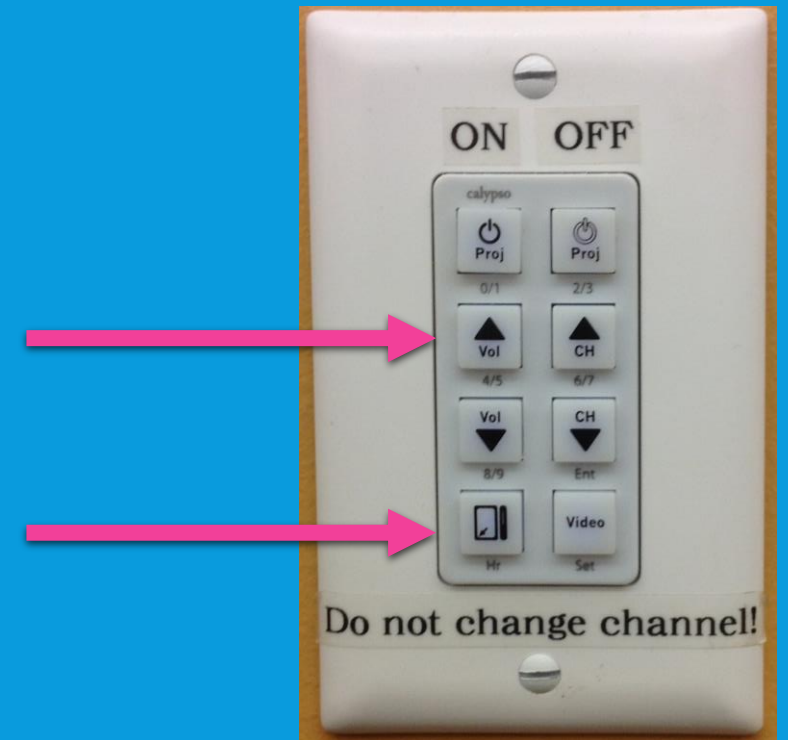
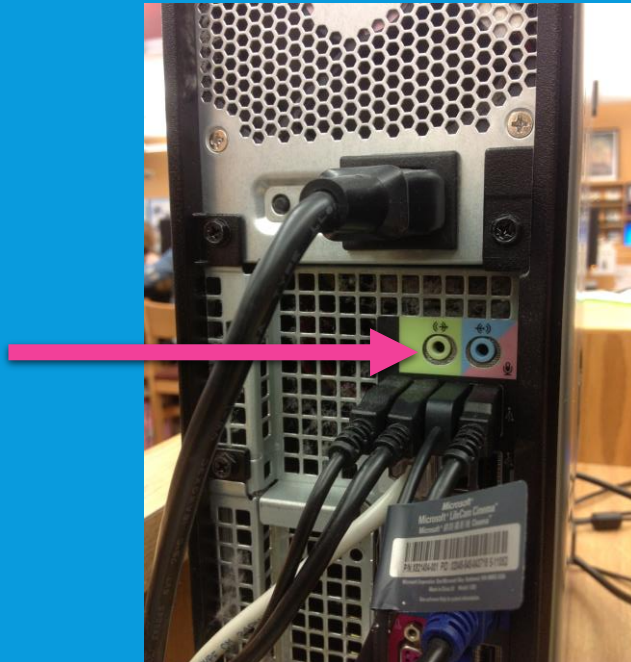


HOW DO I?

Answers to frequently asked technology questions

MY SOUND DOESN'T WORK!

- 2 things to check
 - Is the sound cable plugged into the GREEN port in the back of you computer?
 - Use the wall panel to “jar” the sound in the ceiling
 - Press the computer or video button & then the sound up arrow



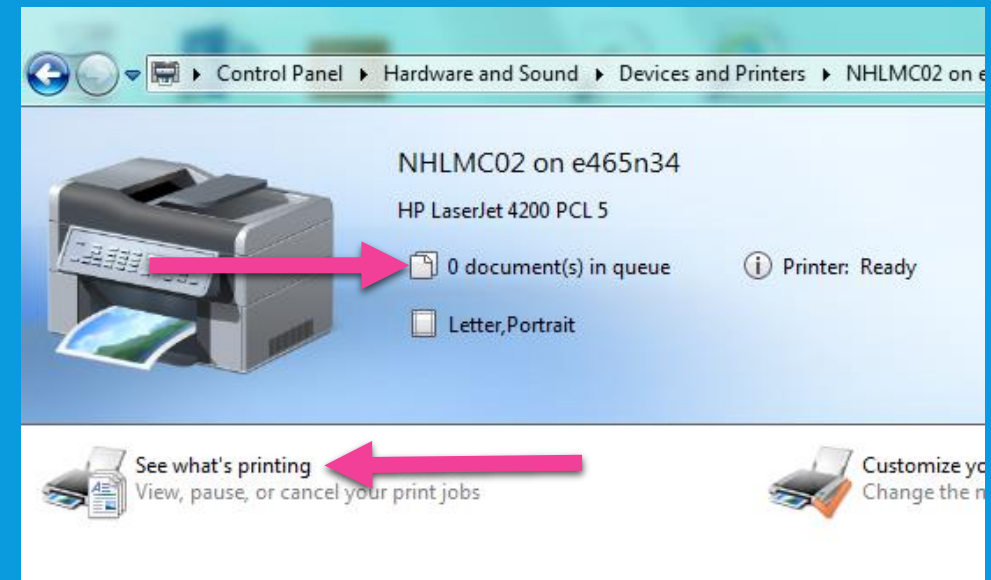
HOW DO I SHOW ANNOUNCEMENTS?

- Turn on the projector
- Switch to Video & locate Channel 9
 - Guess & Check
 - If the projector doesn't find a channel in 5 seconds it will automatically revert back to "computer" as its source
- 1 person to switch back & forth from computer to video using projector remote
- 1 person to change channels on the wall



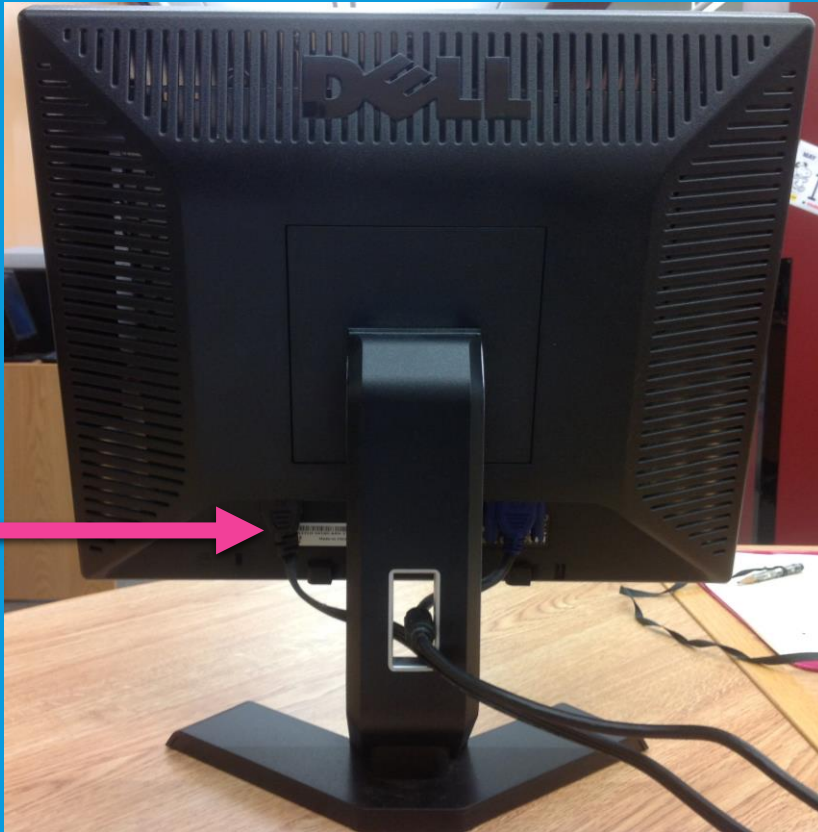
MY PRINTER WILL NOT WORK!

