



Allentown School District Information Technology *FAQ*

FOR ASD STAFF

*Information Technology Department
Spring 2020*



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Quick Links

ASD Digital Learning Page:

https://www.allentownsd.org/parents_students/digital_learning

Free Internet ASD Source:

https://www.allentownsd.org/departments/community_and_student_services/health_services/COVID19/COVIDInternet

Google Teacher Center:

<https://teachercenter.withgoogle.com/>

Google Classroom Quick Start:

<https://teachercenter.withgoogle.com/resources/general/details?key=ahpzfmd3ZWItZWR1LXRyYWluaW5nLWNlbnRlcnlcCxlPR2VuZXJhbFJlc291cmNIGICAgLi8wYIKDA>

Zoom K-12 40 minute Lift

<https://support.zoom.us/hc/en-us/articles/360041264451-K-12-School-Time-Limit-Removal-Request-FAQ>

Teaching and Educating with Zoom: Tips and Tricks

<https://zoom.us/docs/doc/Tips%20and%20Tricks%20for%20Teachers%20Educating%20on%20Zoom.pdf>

Zoom Classroom Security:

<https://blog.zoom.us/wordpress/2020/03/27/best-practices-for-securing-your-virtual-classroom/>

Parents' Ultimate Guide to Zoom:

<https://www.common sense media.org/blog/parents-ultimate-guide-to-zoom>

Guía Para Padres Sobre Zoom:

<https://www.common sense media.org/espanol/blog/guia-para-padres-sobre-zoom>



General Knowledge for ASD Staff

Password Reset Portal Instructions

Have you ever forgotten your district password? You may have wished there was an easy way to reset your password on your own. Now that capability is available to you through our Microsoft Forefront Identity Manager. **Simply, follow Step 1 below to set the responses to your security questions so that this process is available to you whenever needed.** Use Step 2 only when you forget your password.

Let's Get Started...

Note- A functional password is required to complete the following steps.

Step 1: Register your Security Question Responses (Requirement)

Please follow the link below to register your responses to the security questions. These responses are secured and confidential. The responses cannot be set by anyone but you. You must login to the registration site first to set the security questions so this process has to be done before forgetting your password.

<https://pwreq.allentownsd.org>

- Last 4 digits of your SSN
- Year of birth
- Mother's maiden name

"I forgot my password. Now what?"

Step 2: Reset your password after answering your security questions correctly.

Please follow the link below to answer your security questions.



<https://pwreset.allentownsd.org>

Note: When prompted for your user name, type **username@allentownsd.org** or **asd\username**.

Remote Technical Support Via Zoom

Zoom has a built-in remote control tool. Participants can either request or give remote control access.

Requirements:

- Zoom Desktop Client for Windows, Mac, or Linux
- iPad with Zoom Mobile App

Note- A Mobile client **can** control a desktop client, but a desktop client **can not** control a mobile client. Mobile clients **can not** request remote control, but they **can** be given remote control from a desktop client. Remote control is **not** available on Chromebooks.

Windows/ Mac:

Step 1: Join a Zoom meeting with an ASD Technical Support Team member on a desktop or laptop.

Step 2: Press the green 'share' button on the bottom of the screen. Select the screen you wish to share, then select .

Step 3: The team member will request remote control. A notification will appear requesting remote control. Grant the team member access via the notification.

Step 4: The ASD Technical Support Team member can now provide remote support.

Office 365 Installation Instructions



Must be an active school district employee to qualify. Up to 5 devices can be activated per account.

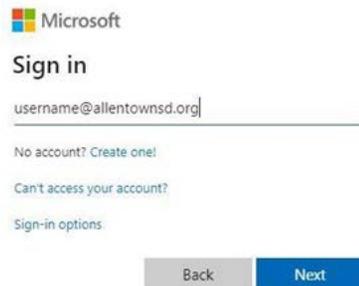
System Requirements: Windows 10 and Mac OS X 10.13.6 or higher

Please follow the steps below to download and install.

Step 1: Open a web browser (example: Google Chrome) and type in the following address in the address bar: office.allentownsd.org
Hit enter or return.



Step 2: Next, sign in with your district email address and then click on 'Next'.



Step 3: On the following screen, sign in with your district login username and password.



Sign in with your ASD Username

Sign in

Step 4: On the following screen, just click on 'Yes' to stay signed in.

