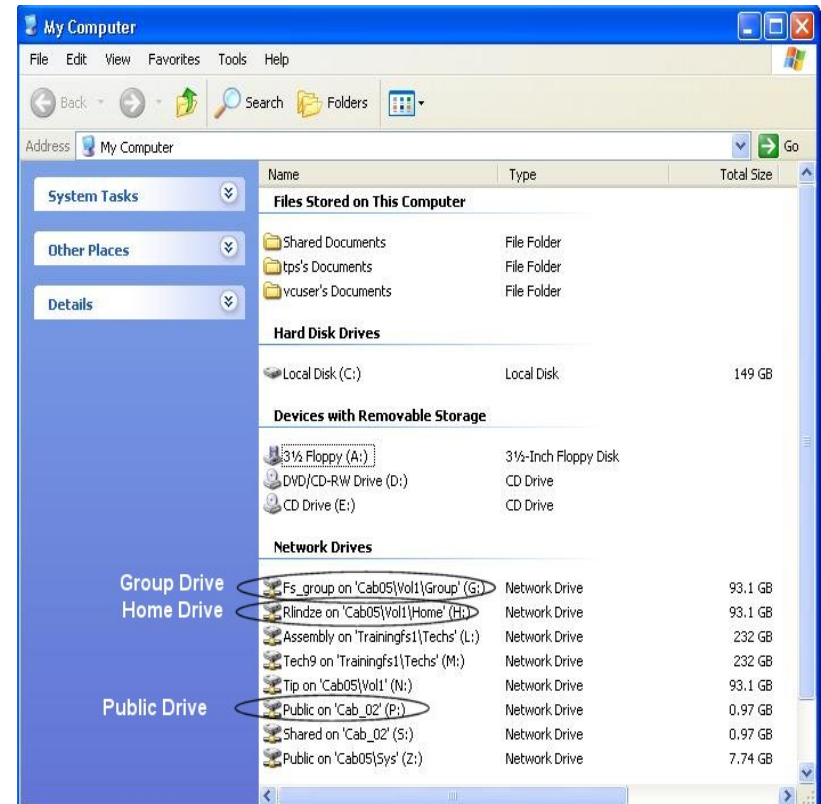


The ZENworks Applications folder will open:



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

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.

FINDING YOUR HOME DRIVE VIA THE MY LAPTOP ICON

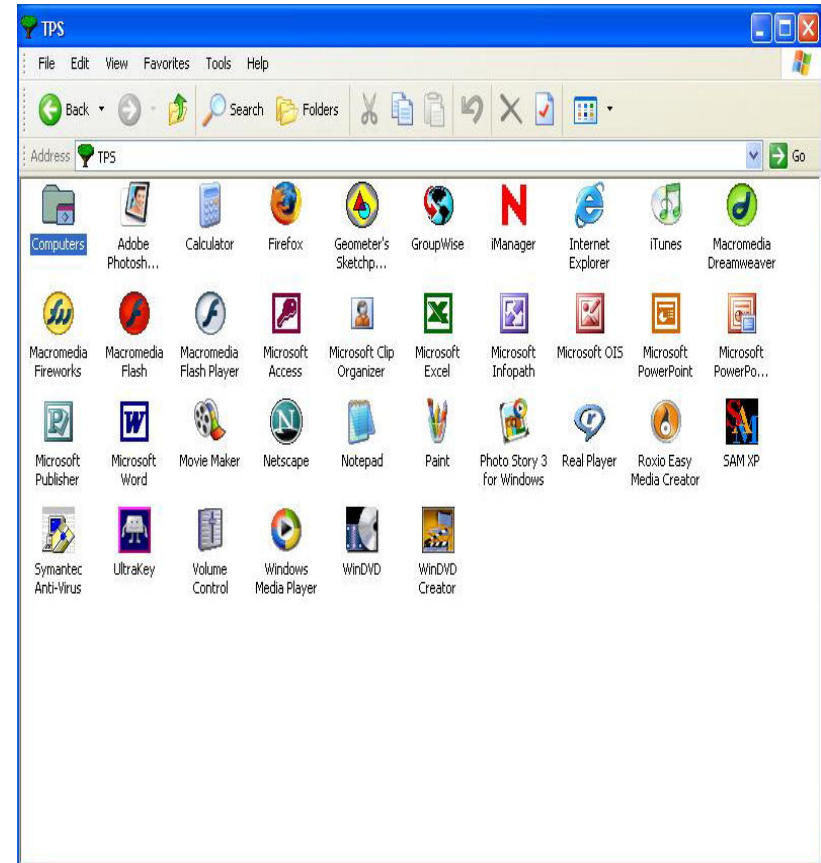
Your Home Drive is your networked storage drive. It is located at the Central Administration Building (CAB), and is backed up by the networking staff.