- See if its “clogged” by checking the queue
 - Start, Devices & Printers
 - Double click the printer - Look for “see what’s printing”
 - Cancel any jobs that might be “stuck” or “show an error”
- Make sure the lid is closed properly
- Make sure all cords to & from the printer are snug

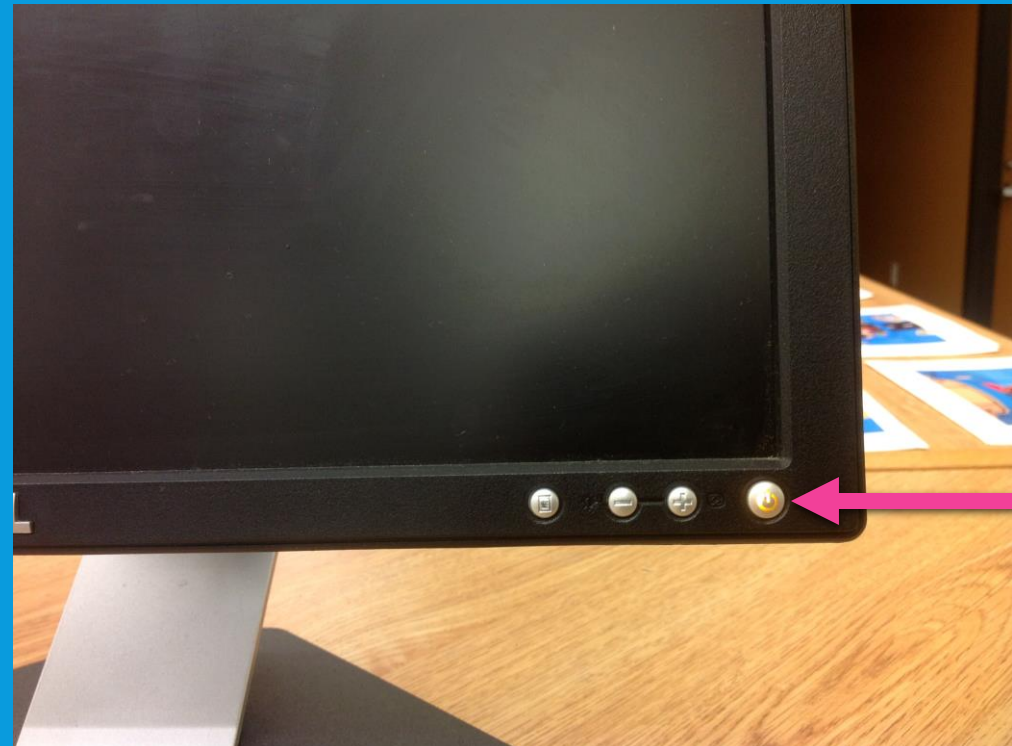


MY MONITOR WILL NOT COME ON!

Reset the monitor by unplugging it



Let the orange light go out & plug it back in



MY PROJECTOR IS STUCK ON “VIDEO”

- Teachers with Red document cameras –
 - Make sure your document camera is turned off

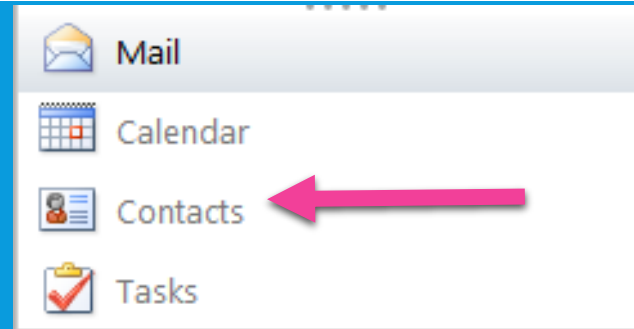
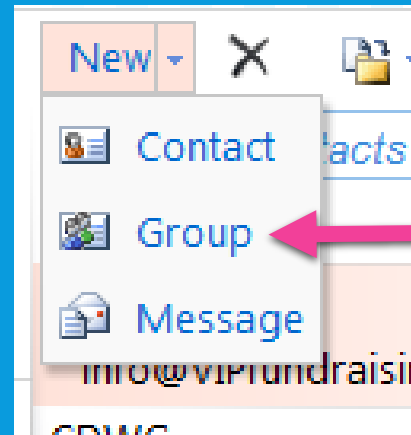
MY COMPUTER SAYS...

“NO LOGIN SERVERS AVAILABLE”!

- Restart the computer
 - We have no idea what causes this to occur – The only way we know to fix it is to restart the computer.

HOW DO I SETUP A DISTRIBUTION LIST?

- Click on Contacts in your email
- Click on “New” & “Group”



HOW DO I SETUP A DISTRIBUTION LIST

Untitled Group - Windows Internet Explorer

https://ch1prd0210.outlook.com/owa/?ae=Item&a=New&t=IPM.DistList&fld=LgAAAAABRnrD8pMCJQ40n6nZrTHnvAQCOA...

Save and Close

Group Name Teachers & Staff

Members... jarrett, lisa **Add to Group**

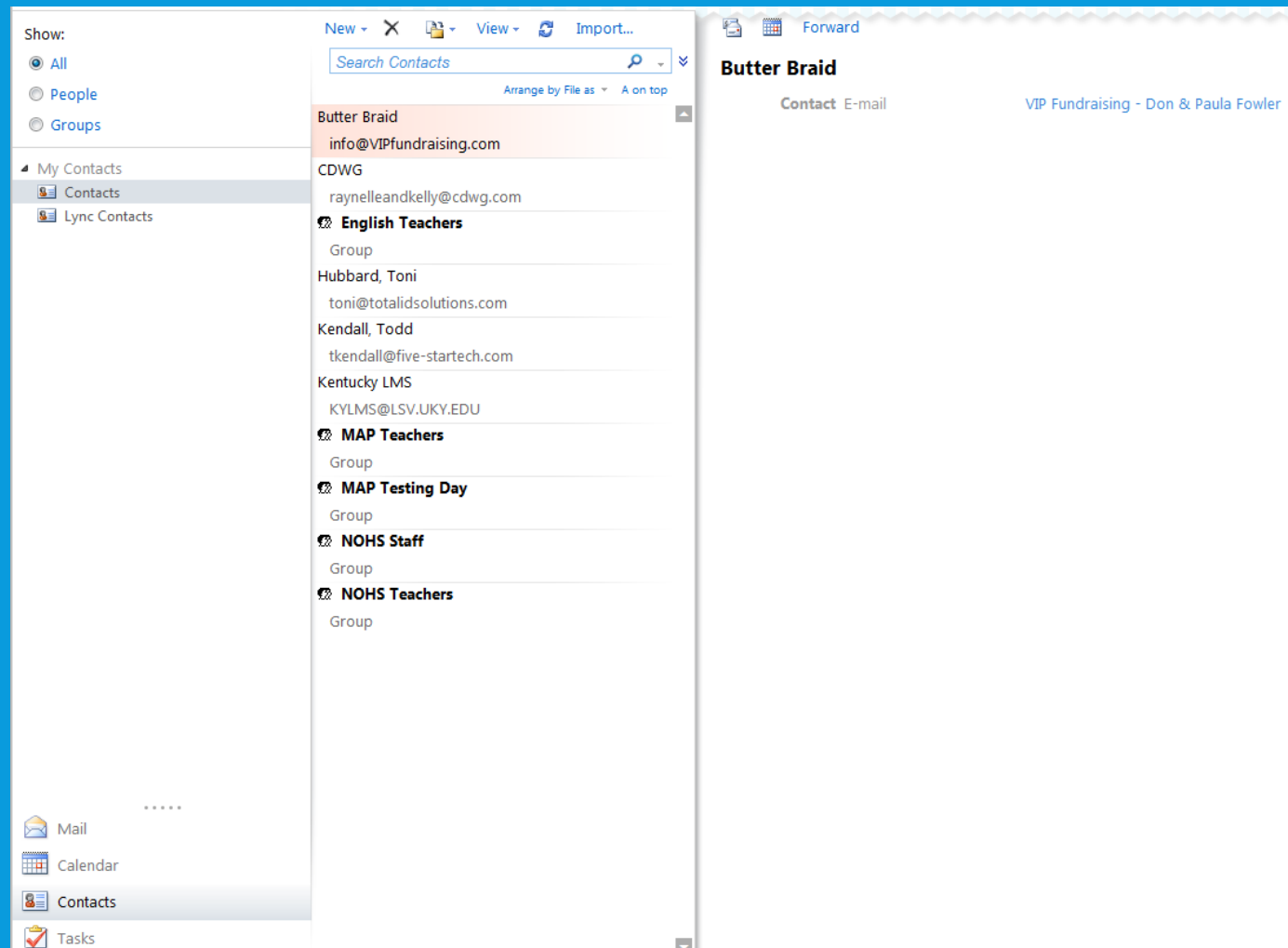
Name	
Jarrett, Lisa	[lisa.jarrett@oldham.kyschools.us]
Ecton, Susan	susan.ecton@oldham.kyschools.us