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

Don't show this again

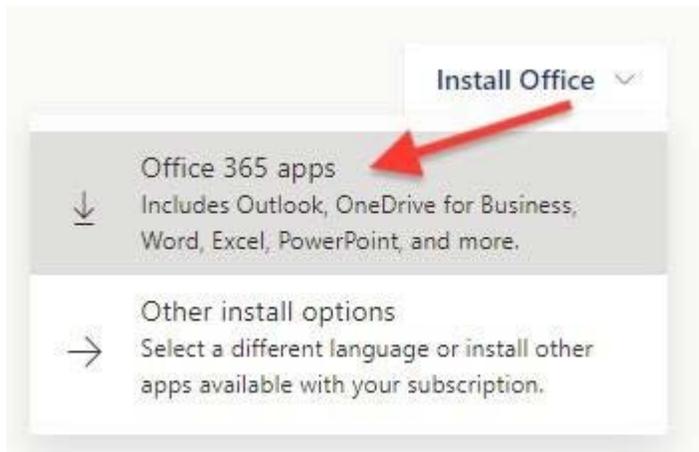
No

Yes

Step 5: Once the page loads, click on the 'Install Office' button.

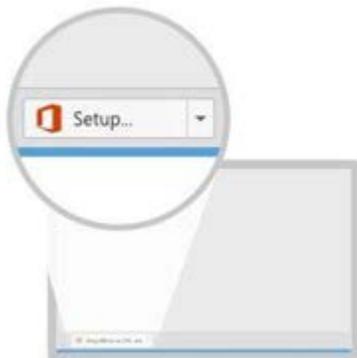
Install Office ▾

Step 6: Once the drop-down window appears, select 'Office 365 apps.'



Step 7: Finally, follow the onscreen instructions shown below to complete the installation.

Just a few more steps...



1 Click Run

Click the Setup file at the bottom of the screen.



2 Say "yes"

Click Yes to start installing.



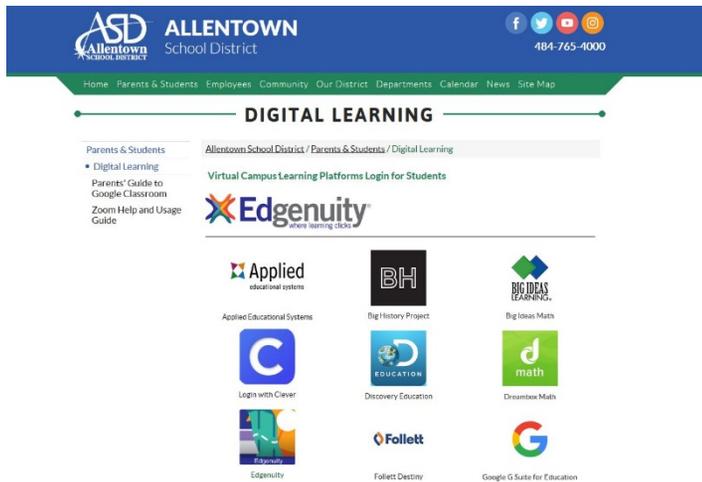
3 Stay online

After installation, start Office and sign in with the account you use for Office 365:

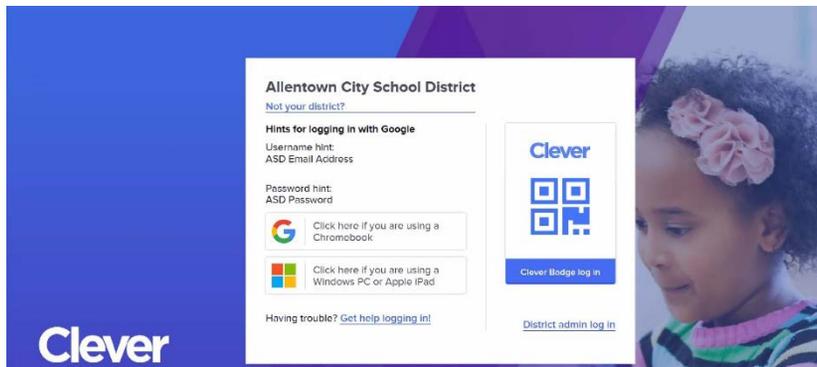
Clever Logon Guide

Step 1: Navigate to the ASD Digital Learning page. (ASD Website > Parents & Students > Digital Learning)

Step 2: Click on the 'Clever' logo.

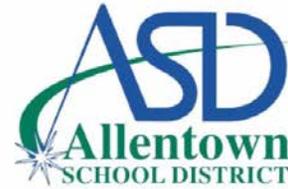


Step 3: Select which type of device you are using- either a Chromebook, or a Windows PC or Apple iPad.



Step 4: Enter your login credentials for either Elementary school or Middle/High school.

For Elementary Schools:



Sign in with your ASD Username

Sign in

Username: StudentID#
Password: StudentID# First Initial
 Last Initial (Upper Case/ No Spaces)
 Ex: John Doe Student ID: 123456
 Username: 123456
 Password: 123456JD

For Middle/High Schools:



Sign in with your ASD Username

Sign in

Username: StudentID#
Password: User Created
Note: If a password was not created, the temporary password is the school mascot with the first letter capitalized #1.
 EX: John Doe Student ID: 123456
 from Allen HS
 Username: 123456
 Password: Canaries#1

General Laptop Care Instructions

Technology Cleaning Instructions

The guidance below is provided by Dell Technologies, and can be found at <https://www.dell.com/support/article/en-us/sln308919/guidance-for-keeping-your-dell-technologies-equipment-clean?lang=en>

We understand customers may have questions about cleaning and disinfecting options for their Dell products. The guidance below applies to all Dell-branded PCs, monitors or display screen, docking stations, keyboards, and mice.

