

Back to School Guide to Resolving Technology Issues

Welcome back to school! The Office of Information Technology works hard to support your technology needs as quickly as possible. Because we receive significantly increased IT support requests during the first weeks of school, we thought you might find it helpful to refer to this guide for the best and fastest way to resolve your concerns.



Of course, you are always welcome to contact the IT Service Desk at 789-3456. Because the Service Desk receives an overwhelming number of calls during the opening weeks of school, unfortunately your call may go to voicemail. Also, our professional technicians work hard to resolve issues as quickly as possible, but their workload at this time of year is very high. We do prioritize answering voicemails every day whenever possible, and we prioritize service tickets that directly impact teaching and learning. We ask that you please be patient with us.

I can promise you that all IT staff understand the importance of technology to learning and teaching, and we do everything possible to resolve your issues as quickly as possible.

Thank you and have a fantastic school year!

Chris Turner
Chief Information Officer

I'm having problems with:

Access for Staff

- A staff member has forgotten their password.
 - Please call IT Service Desk at 789-3456.
 - You must provide your Employee ID number to get your password changed.
- A brand-new staff member does not have an account.
 - Check with your school's timekeeper.
- A staff member has moved location and cannot access department or school files.
 - Please contact your new school or department. They will request to have your account moved, providing you file access.

Access for Students

- Students cannot remember passwords
 - Please contact your ETS, high school tech coordinator, or password administrator to reset the password.
 - Staff members may start an IT Service Desk ticket at 789-3456.
- Students are unable to upload (attach) their work to a Teams assignment.

- Please restart the device.
- Staff members may start an IT Service Desk ticket at 789-3456.

Approved Digital Tools

Only approved digital learning tools may be used in WCSD. Please refer to the list of Approved Digital Learning Tools available here (<https://www.washoeschools.net/Page/12903>). We appreciate your patience as we continue to process digital tools through the approval process to ensure we can appropriately protect students.

- A tool a teacher/school wishes to use is not on the list of approved digital tools.
 - Please check the list for Approved / Pending / Rejected status
 - If the tool is not on the list, please submit it for approval here (<https://www.washoeschools.net/Page/12903>)

Computer Labs

- Desktop devices may initiate updates if they have been off over the summer.
 - Please reboot devices and allow 2 hours for these devices to update.
 - If updates do not install correctly, or continue after 2 hours, please start an IT Service Desk ticket at 789-3456.

Infinite Campus

- I can't remember my IC password.
 - Please contact your secretary or registrar.
- For Infinite Campus issues, questions, or concerns log a call to Web Help Desk at: <https://webhelpdesk.washoeschools.net/helpdesk/WebObjects/Helpdesk.woa>
- If you have a new teacher, you can log a call with Infinite Campus on Web Help Desk. You do not have to wait until they get their District login credentials.

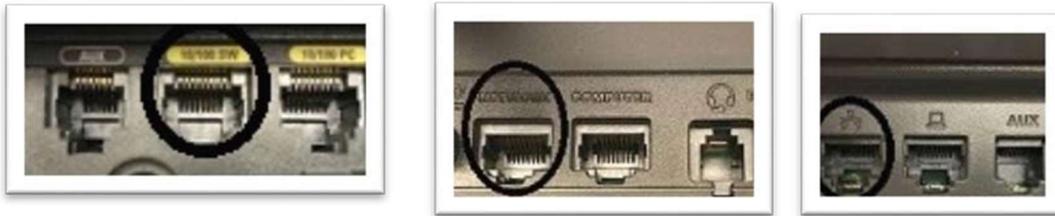
Microsoft TEAMS

- My TEAMS rosters are incorrect (there are missing students or incorrect students are listed)
 - Please start an IT Service Desk ticket at 789-3456.
- My classes do not show up when I open TEAMS
 - Sometimes classes will take a few minutes to sync appropriately the first time. Allow about 20 minutes for syncing to take place.
 - If your Teams are still not synced after 20 minutes, please start an IT Service Desk ticket at 789-3456.

- My Teams assignments are not pushing to all students
 - Please start an IT Service Desk ticket at 789-3456.
- How do I learn how to use Teams?
 - Online or Blended Classes <https://tinyurl.com/wcsd21teams> ○ Step-by-Step resources <https://tinyurl.com/wcsd21handbook> (Go to Microsoft Teams and Tools section > Learn More)

District Phones

- My District phone isn't working correctly.
 - Unplug the network cable from the back of the phone and from the network drop (wall outlet).
 - Plug the network cable into the phone, using the connector circled below that matches your phone:



○ Plug

the network cable back into the network drop (wall outlet).

- If the problem persists, please start an IT Service Desk ticket at 789-3456.
- I don't know, or have forgotten, my voicemail password.
 - Please start an IT Service Desk ticket at 789-3456.

Wireless Connectivity (Wi-Fi)

- My device won't connect to the wireless network
 - For a District device, please select ap@wcsd and the device should connect automatically
 - Check to see if the wireless button is on
 - For a non-District device, connect to guest@wcsd, password: k12guest
 - Do not connect District devices to guest@wcsd.
 - If unsuccessful, please start an IT Service Desk ticket at 789-3456.

ActivBoards

- I am unable to connect to my Activboard,

- Please install latest ActivInspire Software and ActivDriver from Software Center (Application Catalog). (Hint: To access the software center type software center in the search bar at the bottom left corner of your desktop).
- My pen doesn't work
 - Please unplug and replug the USB cable between the Activboard and computer
- If unsuccessful, please start an IT Service Desk ticket at 789-3456.

Printers

- I am unable to print to a local printer
 - Try restarting both printer and computer
 - If unsuccessful, please start an IT Service Desk ticket at 789-3456.
- I am unable to print to a network printer
 - Please start an IT Service Desk ticket at 789-3456.

Some Simple Computer Troubleshooting Tips

- If your computer isn't working correctly, there are a few simple tricks that frequently work.
 - First, check all cables are correctly connected.
 - Check that the computer and monitor are both plugged into a power outlet.
 - Check that the monitor is plugged into the computer.
 - Check that the network cable is plugged into the back of the computer and to the network drop (wall outlet).
 - Try restarting your computer.

IT Security Tips

- Report phishing or scam email to the IT Security Department:
 - Option 1: In your Outlook email, click the "Report Phishing" icon > click the "Report" Button.
 - Option 2: Forward the email to the IT Security inbox at SpamScam@washoeschools.net

Multi-Factor Authentication (MFA) User Guide

- Multi-Factor Authentication is required to access District enterprise services (Teams, Outlook, OneDrive) when off the District network. Users may register for MFA by linking their second

factor, typically a personal cell phone number or Microsoft Authenticator App, to their District account.

- The IT Security Department has published a quick reference for registering for MFA. It is available at <https://www.washoeschools.net/cybersecurity>

Out of Country Access Requests

- When travelling out of the country, users must request access to their District accounts by submitting an "Out of Country Access Request" Form. Requests require the approval of the user's supervisor and be submitted prior to departure to be processed. The forms are available at the [IT Security Department's web page](#) or the direct links below:

- [Staff Out of Country Access Request Form](#)
- [Student Out of Country Access Request Form](#)