Remove from Group

Notes

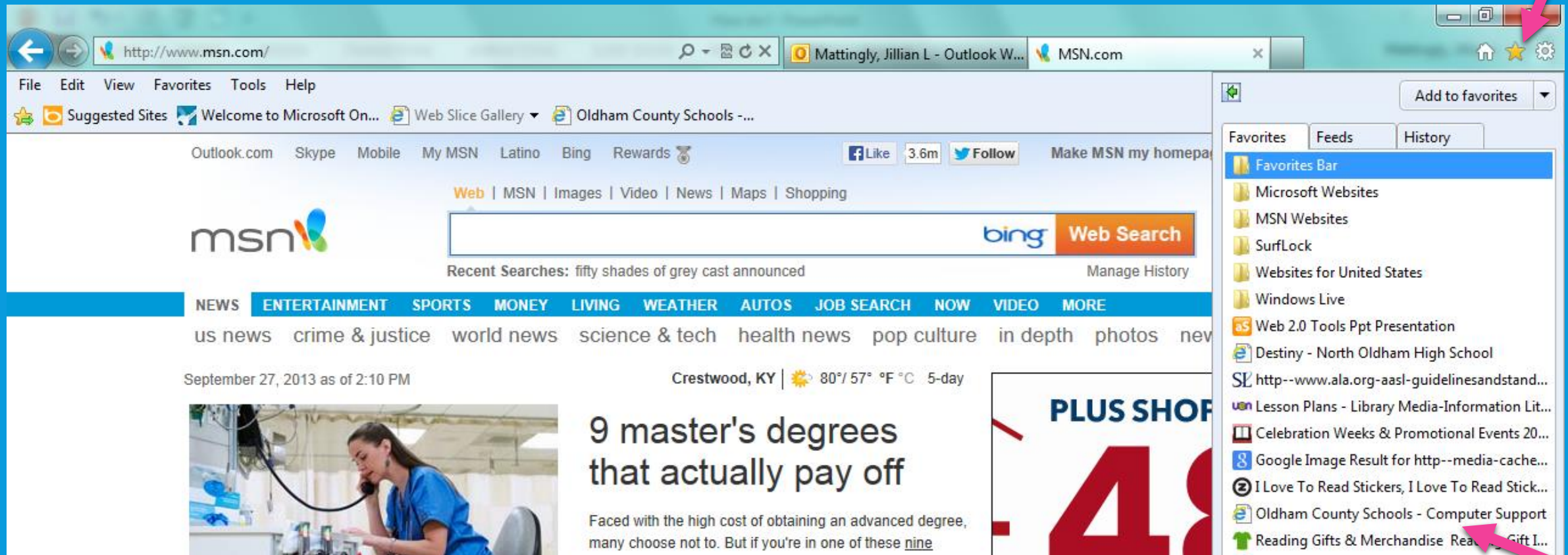
100%

HOW DO I SETUP A DISTRIBUTION LIST?



HOW DO I TURN IN A TICKET?

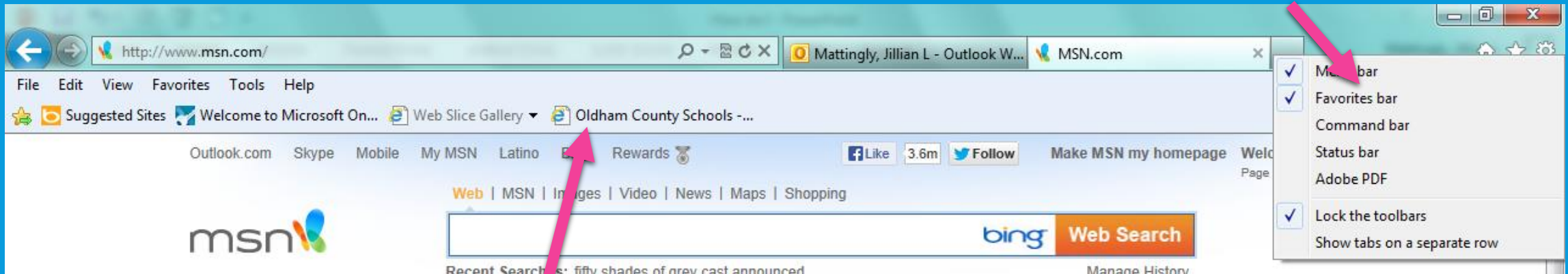
1. Open the Internet & select your favorites



2.

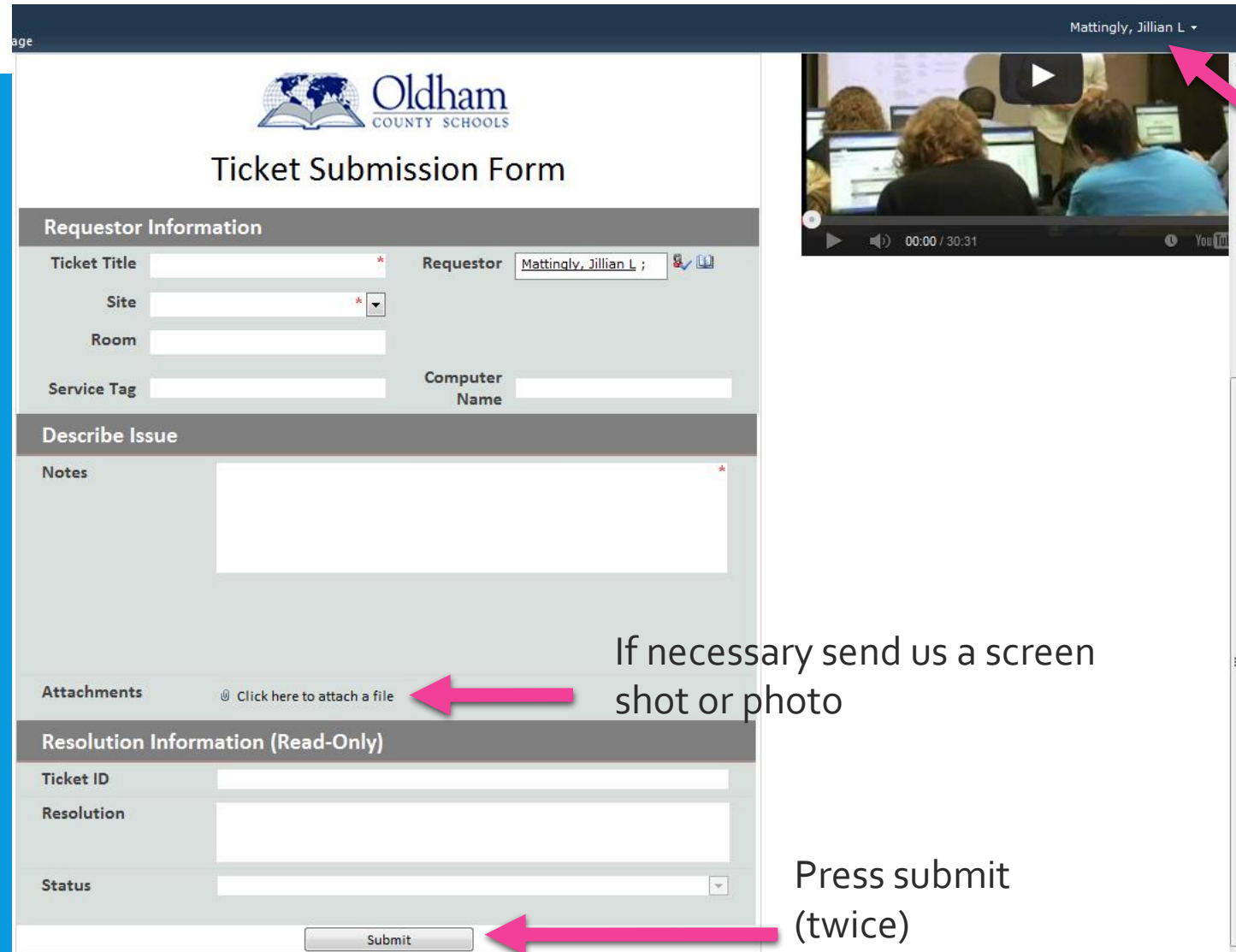
HOW DO I TURN IN A TICKET?