1. We recommended you wear disposable gloves when cleaning and disinfecting surfaces.
2. Turn off the device you plan to clean and disconnect AC power. Also remove batteries from items like wireless keyboards. Never clean a product while it is powered on or plugged in.
3. Disconnect any external devices.
4. Never spray any liquids directly onto the product.
5. Moisten a microfiber cloth with a mixture of 70% isopropyl alcohol / 30% water. The cloth should be damp, but not dripping wet. Excess moisture should be removed if the cloth is wet before wiping the product. Using any material other than a microfiber cloth could cause damage to your product.
6. Gently wipe the moistened cloth on the surfaces to be cleaned. Do not allow any moisture to drip into areas like keyboards, display panels, etc. Moisture entering the inside of an electronic product can cause damage to the product. Excessive wiping potentially could lead to damaging some surfaces.
7. When cleaning a display screen, carefully wipe in one direction, moving from the top of the display to the bottom.
8. Surfaces must be completely air-dried before turning the device on after cleaning. No moisture should be visible on the surfaces of the product before it is powered on or plugged in.
9. After cleaning or disinfecting a glass surface, it may be cleaned again using a glass cleaner designed for display surfaces following directions for that specific cleaner. We recommend you avoid glass cleaning products containing Ammonia.
10. Discard the disposable gloves used after each cleaning. Clean your hands immediately after gloves are removed and disposed.



Other cleaning chemicals are very harsh and will damage surfaces. Avoid using any of the following chemicals or products containing these chemicals:

- Any chlorine-based cleaner, such as bleach
- Peroxides (including hydrogen peroxide)
- Solvents such as; acetone, paint thinner, benzene, methylene chloride or toluene
- Ammonia (i.e. Windex)
- Ethyl alcohol

Using any of the chemicals listed above will cause permanent damage to some product surfaces. By following the steps outlined in this document, you can minimize the risk of damage.

(This ends the guidance provided by Dell Technologies.)

All the guidance above is provided by Dell Technologies, but is applicable to all brands. Please be careful to **read all labels** on any cleaning product before using on any technological devices.

DO NOT USE any of the harsh chemicals listed above to clean any computers or related devices.

NOTE: Ethyl Alcohol is generally contained in hand sanitizers. Therefore, hand sanitizers are not to be used on any computers or related devices

Enabling the Camera and Microphone on a Windows 10 device

Step 1: Click on the Windows icon in the bottom left-hand corner of the screen. (It looks like four boxes.)

Step 2: Click 'Settings.'

Step 3: In the search box at the top of the screen, type, 'Microphone.'

Step 4: Select 'Microphone Privacy Settings.'

Step 5: Verify that the 'Allow Apps to Access your Microphone,' and the 'Allow Desktop Apps to Access Your Microphone' settings are on.

Step 6: To enable your camera, please follow steps 3-5



General Questions and Answers for ASD Staff

Q- *What are some steps I can take to resolve a technical issue?*

A- Please refer to the list of common troubleshooting steps below, or the comprehensive PDF at

<https://www.baylor.edu/business/mis/nonprofits/doc.php/192118.pdf>

- Close all open programs
- Verify all chords are properly connected
- Repeat the process that did not work before. See if the problem occurs again.
- Restart your computer. (This requires the device to be powered off and then on again.)
- If the issue is not resolved, please contact The ASD Technical Support Team

Link: [ASD Information Technology Helpdesk](#)

Q- *What should I do if my technical issue persists?*

A- Please contact the ASD Technical Support Team via the ServiceNow platform located under the 'Employees' section of the ASD website.

Link: [ASD Information Technology Helpdesk](#)

Q- *What is the best way to contact students and parents?*

A- Parents are best contacted via School Messenger, Let's Talk (ASD website), and direct contact from school site leaders (teachers and principals, etc.) Students can be contacted by their teachers using their district issued email accounts.

Q- *What should I do if my password does not seem to work?*

A- Please refer to the Password Reset Portal instructions under the General Knowledge for ASD Staff section.

Q- *What should I do if my password still does not seem to work after changing it on the ASD website?*

A- Anyone experiencing an issue with their password should send an inquiry to our IT Desk at 484-765-HELP (4357) or contact helpdesk@allentownsd.org.