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 either by double-clicking on the Home Folder icon on your desktop (see page 7), or by double-clicking on the “My Computer” icon on your desktop:



ACCESSING APPLICATIONS CONTINUED...



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

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.

IMPORTANT CHANGES ON SAVING YOUR DATA

Saving your data to the D:\ drive and Home Drive is required.

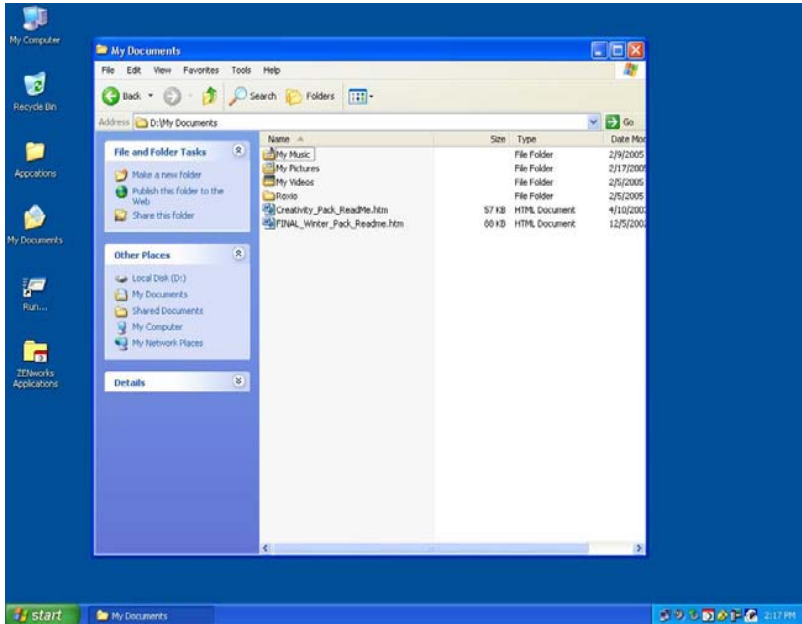
DeepFreeze is configured to shut down all Teacher and Student laptops at 9:00 p.m. Please be sure to save your data to the D:\ drive or Home Drive on a daily basis.

Remember, if you save items to your desktop or the C:\ drive, the data will be lost when your laptop is rebooted or shut down. **It is very important to not save to the C:\ drive or the desktop.**

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

D:\ DRIVE CONTINUED...

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



The D:\ drive is one of the places you can safely save your data, without having that data lost on reboot or shutdown.

USING YOUR E-MAIL

To access your e-mail, open the ZENworks Applications folder on your desktop (as described on page 5) 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.


WHAT DEEPFREEZE IS, AND HOW IT WORKS

DeepFreeze is installed and active on all Teacher and Student PCs. DeepFreeze allows you unrestricted access to the system.

To ensure the integrity of the laptop's configuration, any changes made to the system during use will be erased upon reboot or shutdown.

With DeepFreeze, you only have to remember that **any changes you have made on the laptop will be removed after you reboot or turn it off. This includes desktop changes, and any data saved to the laptop's C:\ drive.**

To make sure that you don't lose any valuable data, please save your data to either your D: drive or Home Drive (H:). In fact, on your desktop, you will always have a reminder:



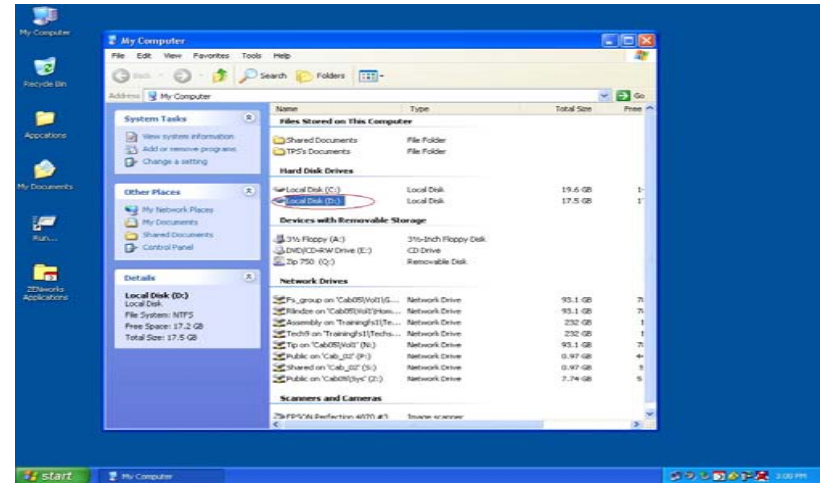
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All files must be saved in your HOME DIRECTORY, D: DRIVE OR ANY EXTERNAL DRIVE or they will be DELETED when the computer is shut down.

If you cannot find your Home directory, ask for help.

HOW THE D:\ DRIVE WORKS

When you double-click on the "My Computer" icon on the desktop, you will see that there is now a D:\ drive listed:



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