Or Right Click your favorites
& check "favorites bar"



The website link will automatically appear
here every time you open the Internet


HOW DO I TURN IN A TICKET?



The screenshot shows the 'Ticket Submission Form' for Oldham County Schools. The form is divided into several sections: 'Requestor Information', 'Describe Issue', 'Attachments', and 'Resolution Information (Read-Only)'. The 'Requestor Information' section includes fields for 'Ticket Title', 'Requestor' (pre-filled with 'Mattingly, Jillian L'), 'Site', 'Room', 'Service Tag', and 'Computer Name'. The 'Describe Issue' section has a 'Notes' text area. The 'Attachments' section has a link to 'Click here to attach a file'. The 'Resolution Information (Read-Only)' section includes fields for 'Ticket ID', 'Resolution', and 'Status'. A 'Submit' button is at the bottom. Annotations include a pink bracket on the left for the first three sections, a pink arrow pointing to the 'Requestor' field, a pink arrow pointing to the 'Click here to attach a file' link, and a pink arrow pointing to the 'Submit' button.

Page


Mattingly, Jillian L

 Oldham
COUNTY SCHOOLS

Ticket Submission Form

Requestor Information

Ticket Title *

Requestor 

Site *


Room

Service Tag

Computer Name

Describe Issue

Notes

Attachments  Click here to attach a file

Resolution Information (Read-Only)

Ticket ID

Resolution

Status

Fill out the ticket
Provide as much
detail as
possible.

What have you
already tried?
What exactly is
the computer
saying/doing?

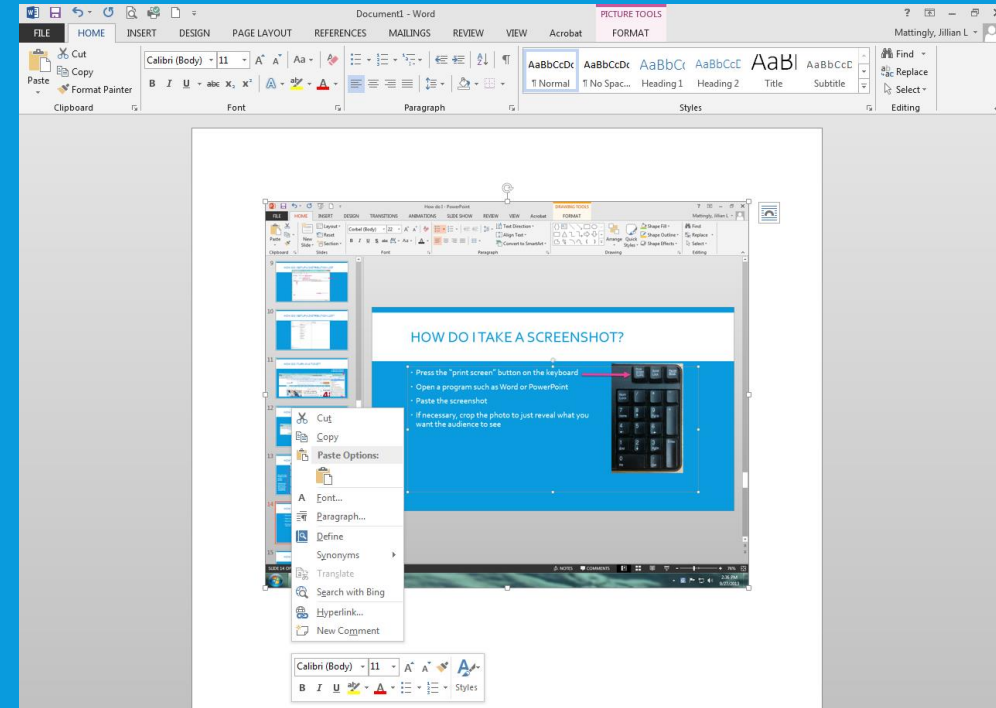
The website will
automatically
recognize you

If necessary send us a screen
shot or photo

Press submit
(twice)

HOW DO I TAKE A SCREENSHOT?

- Press the “print screen” button on the keyboard
- Open a program such as Word or PowerPoint
- Paste the screenshot
- If necessary, crop the photo to just reveal what you want the audience to see



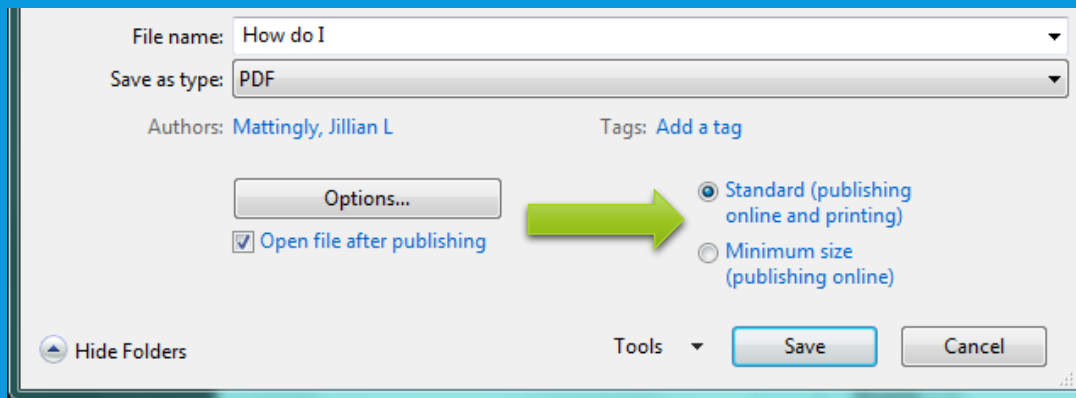
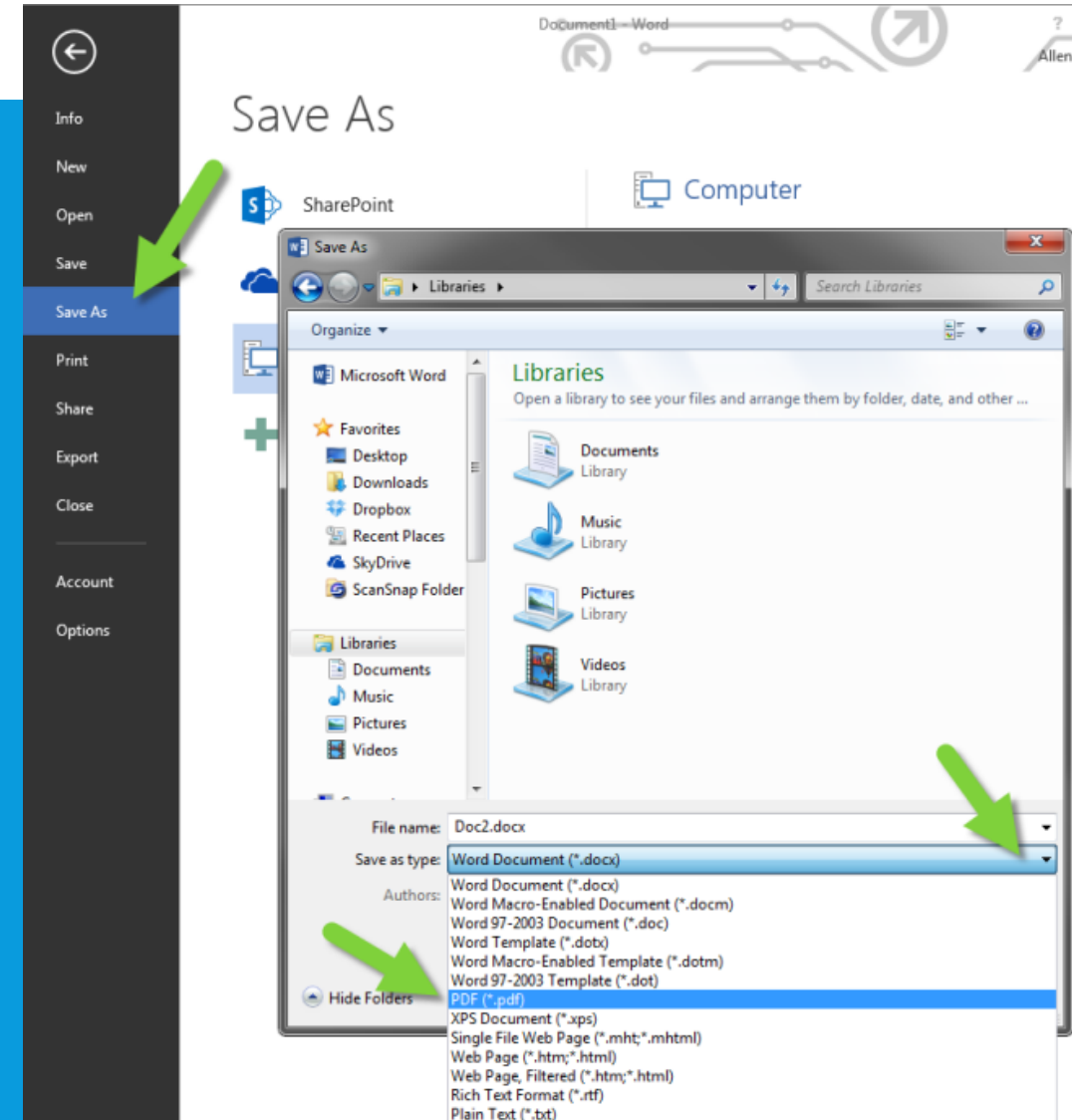
HOW DO I CONVERT TO A PDF?



