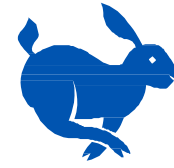




Quick FAQs



Scheduling

Schedule

I will be alternating weeks at each school. **Weeks will run Wed-Tues.**

Please refer to the lab calendar to verify the days that I will be in the building.

Scheduling a lab time:

Fill in the form on the Sharepoint lab calendar to schedule your class. Please be considerate and do not schedule the same block from now thru eternity.

Scheduling laptop carts:

Carts are housed in 3rd, 4th, 5th gr rooms; scheduling is handled by those teams. Carts in the lab will be checked out through a sign out sheet on top of cart. PLEASE keep carts neat.

Phone #'s:

Charles: 21413
Richneck: 51413

FYI...



Difference Between an ITC and TSS?



ITC	TSS
Uses technology	Fixes computers
Co-teaches	Repairs equipment
Observes	Shared by many schools
Plans	
Conducts trainings	

What can I do at helpdesk.nn.k12.va.us ?

- Submit an online work order
- Install/upgrade certain software
- Find an email link to the SIS helpdesk



Having technical issues?



Sometimes simply hardwiring (connecting via Ethernet cable) and restarting your laptop will resolve many issues.

(YouTube not opening, printers not available, sound not working, etc.) If this does not work, then email the help desk, putting the problem in the subject line.



Where can I find passwords for available accounts?

Check the Shared Documents in our Sharepoint



Where can I find my blocked email?

Open your internet browser and type in: spam.nn.k12.va.us or Click here



How Do I?

How do I submit a work order?

Send an email to help.desk and explain your problem. A work order will be generated.

How do I get software updates on my computer?

If you are missing certain software or need an update you can do it yourself at the self-install portal. Simply go to software.nn.k12.va.us and sign in using your normal credentials. Note that you can ONLY do this while you are at school.

How do I hard wire my laptop?

There are 2 ports on the back of your phone. One goes to the **data** port on the wall and the other should go to your laptop.

wall laptop



Observations

From time to time, I will pop in to observe how you are using technology. I may also ask you if I can schedule an observation with you.



Email me to

- Set up a co-teaching lesson
- Make a planning appointment
- Observe a lesson
- Set up a training session

My email is:
wenda.bransford@nn.k12.va.us