

Wayne Central School District

Staff Computer Use Guide



Wayne Central TechSupport

TechSupport Team

Kathleen Green

Office phone: 524-0223

Pager: 1-716-528-9157

e-mail page: 7165289157@epage.arch.com

e-mail: kgreen@wayne.k12.ny.us

Technology Coordinator

Coralie TeWinkle

Office phone: 524-0224/524-3083

Pager: 1-716-528-7737

e-mail page: 7165287737@epage.arch.com

e-mail: ctewinkle@wayne.k12.ny.us

Computer Technician

Dave Colburn

Office phone: 524-0224/524-3083

Pager: 1-716-528-9872

e-mail page: 7165289872@epage.arch.com

e-mail: dcolburn@wayne.k12.ny.us

Computer Technician

Russ Harris

Office Phone: 524-0224/524-3083

Pager: 1-716-464-1458

e-mail page: 7164641458@epage.arch.com

e-mail: rharris@wayne.k12.ny.us

Computer Services Asst.

Annie Fousse

Office Phone: 524-0224/524-3083

Pager: 1-716-528-8790

e-mail page: 7165288790@epage.arch.com

e-mail: afousse@wayne.k12.ny.us

Computer Services Asst.

Barb Heald

Office Phone: 524-0224/524-3083

Pager: 1-716-528-9069

e-mail page: 7165289069@epage.arch.com

e-mail: bheald@wayne.k12.ny.us

TechSupport Help Desk

Theresa Rowell

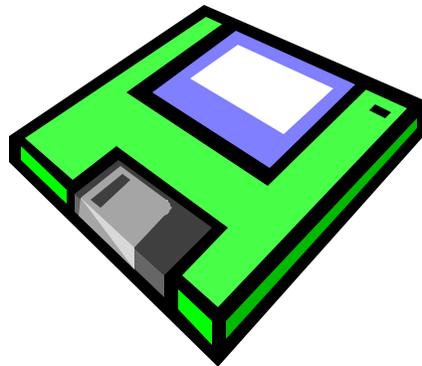
Office phone: 524-0302

e-mail: trowell@wayne.k12.ny.us

Instructional Technology Trainer

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Contacting TechSupport

Contact our TechSupport Team to report difficulties with your computer, Destination system, printer or other related equipment. We can sometimes resolve your problem immediately over the phone. If you need a visit, it will be added to the task list which is updated constantly and viewed throughout the day. Our technicians do not leave a building without checking the task list for additions.

Do you have a software question? Contact our TechSupport Team, we can answer your questions as they arise.

* Check out our new *TechSupport on-line* web page! This is where you can find helpful tips and troubleshooting ideas. Quickly access and print out step directions for a specific task that you are working on.



Telephone

ext. 083(classroom's ext. 8-083)



e-mail

Staff, TechSupport@wayne.k12.ny.us



TechSupport On-line Web Page

<http://Wayne.k12.ny.us>

General Information/Guidelines

Computer Use Agreement



All staff are required to sign the Wayne Central Computer Use Agreement Form. See copy of form on page 10. These are located in the office of each school.

Classroom Computers

Each classroom in the district has a specified number of computers. These computers were placed and configured for that specific classroom. It is extremely important that they are not moved to another location. Computers in the district are not teacher specific. They should all be accessible to students as well. Network folders are available to staff for storing files as an alternative to saving files on a hard drive. See page 8 for more information regarding Network Folders.