- Why is this important? - They look the same no matter which device opens them.
 - Using the PDF format takes away editing capabilities (which may be desirable) it will ensure that your students and parents can view the document as you intended.
- **When would you want to save as a PDF instead of the native format?**
 - You may need to email a document to parents
 - Upload a file for your students to access on Edmodo/Dropbox
 - Share something to go on our school website
 - Postermaker

HOW DO I CONVERT TO A PDF?

1. In Word, PowerPoint, or any Office program, open your file.
2. Click on "Save As".
3. Navigate to the desired location and click the "Save as Type" button/list.
4. Choose PDF
5. Select standard or minimum file size



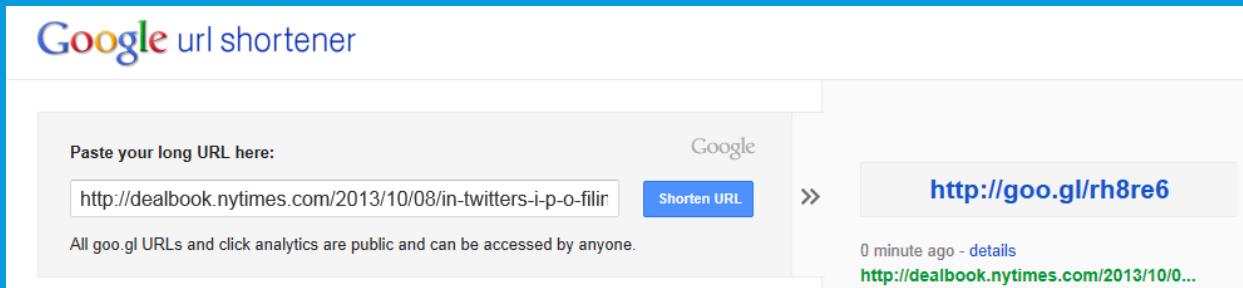
HOW DO I REMOVE THE ADVERTISEMENTS & SUGGESTED VIDEOS IN YOUTUBE?

- <http://www.safeshare.tv>
- You would have to keep a personal list of the URL for the videos by either copying/pasting the links in Word document or saving them to your favorites.
- Then have students watch it on the projector, write the link down for students, or post it on the web using Edmodo (or any other program of your choice).



HOW DO I SHORTEN A URL?

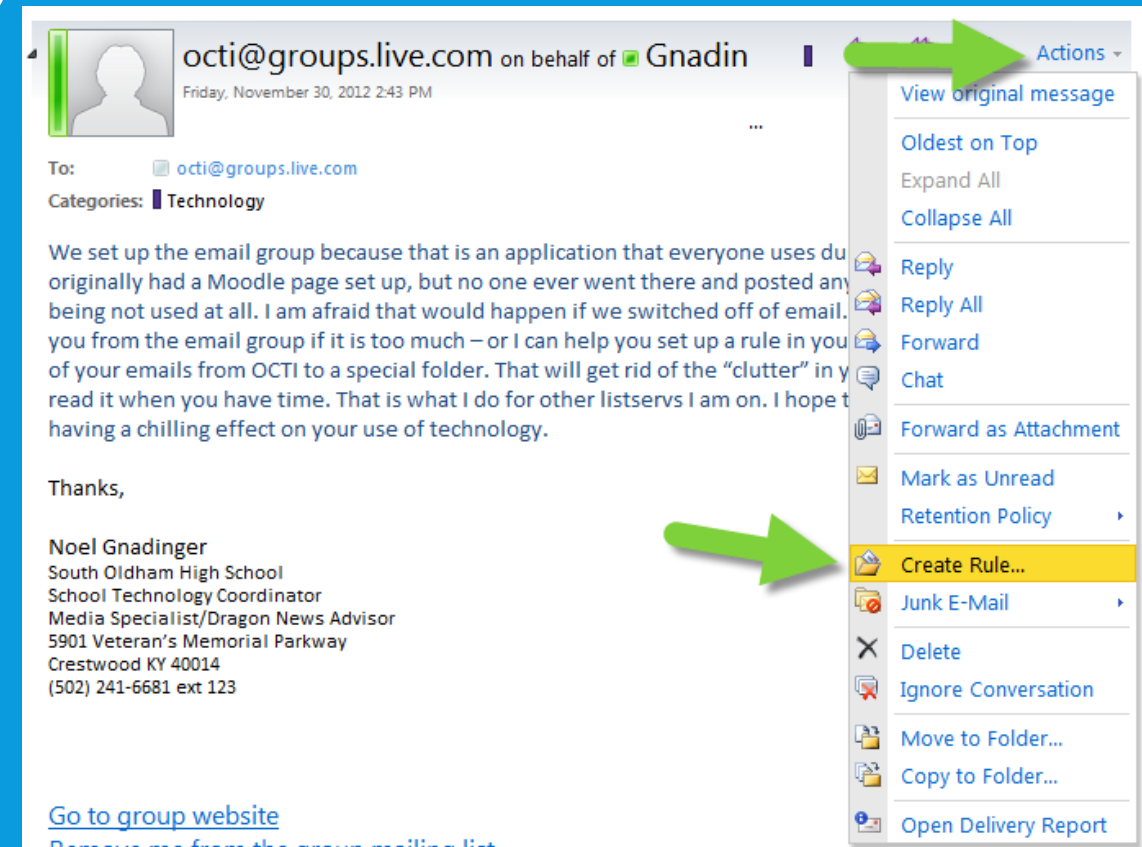
- For example... Here is the original URL (web address):
http://dealbook.nytimes.com/2013/10/08/in-twitters-i-p-o-filing-signs-of-a-start-up-that-has-matured/?ref=technology&_r=0
- Using the shortener we have reduced the length from 50+ characters to 13. Depending on the original address this could be a drastic reduction in length and save your students tons of time.
- [Google URL Shortener](#) and [Bitly](#) are two popular options.
- One downside to this option is that the shortened address is case-sensitive. One wrong character might send you to the WRONG website.