Our IT department **CAN** also help with the following issues:



- Computer is not holding a charge
- Charger is not working
- Computer screen is broken
- Computer keys are broken

Video Conferencing

Zoom

Q- *How can I schedule or join a Zoom meeting?*

A- Please reference the 'Zoom: Getting Started' and 'Professional Considerations' documents on the ASD website.

Q- *What are best practices for Zoom to ensure the safety of myself and my students?*

A-

- Do not use a Personal Meeting ID (PMI)
- Do not share meeting IDs or passwords on Social Media, or public facing websites.
- Join using your full name.
- Login from a quiet, distraction-free environment.
- Audio will be muted. If you want to speak, use the "Raise Hand" feature.
- Use the chat box to make a point or ask a question. Remember, the chat is public and may be recorded and archived.
- Have a plan for taking notes.
- Appropriate classroom behavior is expected in our virtual classrooms.

There are many practical steps a Zoom host can take to secure their meeting. Meeting hosts should familiarize themselves with all of the security features Zoom has to offer. One way to do this is by looking at content Zoom has provided specifically for educators via the link below

Link: [Best Practices for Securing Your Virtual Classroom](#)



Administrators

General

Q- *How can I edit the email distribution list for my school?*

A- Email distribution list edits are conducted by the ASD IT Team, please email helpdesk@allentownsd.org

Google Classroom

Q- *How can Administrators offer support to teachers through Google Classroom?*

A- Currently, there is no specific 'School Administrator' designation in Google Classroom. However, Administrators can be added to a teacher's class as a 'co-teacher' to help facilitate best practices through the transition.

Zoom

Q- *How can Administrators monitor student activity on Zoom?*

A- Most user controls on Zoom are available while scheduling a meeting. Some of these controls include disabling participants screen sharing, auto-muting participant microphones and cameras, and/or disabling participants to record the meeting. These features can be re-enabled during a session. Meeting hosts (teachers) are encouraged to review all of these security features before they schedule a meeting.

Q- *What are some Zoom best practices to provide the best security for both teachers and students?*

A- Do not share meeting IDs or passwords on Social Media, or public facing websites.

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Teachers

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A- Anyone experiencing an issue with their password should send an inquiry to our IT Desk at 484-765-HELP (4357) or contact helpdesk@allentownsd.org. Staff members can also reset their passwords via the ASD website using this [link](#).

G Suite

Google Meet

Q- *What makes Google Meet a useful tool?*

A- It is a great way to start an instant meeting in your browser. Parents do not need a computer, and they can use their phones to listen to the meeting.

Step 1: Navigate to <https://meet.google.com> and log in using your district credentials. To verify which account you are using, click the circle in the upper right-hand corner of the screen.

Step 2: Click 'Join,' or, 'Start a meeting.'

Step 3: Name the meeting, and then click, 'continue.'

Step 4: If your browser prompts you to access your microphone and camera, accept the prompts.

Step 5: Click, 'Join now.'



Step 6: Take note of the meeting information. If you wish to have a phone conference, provide the participants with the listed number and code. If you are creating a video conference, send the participants the link by copying the joining information, or by clicking, 'Add people.'

Step 7: If you need to access the joining information again after you navigate away from the box, click your meeting name in the bottom left-hand corner of the screen.

Note: The number, password, and link will be different each time you start a new meeting. If you are utilizing this platform to communicate with parents, it is recommended that you start a new meeting for each parent to avoid any issues.

For a comprehensive guide, please visit: [Start a video meeting - Computer - Hangouts Meet Help](#)

Google Hangout

Q- How do I start a conversation in Google Hangout?

A- Please visit this [helpful guide](#), and select which type of device you are using.

Google Classroom

Q- How do I create a class in Google Classroom?

A- Sign into Google Classroom with your district credentials.

Step 1: Click the '+' button on the top of your screen.

Step 2: Click 'add class'

Step 3: Fill in the details of your class and click 'create.' This may take a moment.

Step 4: Add any students you want to be in your class either manually by clicking, 'invite students,' or via a class code.

Link: [Google Classroom Getting Started Guide](#)

Q- What should I do if my classes are not displaying, or I cannot join a class?



A- It is helpful to verify that ASD credentials are being used to access Google Classroom. Click the circle in the upper right-hand corner of the screen containing your initial. For mobile devices, click the three horizontal lines on the left-hand side of the screen. The account at the very top of the list is the one currently in use.

Q- *How can I add 'Guardian Summaries' in Google Classroom?*

A- First, verify that 'Guardian Summaries' are enabled. If they are, proceed to step 4.

Step 1: Click on the student's class

Step 2: Click 'Settings'

Step 3: Verify 'Guardian Summaries' are enabled

Step 4: Go back to class, and navigate to 'People'

Step 5: Click 'Invite Guardians' next to the student's name

Step 6: Enter the Guardian's information

Link: [Set up guardian email summaries - Classroom Help](#)

Zoom

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