Laptops Available for Loan

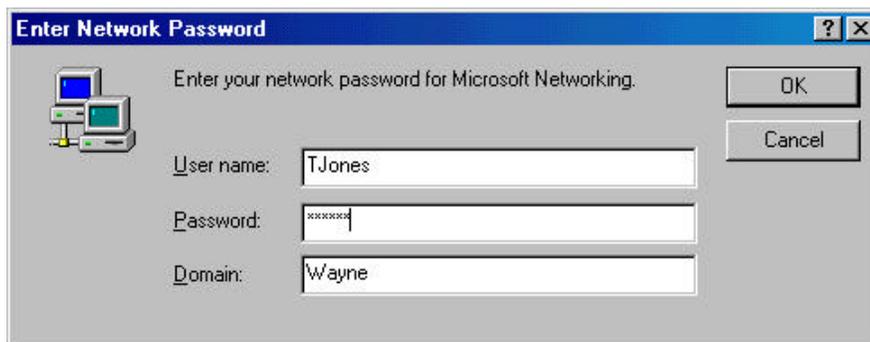


Each school has laptops available for loan. If you would like to sign out a laptop see the responsible person in your school: HS-Office, MS-Library, OP-Library, OE-Library, FE-Office. Each location keeps on file the equipment loan form (Request & Authorization for use of District-Owned Laptop Computers) that must be filled out and signed. Please return the laptop to the same location and be sure your form reflects that it was returned. A new check out form is required annually.

Log-on

When you first turn your computer on, a log-on window will appear asking for your user name and password. There are three lines in this window.

USERNAME: Type your 1st initial last name (e.g. **TJones**), **PASSWORD:** type in your password, **DOMAIN:** **WAYNE**. You need to log in correctly to use the computer. Be sure there are no spaces in your username. If you are unable to log in, please call TechSupport. We may be able to solve your problem over the phone right then.



Enter Network Password

Enter your network password for Microsoft Networking.

User name: TJones

Password: xxxxxx

Domain: Wayne

OK

Cancel

E-Mail

Wayne Central uses **Microsoft Outlook** for e-mail. Your e-mail address is your **username@wayne.k12.ny.us**. There is an 'Outlook Tips' link on our Support web page (<http://wayne.k12.ny.us/support>). E-mail is intended for work related use only. We recommend that you do not open any attachments. Please save the attachment first and run the virus scan on that file.

E-mail Guidelines for Wayne Central School District

E-mail is provided to all Wayne Central School District teachers, staff, and administrators as a communication tool. It is intended to facilitate the timely passing of messages and information when other means are not available. E-mail is a privilege, not a right. Therefore, the following guidelines have been established to facilitate the use of e-mail.

- Use of e-mail should be work-related only.
- Only use distribution lists (e.g., OE Staff) when everyone on the staff should receive the message. Sending jokes to lists is not appropriate.
- Forward e-mail only when it is work-related.
- Chain letters through e-mail are not acceptable. This includes any message that contains a request to forward the information to as many people as you can.
- Keep messages and replies brief.
- Open an attachment only if you are **expecting** it from the sender. When sending an attachment, personalize the e-mail message to reflect an attachment and notify the receiver.
- Avoid sending any confidential or sensitive information via e-mail. Remember, it is very easy for someone else to forward messages you thought were confidential.
- Only reply to "all recipients" when there is a very specific need for everyone to receive the message. It wastes disk space, clutters up inboxes, and can be annoying.

E-mail Etiquette Guidelines

- Use e-mail in a professional manner. Remember, you cannot control where your message might be sent.
- When you are upset or angry, use the postpone command. Review the message after you have had time to calm down.
- Abusive, harassing, or threatening messages are not acceptable.
- Be cautious when using sarcasm and humor. Without facial expressions and tone of voice, they do not translate easily through e-mail.
- Always close your e-mail account and log off when you leave your computer. The next person who sits down at your computer could send an offensive or embarrassing message under your name.
- When replying, keep messages brief and to the point. Be selective with what you reproduce and only do it as needed.

Outlook Web Access:

Your e-mail is accessible from home if you have access to the Internet. To connect to Wayne Central e-mail, log on to the Internet. Go to <http://wayne.k12.ny.us/exchange>. When the login screen comes up, enter your Wayne login name and password. The next (Outlook Web Access) screen will ask for your login name. Enter it again. A third screen will ask once more for your password. Enter the password. A web form of Outlook will appear where you can read and send email from your Wayne account.