The screenshot shows the Google URL Shortener interface. At the top, it says "Google url shortener". Below this, there is a text input field labeled "Paste your long URL here:" containing the long URL: <http://dealbook.nytimes.com/2013/10/08/in-twitters-i-p-o-filir>. To the right of the input field is a blue button labeled "Shorten URL". To the right of the button is a double arrow icon "»". To the right of the arrow is a box containing the shortened URL: <http://goo.gl/rh8re6>. Below the input field, there is a small disclaimer: "All goo.gl URLs and click analytics are public and can be accessed by anyone." To the right of the shortened URL, there is a timestamp "0 minute ago - details" and a truncated version of the original URL: <http://dealbook.nytimes.com/2013/10/0...>

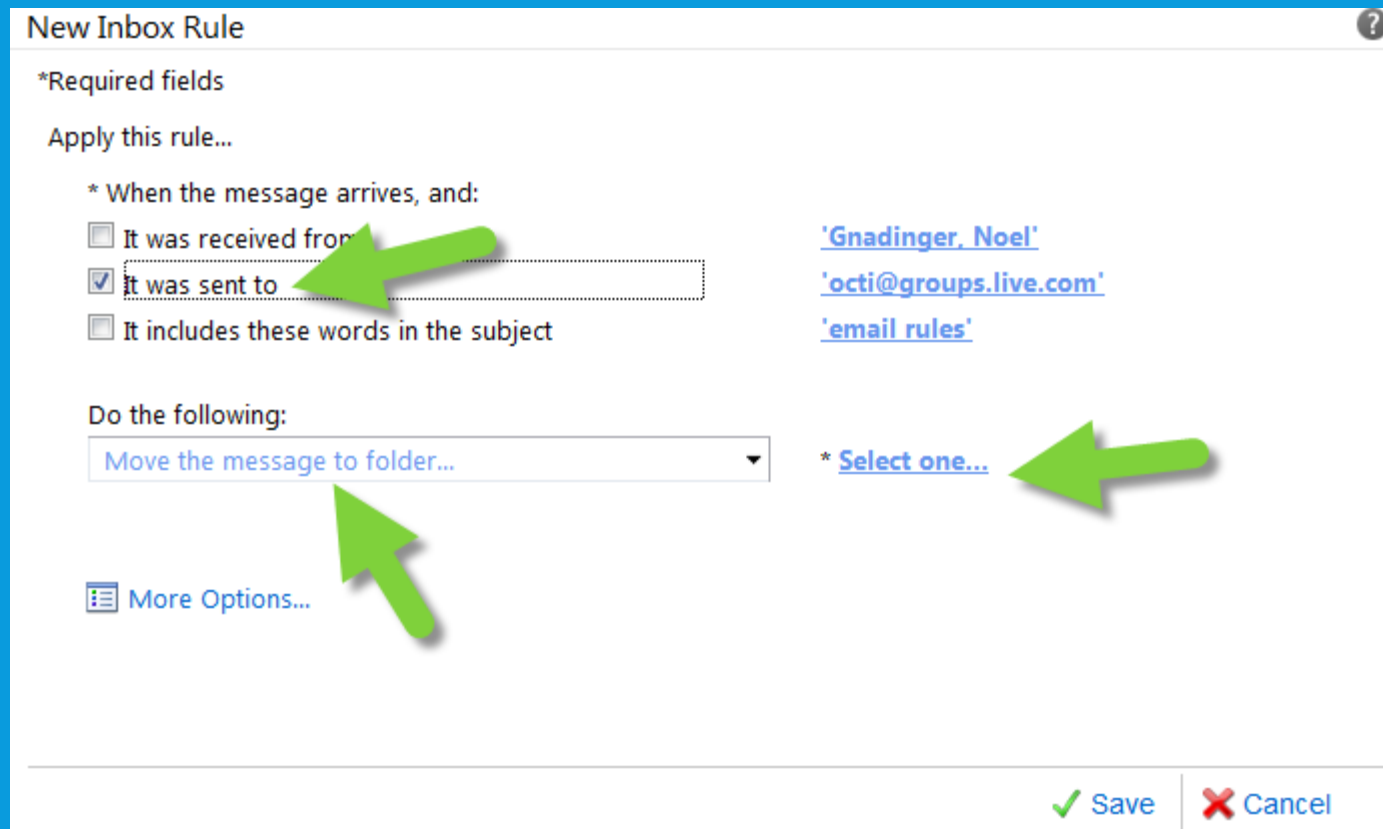
HOW DO I SETUP AN INBOX RULE?

1. Open an email sent from a specific group, click on Actions at the top right, then click on Create Rule... (for example, OCTI)



HOW DO I SETUP AN INBOX RULE?

2. Now click the selection box for "It was sent to 'octi@groups.live.com'" The default action is "Move the message to folder..." so next click on *Select one...



The screenshot shows the 'New Inbox Rule' dialog box. It has a title bar with a question mark icon. Below the title bar, there is a section for '*Required fields' and 'Apply this rule...'. Under 'Apply this rule...', there is a section '* When the message arrives, and:' with three checkboxes: 'It was received from', 'It was sent to' (which is checked and has a green arrow pointing to it), and 'It includes these words in the subject'. To the right of these checkboxes are three text boxes containing the values: 'Gnadinger, Noel', 'octi@groups.live.com', and 'email rules'. Below this section, there is a section 'Do the following:' with a dropdown menu showing 'Move the message to folder...' and a green arrow pointing to it. To the right of the dropdown menu is a link '* Select one...' with a green arrow pointing to it. At the bottom left, there is a link 'More Options...'. At the bottom right, there are two buttons: 'Save' with a green checkmark icon and 'Cancel' with a red X icon.

New Inbox Rule

*Required fields

Apply this rule...

* When the message arrives, and:

☐ It was received from

☒ It was sent to

☐ It includes these words in the subject

Do the following:

Move the message to folder...

* Select one...

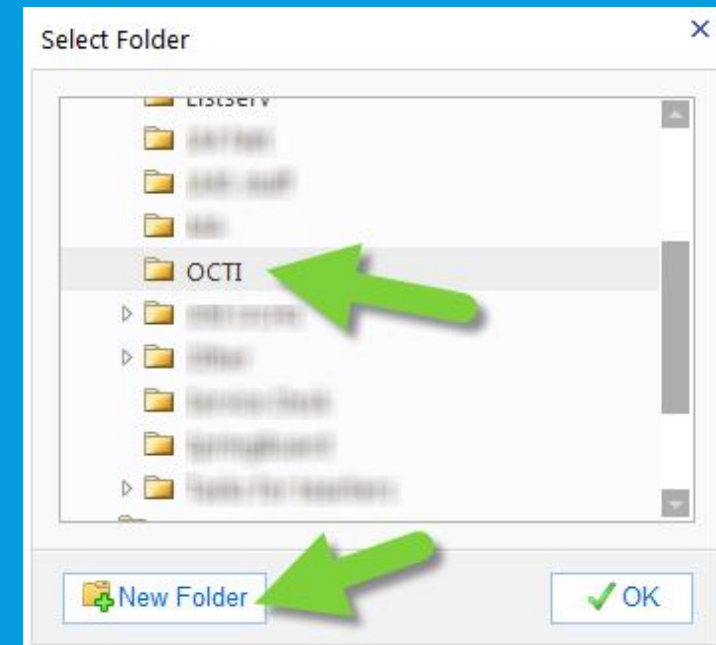
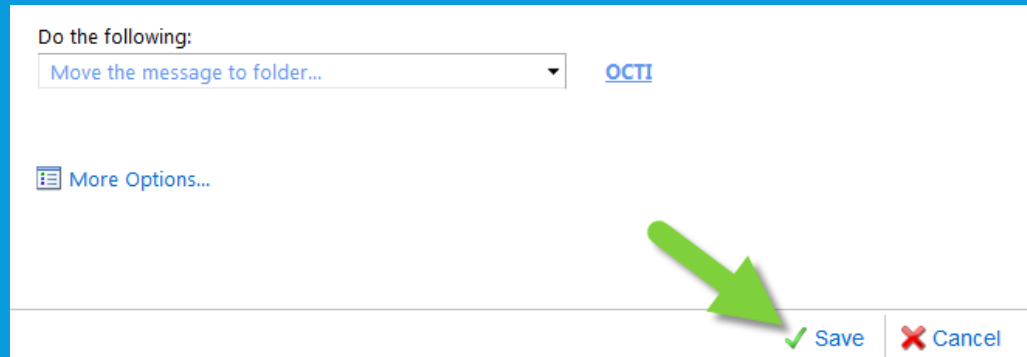
More Options...