The Internet: Rights and Responsibilities

The Internet is an electronic communications network which provides vast, diverse, and unique resources. Our goal in providing this service to teachers, staff, and students is to promote educational excellence in Wayne Central School District by facilitating resource sharing, innovations, and communication. Ultimately, the school staff, parents, and guardians of minors are responsible for setting and conveying the standards that students should follow when using media and information resources. These standards are written in the Computer Use Agreement and should be adhered to by all faculty and staff.

Software Applications/Licensing

Software Available: Each school has a wide variety of software programs which directly ties in with specific curriculum units. Contact your school's responsible person for software that is available. HS: Departments, MS: Library, OE: Library, OP: Library: FE: Library.

Ordering Software: A software request form must be completed. It will then be reviewed and one copy of software will be ordered for preview. Once a copy of the software is purchased, it must be reviewed by at least three teachers who would use the software. From their recommendation and after the computer Tech Department verifies that it is compatible with existing networking and computer configurations, a final decision to purchase will be made.

Software Licensing: There are very strict laws concerning Software licensing. Each software program installed and used within the district **MUST** be licensed. Licensing can be purchased in various ways. A ONE –USER License means just that– you may install and use that program on ONE computer **ONLY**. There are also lab packs and network licenses. Each will specify the number of licenses you are purchasing. For example: A Lab Pack could be a 5-user lab pack or a 50-user lab pack. A Network license can include a 25-user license or 500-user license. Regardless of license, all software is property of Wayne Central School District. Some programs can be used at home, but must first be approved by the Technology Coordinator (and only in accordance with the program's license).



SAVE, SAVE, SAVE your work often!

Network Folders

Network folders are available upon request. All teachers will have a personal folder on the network to save files.

Benefits:

- Your folder is not viewable by whoever uses that computer.
- Network drives are backed up each night.
- Files can be accessed on any computer in the district that you log into.
- Teachers only have rights to view and edit what is on their own folder.

Cons:

- You cannot access the network folder from home. You need to copy your file onto a floppy to take it home. Make sure you leave a copy on the network because floppies are known to corrupt files. You can also e-mail the file to your home e-mail address.

How to save to a network folder: When you log on to the network, a network drive is automatically mapped to your login. Generally, it's the T:\ drive (T-teacher). When you are ready to save a document, navigate to the T:\ drive (same as saving to C:\ or A:\) and save your file. Your T:\ drive is accessible anytime you log on to the network on any computer in the district.

In addition, the S:\ drive is the location of student files. You can find all your students' folders by navigating to the S:\ drive, then finding a student's folder by name.

What to keep in your network folder: Items you create, Word docs, Excel spreadsheets, scanned images, slideshows etc. Programs (.exe files) should NOT be copied to your folder. These types of files are much too large. There is a limit as to how large your folder can be.

General Troubleshooting:

<p>What do I do when my computer freezes? I can't move the mouse or click on anything.</p>	<p>Press Ctrl, Alt and Delete simultaneously on your keyboard. A window will appear that will show you every program you and the PC are running. Choose end task. Shut the computer completely off, wait f5 seconds, and turn back on again.</p>
<p>What should I do if Ctrl, Alt, Delete doesn't work?</p>	<p>Press the power on/off button on your computer to shut down. Wait 5 seconds, then turn back on.</p>
<p>Will I lose all of my work when this happens?</p>	<p>If you saved you document, no. You will lose your work if you did not save the document first. TO AVOID LOSING your work and being forced to shut down, unplug from the back of the PC. This may save your most recent changes.</p>
<p>Why is my printer not responding? I press print and nothing happens.</p>	<p>Sometimes the buffer or memory of the printer gets "bogged" down, then it will just hang. 1. Turn your printer off 2. Re-boot your computer, (Shut-down not Re-start). 3 Turn everything back on.</p>
<p>Why is printer printing so many blank pages?</p>	<p>As above, turn your printer off and re-boot your computer.</p>
<p>Why is my printer printing pages with one line of gibberish on the top?</p>	<p>Try a re-boot first. If this does not correct the problem, TechSupport may need to re-install the correct printer drivers.</p>
<p>What should I do if I get "No Domain Server Available" error message when I attempt to Log ON?</p>	<p>This could be one of several problems. 1. Check your network cable, is it secure on both ends? 2. Check to see of there is a little green light on near the cable connection on the computer. Call TechSupport. This information will be helpful in determining the problem and will speed up the solution.</p>
<p>I tried to log on to the computer but I get an error message .</p>	<p>First be sure that you are typing your correct user name and password (see page 5) with no spaces. The domain should say Wayne. Call TechSupport, we can solve your problem usually over the phone.</p>