Save Cancel

HOW DO I SETUP AN INBOX RULE?

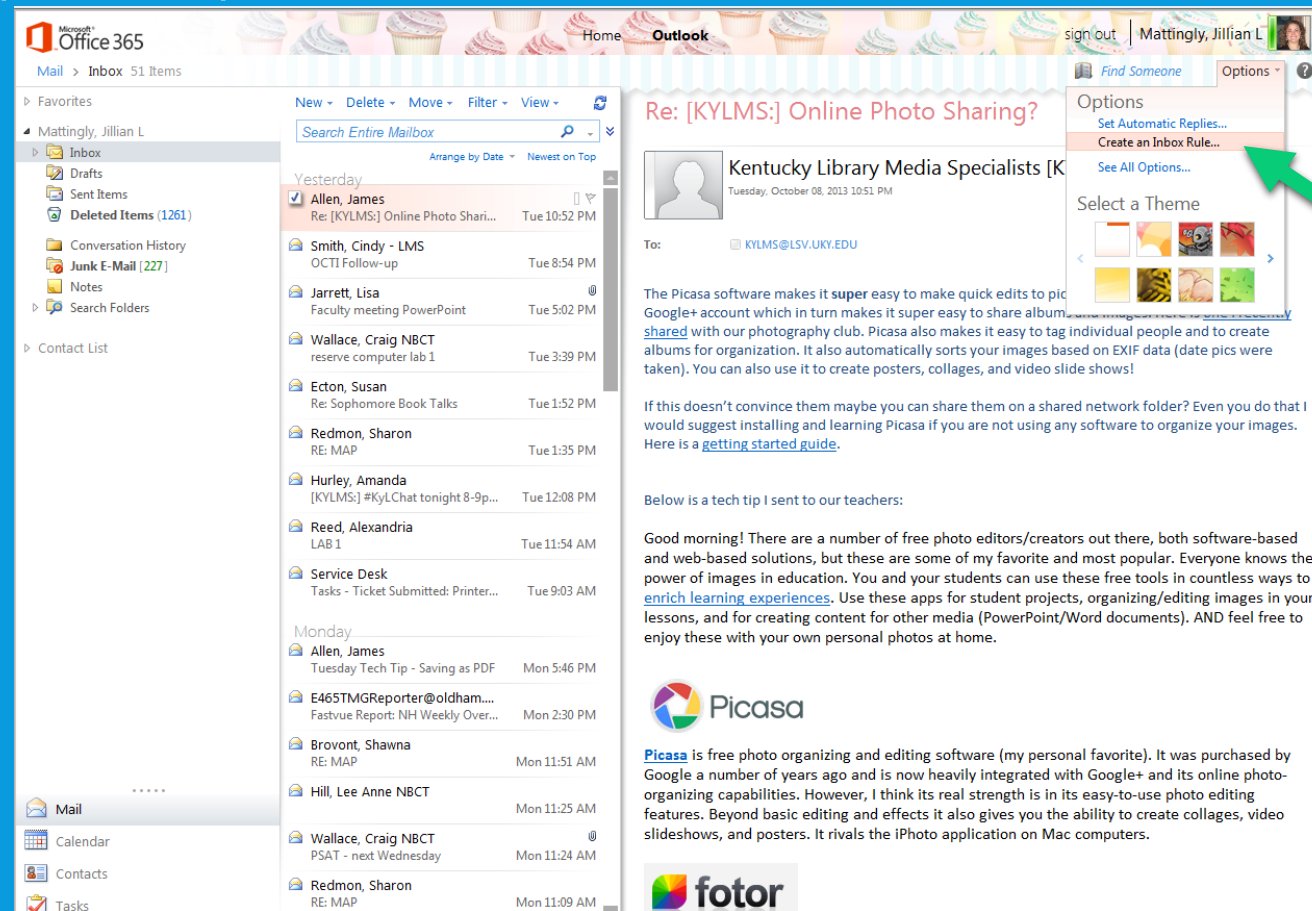
3. Choose your OCTI folder and click OK. If you don't have an OCTI folder you can create it as a subfolder of your Inbox

4. Lastly, click Save.



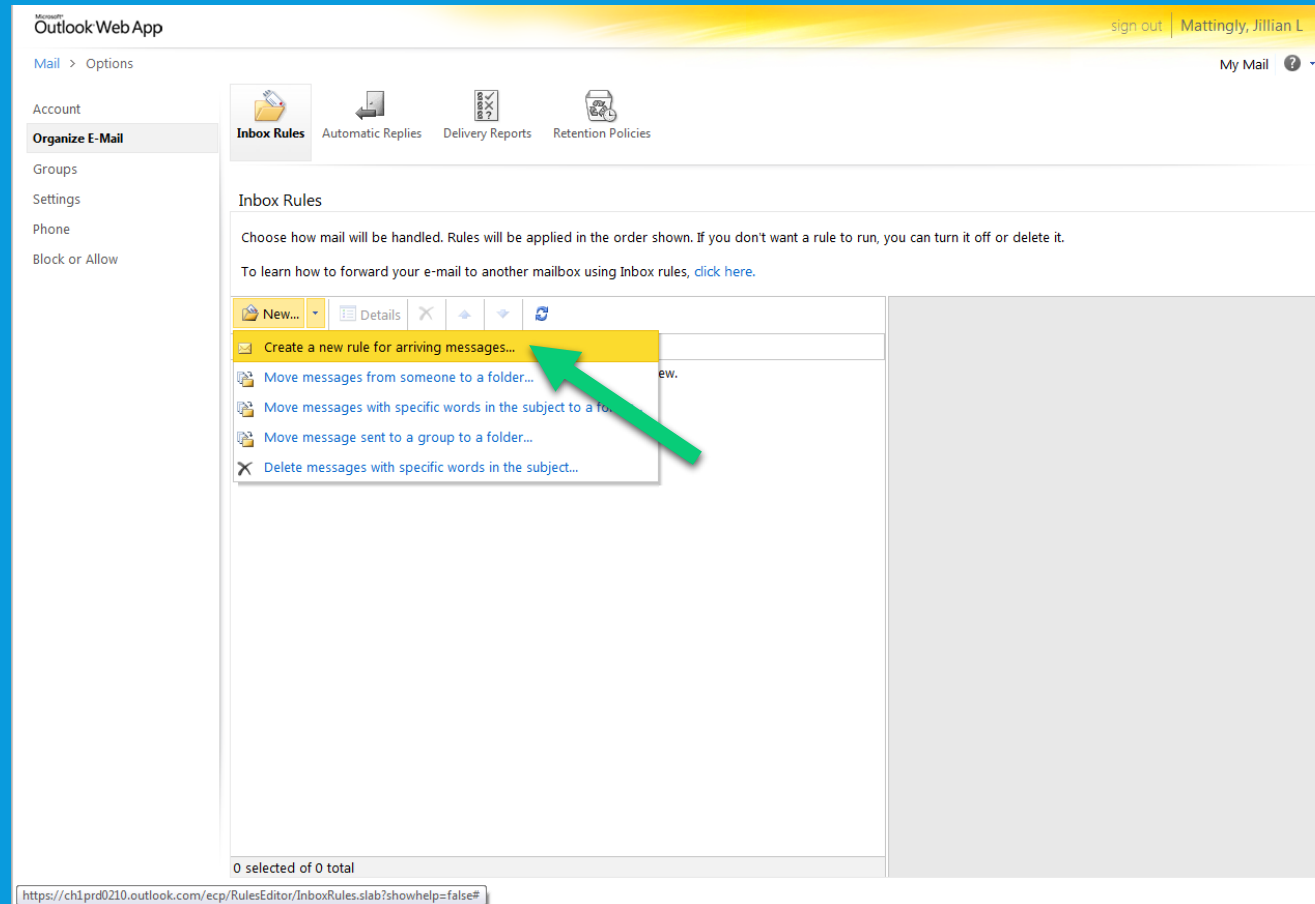
OR...HOW DO I SETUP AN INBOX RULE?