Printer Cartridges:

I need a new printer cartridge , what do I use and where do I get it?	Where: HS-office, MS-15B Lab, FE-Lab, OE-Lab, OP-Office.	
	What:	
	HPDeskJet 690	Black-51629A
	HPDeskJet 692	Color-51649A
	HPDeskJet 870	Black-51645A
		Color-51641A
	HPDeskJet 890	Black-51645A
	HPDeskJet 895	Color-C1823D
	HPDeskJet 950	Black-51645A
	HPDeskJet 1220	Color-C6578A
	HPLaserJet4L	Toner 92274A
	HPLaserJet5L	Toner C3906A
	HPLaserJet6L	Toner C3906A
	HPLaserJet6P	Toner C3903A
HPLaserJet4500	Black-C4191A Cyan-C4192A Magenta-C4193A Yellow-C4194A	
Xerox P8	106R364	
Xerox P8ex	113R296	

APPLICATION FOR COMPUTER USE

User's Name (please print): _____

Home Address: _____

Home Phone: _____ Parent/ Guardian Name(s): _____

Check one:

- I am a _____ WCSD student and will graduate in _____.
_____ WCSD teacher, teaching _____ in grade ____ at _____.
_____ WCSD staff working as a _____ at _____.
_____ WCSD community member.

I understand that my computer privileges will be revoked if I violate any of the regulations listed below. Should I commit any such violation, I also know that school disciplinary action and/or legal action may be taken.

I understand that my computer privileges may be revoked if I:

- 1) Vandalize the equipment or computer data in any way.
- 2) Alter computer desktops, files and or network organization.
- 3) Create documents containing inappropriate language or obscene material.
- 4) Attempt to log on as someone other than self or "student".
- 5) Demonstrate any other inappropriate computer use as deemed by the supervising adult.

User Signature: _____ Date: _____

Parent Signature: _____ Date: _____

INTERNET USE

As a parent or guardian of this student, I understand that Internet access is designed for educational purposes, but I realize that it is possible that a student will read, view, and hear material on the internet that may be inappropriate. There is a filtering program, which will block students from inappropriate sites. However, this is not a perfect system and the ultimate responsibility must fall on the user.

As a student, I understand that my Internet privileges may be revoked if:

1. Proper "netiquette" is not used*.
2. Access to inappropriate sites is not reported immediately.

User Signature: _____ Date: _____

Parent Signature: _____ Date: _____

* information regarding "netiquette" and the terms and conditions of using computers and the Internet at Wayne Central School District is in the "Computer Network and Internet Use" document in the Student Handbook.

K-5 COMPUTER RULES



 Food, Drinks or Gum are Not Good for the Computer

 Always Use Clean Hands

 New Software Cannot be Installed

 "Surf the Net" With a Purpose

 Respect the Desktop Design

 Always Ask Before Printing

 Close Programs & Return to Blue Desktop When Done

 Put CD's Away



Middle & High School COMPUTER RULES



 Food, Drinks or Gum are Not Allowed

 Use Own Login & Keep Password a Secret!

 Play Games at Home!