1. Click on *Options* in your email & select *Create an Inbox Rule*



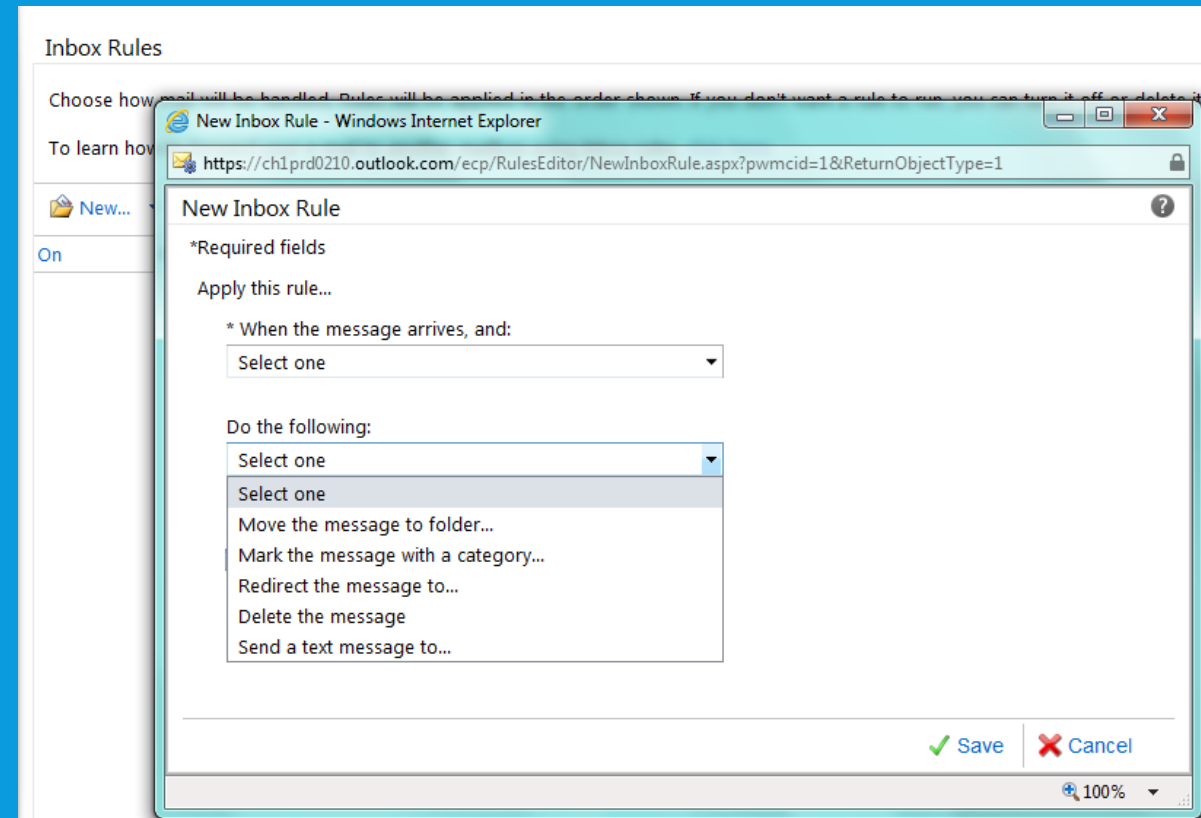
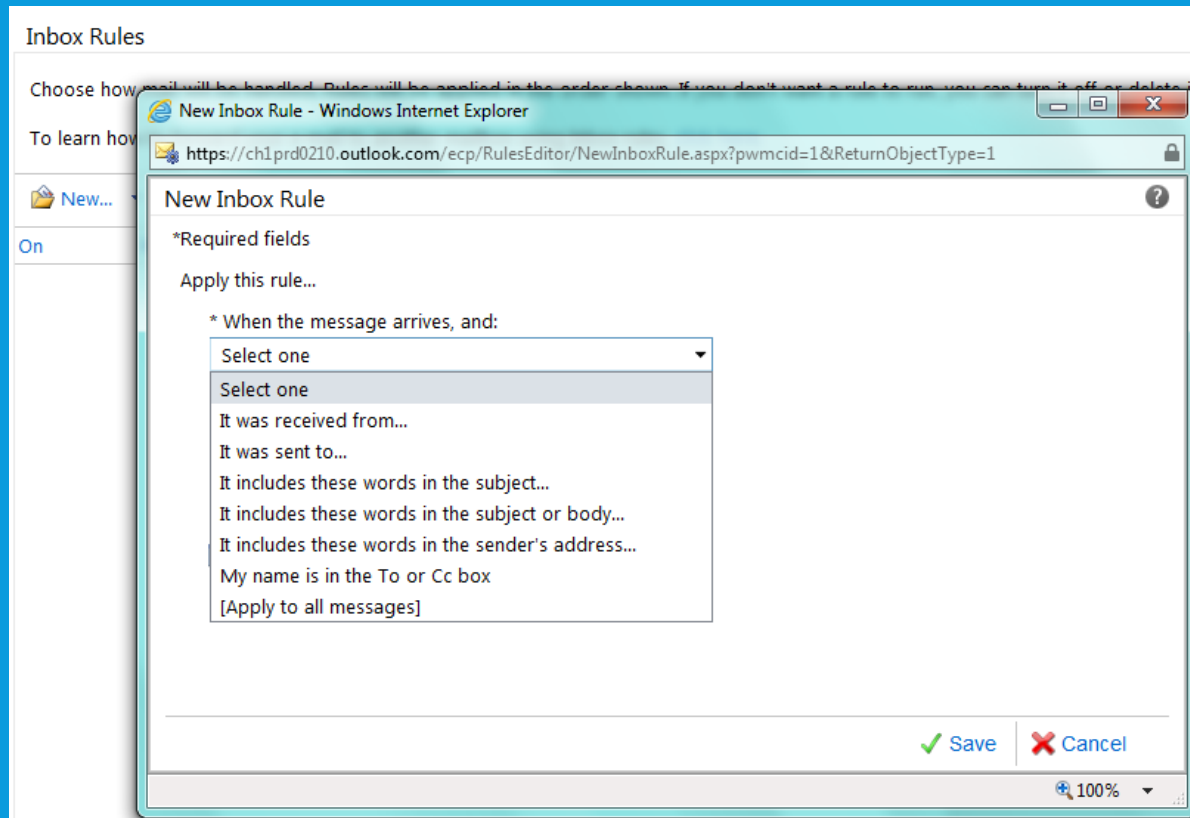
OR...HOW DO I SETUP AN INBOX RULE?

2. Click on *New*, then select *Create a new rule for arriving messages*



OR...HOW DO I SETUP AN INBOX RULE?

3. Tell it what to do



HOW DO I USE LYNC?



- Communicate through Instant Messaging, Audio Calls, Video Calls, Desktop Sharing, and Lync Meetings.
- Think Microsoft meets Skype + GoTo Meeting + Instant Messaging.
- Sign-in using the icon on the computer
- Instant messaging – requires nothing
- Calling or joining a meeting – requires audio and/or video
 - Webcam is needed
- Look for some helpful Lync resources at <http://nohslmc.weebly.com/lunch--learn.html>