 "Surf the Net" With a Class Assignment

 Respect the Computer Settings –

Do Not Alter Desktops, Printers or Any Computer Settings

Do Not Download Software, or Install or Uninstall Software

 Always Ask Before Printing

 Shutdown or Logoff Network When Done



Is it OK for Schools to Copy Software?

Q1. Is it OK for Schools to Copy Software?

A1. No. Software is protected by copyright law, that states you can't make copies unless you obtain the permission of the copyright holder, normally the publisher. Copyright law is written this way to protect software programmers and publishers and the investment they've made in their products. The creative teams that develop software- programmers, writers, graphic artists, content specialists and others-all deserve fair compensation for their work. Making unauthorized copies deprives them of that right.

Q2. What exactly does the law say about copying software?

A2. The law prohibits the unauthorized reproduction and distribution of copyrighted material. Such acts constitute piracy and may result in civil and criminal action, fines and jail time of up to \$250,000 and 5 years for each infringement.

Q3. So I'm never allowed to copy software for any reason?

A3. Under copyright law you may make one archival copy for backup purposes only. Copyright law prohibits you from making additional copies of software for any other reason without the permission of the copyright holder. If the publisher has authorized any exceptions to the copyright law, they will be stated in the license agreement that accompanies the product.

Q4. But aren't schools allowed to make copies for educational purposes?

A4. No. Like individuals and corporations, copyright law binds educational institutions. In most cases, *fair use* does not apply to software. Just as it would be wrong to buy one textbook and photocopy it for use by many students, it is wrong for a school to illegally duplicate software. This means that educators cannot make unauthorized copies of software for their students or themselves, either to use in school or to take home.

Q5. Isn't it OK to make copies since the school purchased the software?

A5. Many people don't realize that when they purchase software they only *buy the right to use that software-they don't own it*. As such, software may not be copied or distributed and must be used in accordance with the license agreement. Many software firms offer special sales arrangements to schools. These include: reduced priced lab packs (a number of copies of a program sold together), site licenses (arrangements which permit schools to make unlimited copies of a program for a specific location at a fixed price) concurrent (a set number of users can access the software at the same time), and network licenses, and educational discounts. Contact the publisher or a reseller for these special opportunities.

Q6. We're planning to install a campus network. How many copies of software will we need to purchase?

A6. Remember that the installation of a network does not change your obligations with regard to the copyright law. The number of licenses you will need depends upon the total number of users who have access to the program at one time. Metering and lockout software allows you to limit access to the exact number of users for which you have purchased a license. This is a very effective cost saving measure and guarantees compliance. Installing a single-user licensed program onto a network is a serious infringement which may result in significant penalties.

Q7. Can we install the launch file for a CD-ROM on multiple computers since we can only use the CD on one machine at a time?

A7. No, most licenses of this type permit the CDs use on a single computer. The launch file is part of the copyrighted program and making copies of it is a violation of law.

Q8. What if don't understand a license agreement?

A8. If you have trouble understanding the license agreement for a particular program, help is available. Your school's media or technology coordinator or software manager may be able to answer your questions. In addition, you can always contact the software publisher and ask for a clarification of the license agreement as it applies to your school. Finally, if you still have questions, contact SPA.

Q9. Our school has Internet access. What precautions can we take to prevent Internet piracy?

A9. Internet piracy is a significant problem for end-users, server operators, and publishers. Copyrighted material is frequently distributed online in violation of the law. It is very important that any school permitting Internet access has a policy in effect regulating its use. Illegal software downloaded from the Internet by students, faculty, and staff may place the school itself in a position of liability. Users also risk introducing a virus into the system, losing the option for technical support and discounted upgrades, and sacrificing the quality that comes from legal product.

Q10. I'll bet most of the people who copy software don't even know that they're breaking the law.

A10. It is the responsibility of every software user to read and understand the license agreements of the products they use and to be sure that their software use complies with copyright law. See what you can do to implement a software policy and periodic audits at your school to control use. Finally, as an educator, help set an example for your students that responsible computer users should be *software legal*.

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